



Medicare o le faiga tau soifua maloloina i Australia

Medicare e fesoasoani atu e totogi le tau o nisi auaunaga tau soifua maloloina.

Pe fa'afefea le faiga o le Medicare

Matou te tu'uina atