



# Medicare hem health care system blo Australia

Medicare savve helpem iu taem iu peim samfala treatment saed long health care.

## Medicare savve waka lo wanem wei

Mifala savve givim selen and olketa service wea savve helpem iu taem iu or man wea iu take care lo hem iusim service saed lo health care or peim medicine.

Sapos iu fit for kasem, Medicare bae helpem iu lo:

- treatment wea doctor, specialist, optometrist, and samfala case dentist and health professional wea olketa approvem tu bae kamap free or price hem no tumas
- medicine wea price hem no tumas
- treatment and ples for stap wea free lo public hospital.

## Hao for joinim Medicare

Iu savve joinim Medicare lo:

- raetim wanfala Medicare form for joinim
- sendim datfala form witim olketa nara document tu lo post or email lo **MES@servicesaustralia.gov.au**

Depend lo laef blo iu, maet iu bae need for sendim samfala nara document. Maet iu bae need for translatem olketa document blo iu tu.

For savve gud abaotem olketa document wea iu need for sendim, iu savve readim information lo English languis lo **servicesaustralia.gov.au/enrolling-medicare**

Samfala pipol savve joinim thru lo online taem olketa iusum myGov account blo olketa.

Sapos iufala bae joinim olsem famili, iu need for iusim Medicare form for joinim, wea stap lo **servicesaustralia.gov.au/ms004**

Mifala bae registerem iu olsem wanfala man wea part blo Medicare Safety Nets. Sapos iu laekem, iufala savve registerem olsem couple or famili tu.

For savve gud abaotem Medicare Safety Nets lo English languis, go lo **servicesaustralia.gov.au/safetynet**

## Joinim Medicare lo online

Iu savve joinim thru lo online taem iu iusim myGov sapos iu:

- stap lo Australia
- age blo iu hem 15 year or winim
- iu nomoa joinim olsem wanfala man.

Iu mas wanfala blo olketa hia:

- apply finis for permanent resident visa
- kasem finis permanent residency
- garem returning resident visa.

Sapos iu joinim Medicare thru lo myGov account blo iu, iu savve lukim hao application blo iu hem gohed.

Iu bae need for addem bank account blo iu for mifala savve sendim selen wea Medicare peim. Redim information abaotem bank account blo iu.

Depend lo laef blo iu, maet iu bae need for sendim samfala nara document. Maet iu bae need for translatem olketa document blo iu tu. Plis readim information wea stap lo website Services Australia abaotem olketa document iu bae need for sendim.

Taem application blo iu hem approve, mifala bae contactim iu for talem wanem for duim next. Mifala bae sendim iu lo post tu Medicare card blo iu lo address wea iu raetem.

For savve gud abaotem joinim, go lo **[servicesaustralia.gov.au/enrolling-medicare](https://servicesaustralia.gov.au/enrolling-medicare)**

For iu duim samting with mifala thru lo online, firstaem plis wakem wanfala myGov account blo iu, and then linkem datwan witim Medicare. For iu savve gud moa, go lo:

- **[servicesaustralia.gov.au/mygovguides](https://servicesaustralia.gov.au/mygovguides)**
- **[servicesaustralia.gov.au/medicarecard](https://servicesaustralia.gov.au/medicarecard)**

## Medicare Card

Iu bae kasem wanfala Medicare card lo post taem iu joinim. Mifala bae sendim lo address wea iu raetem. Iu savve kasem tu wanfala digital copy blo Medicare card blo iu. Iu mas sign in lo Express Plus Medicare mobile app for iu savve access lo hem.

For savve gud abaotem diswan lo English languis abaotem Express Plus Medicare mobile app, go lo **[servicesaustralia.gov.au/expressplusmedicare](https://servicesaustralia.gov.au/expressplusmedicare)**

For iusim app, iu mas garem wanfala myGov account wea link witim Medicare online account blo iu. Sapos iu no garem olketa samting hia yet, iu mas wakem and then downloadem datfala app.

Iu mas garem wanfala Medicare card wea no expire yet for:

- apply for kasem gudfala samting from Medicare
- lukim doctor wea askem peiment bihaen witim olketa narawan
- kasem treatment olsem wanfala public patient lo wanfala public hospital
- kasem medicine wea price hem no tumas.

Medicare card blo iu savve helpem iu tu sapos iu wanfala private patient wea kasem treatment lo wanfala public or private hospital.

Mifala savve wakem 2-fala card for wanfala family. Sapos age blo iu hem 15 or winim, iu savve kasem wanfala Medicare card blo iuseleva.

Sapos Medicare card blo iu hem lost or samwan stealem hem, iu savve kasem wanfala niu wan long wei for iusim Medicare online account or Express Plus Medicare mobile app blo iu.

For savve gud abaotem diswan lo English languis, go lo **[servicesaustralia.gov.au/medicarecard](https://servicesaustralia.gov.au/medicarecard)**

## Registerem bank account blo iu

Registerem bank account blo iu for mifala savve sendim selen wea Medicare peim go stret lo bank account wea iu talem.

Registerem bank account blo iu thru lo:

- Medicare online account blo iu lo myGov
- Express Plus Medicare mobile app.

Iu mas:

- garem Medicare card blo iu and bank account (BSB, account namba and account nem) witim iu taem iu register
- talem kam sapos samfala information blo iu hem change.

For savve gud abaotem diswan lo English languis, go lo [servicesaustralia.gov.au/medicareservices](https://servicesaustralia.gov.au/medicareservices)

## For apply for kasem gudfala samting

Iu savve apply for health care service lo eniwan wea stap lo Medicare card blo iu.

Sapos wakaman lo doctor wea iu go lo hem savve iusim wanfala service lo internet, olketa savve apply for iu. Sapos olketa no savve duim for iu, iu Seleva savve apply:

- long wei for iusim Medicare online account blo iu lo myGov
- long wei for iusim Express Plus Medicare mobile app
- long wei for go lo centre and story witiim wanfala wakaman blo mifala
- long wei for sendim wanfala Medicare Claim form (MS014) lo post.

Sapos iu pei for samwan, iu savve apply for hem sapos iu iusim narafala Medicare card. Iu no savve duim diswan lo online.

For savve gud abaotem hao for apply lo English languis, go lo [servicesaustralia.gov.au/medicareclaiming](https://servicesaustralia.gov.au/medicareclaiming)

## Reciprocal Health Care Agreements (Spesol Agreement witim Samfala Nara Kamtri)

Medicare bae no peim selen for treatment wea iu kasem lo olketa nara kantri. Nomata olsem, govman lo Australia garem spesol agreement wea mifala kolek hem Reciprocal Health Care Agreements (RHCA) witim samfala kantri for olketa man lo Australia savve kasem olketa treatment wea olketa needim tumas taem olketa wakabaot go lo olketa kantri hia.

Olketa man lo olketa kantri hia tu savve kasem samfala health service and medicine wea price hem no tumas taem olketa wakabaot kam lo Australia.

For savve gud abaotem RHCA lo English languis, go lo [servicesaustralia.gov.au/rhca](https://servicesaustralia.gov.au/rhca)

## Duim samting seleva saed lo Medicare

Hem isi nomoa for iu savve contactim mifala enitaem and eniples. Iu savve duim klosap evriting hia kwiktaem nomoa and isi. No mas ring kam or visitim mifala.

Iusim Medicare online account blo iu and Express Plus Medicare mobile app for apply, updatem information blo iu or bank account or ask for wakem moa or wakem narafala Medicare card blo iu.

Iu savve lukim olketa message abaotem immunisation and olketa nara samting tu.

## Medicare online account

Iu savve registerem iuseleva for wanfala Medicare online account lo myGov. Diswan hem wanfala wei wea sef for iusim Medicare and iu savve iusim datwan enitaem and eniples wea fitim iu.

For savve gud abaotem diswan lo English languis, go lo [servicesaustralia.gov.au/medicareonline](https://servicesaustralia.gov.au/medicareonline)

## Express Plus Medicare mobile app

Datfala Express Plus Medicare mobile app savve helpem iu for duim staka samting. Taem iu kasem wanfala Medicare online account, iu savve daonloadim datfala app from App Store, Google Play or Windows Store.

For savve gud abaotem datfala app lo English languis, go lo [servicesaustralia.gov.au/expressplus](https://servicesaustralia.gov.au/expressplus)

## For savve gud moa abaotem diswan

- For savve gud abaotem diswan lo English languis, go lo [servicesaustralia.gov.au/medicare-services](https://servicesaustralia.gov.au/medicare-services)
- Iu save go lo [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) for readim, herem and lukim olketa information abaotem diswan lo language blo iu
- Ringim **131 202** for story witim mifala lo languis blo iu abaotem olketa pei and service blo Centrelink
- Ringim **132 011** for Medicare and **131 272** for Child Support for olketa pikinini. Sapos iu talem kam dat iu needim wanfala man for translate, mifala bae faendim for iu and bae free nomoa
- Kam visitim wanfala service centre blo mifala.

Tingim: sapos iu ringim mifala from phone blo iu lo haos lo Australia, and sapos namba hem '13' iu mas pei lo price wea no savve change. Datfala price hem depend lo price blo local call and tu depend lo olketa company blo telephone. Sapos iu iusim phone lo haos and ringim '1800' namba, hem free. Price from pablik and mobile phone savve expensive moa.

## Plis tingim

Olketa information wea disfala pablikeson storyim hem for helpem iu for savve lo pei and service nomoa. Hem responsibility blo iu nao for tingraonem laef blo iu and chus for apply.



# Medicare is Australia's health care system

Medicare helps cover the cost of some health care services.

## How Medicare works

We provide payments and services that can help when you or someone you care for use health care services or buy medicines.

If you are eligible, Medicare helps with:

- free or cheaper treatment by doctors, specialists, optometrists, and in some cases dentists and other approved health professionals
- low cost medicine
- free treatment and accommodation in a public hospital.

## How to enrol in Medicare

You can enrol in Medicare by:

- completing a Medicare enrolment form
- mailing or emailing the form and supporting documents to **MES@servicesaustralia.gov.au**

You will need to give us supporting documents depending on your circumstances. You may need to have your documents translated.

For more information in English about what documents you may need, go to **servicesaustralia.gov.au/enrolling-medicare**

Some people can also enrol online using their myGov account.

If you are enrolling as a family, you need to use the Medicare enrolment form, go to **servicesaustralia.gov.au/ms004**

We will also register you as an individual as part of Medicare Safety Nets. You can register as a couple or family if you need.

For more information in English about Medicare Safety Nets, go to **servicesaustralia.gov.au/safetynet**

## Enrolling in Medicare online

You can enrol online using myGov if you are:

- living in Australia
- 15 years or older
- enrolling as an individual.

You must also have either:

- applied for a permanent resident visa
- been granted a permanent residency
- hold a returning resident visa.

If you enrol in Medicare using your myGov account, you can track the progress of your application.

We will ask you to add your bank account details so we can pay you Medicare payments. Have

your banking details ready.

You will need to give us supporting documents depending on your circumstances. You may need to have your documents translated. Read about the documents you need on the Services Australia website.

Once your application is approved, we will contact you with your next steps. We will also send your Medicare card in the mail to the address you gave us.

For more information about enrolling, go to **[servicesaustralia.gov.au/enrolling-medicare](https://servicesaustralia.gov.au/enrolling-medicare)**

To do your business with us online, create a myGov account and link to Medicare. To find out more, go to:

- **[servicesaustralia.gov.au/mygovguides](https://servicesaustralia.gov.au/mygovguides)**
- **[servicesaustralia.gov.au/medicarecard](https://servicesaustralia.gov.au/medicarecard)**

## Medicare card

You will get a Medicare card in the mail when you are enrolled. We will send it to the address you give us. You can also get a digital copy of your Medicare card. You will need to sign into the Express Plus Medicare mobile app to access it.

For more information in English about the Express Plus Medicare mobile app, go to **[servicesaustralia.gov.au/expressplusmedicare](https://servicesaustralia.gov.au/expressplusmedicare)**

To use the apps, you need a myGov account linked to your Medicare online account. If you do not have these, set them up and then download the apps.

You need a valid Medicare card to:

- claim Medicare benefits
- visit a doctor who bulk bills
- get treated as a public patient in a public hospital
- get some medicines at a lower cost.

Your Medicare card can also help if you are a private patient getting treatment in a public or private hospital.

We can issue a maximum of 2 cards to a family. If you are 15 or older, you can get your own Medicare card.

If your Medicare card is lost or stolen, you can get a new one using your Medicare online account or the Express Plus Medicare mobile app.

For more information in English, go to **[servicesaustralia.gov.au/medicarecard](https://servicesaustralia.gov.au/medicarecard)**

## Register your bank account details

Register your bank account details with us so we can pay your Medicare benefits directly into your nominated bank account.

Register your bank account details using:

- your Medicare online account through myGov
- the Express Plus Medicare mobile app.

You need to:

- have your Medicare card and bank account details (BSB, account number and account name)

with you when you register

- let us know if your details change.

For more information in English, go to [servicesaustralia.gov.au/medicare-services](https://servicesaustralia.gov.au/medicare-services)

## Claiming

You can claim for health care services for anyone listed on your Medicare card.

Staff at your doctor's office can submit the claim on your behalf if they offer electronic claiming. If your doctor's office cannot submit the claim on your behalf, you can submit a claim:

- using your Medicare online account through myGov
- using the Express Plus Medicare mobile app
- in person at a service centre
- via post by completing a Medicare Claim form (MS014).

You can also claim for someone on another Medicare card if you have paid for the service. You cannot do this online.

To find out more about claiming options in English, go to [servicesaustralia.gov.au/medicare-claiming](https://servicesaustralia.gov.au/medicare-claiming)

## Reciprocal Health Care Agreements

Medicare does not cover treatment when you go overseas. However, the Australian Government has signed Reciprocal Health Care Agreements (RHCA) with some countries to cover Australians for the cost of essential medical treatment while they are visiting those countries.

Visitors from those countries may also be able to get some health services and cheaper medicines when they are in Australia.

To find out more about the RHCA in English, go to [servicesaustralia.gov.au/rhca](https://servicesaustralia.gov.au/rhca)

## Medicare self service

It is easy to do business with us anytime and anywhere. You can do most things quickly and easily without needing to call or visit us.

Use your Medicare online account and Express Plus Medicare mobile app to make a claim, update your personal and bank details or request a replacement or duplicate Medicare card. You can also view immunisation statements and much more.

## Medicare online account

You can register for a Medicare online account through myGov. It is a secure way for you to do your business with Medicare when and where it suits you.

To find out how to register in English, go to [servicesaustralia.gov.au/medicare-online](https://servicesaustralia.gov.au/medicare-online)

## Express Plus Medicare mobile app

You can also do many things using the Express Plus Medicare mobile app. Once you have a Medicare online account, you can download the app from the App Store, Google Play or the Windows Store.

To find out more about the app in English, go to [servicesaustralia.gov.au/express-plus](https://servicesaustralia.gov.au/express-plus)

## For more information

- Go to [servicesaustralia.gov.au/medicare-services](https://servicesaustralia.gov.au/medicare-services) for more information in English
- Go to [servicesaustralia.gov.au/yourlanguage](https://servicesaustralia.gov.au/yourlanguage) where you can read, listen to or watch information in your language
- Call **131 202** to speak with us in your language about Centrelink payments and services
- Call **132 011** for Medicare and **131 272** for Child Support. Let us know if you need an interpreter, and we will arrange one for free
- Visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

## Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It is your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.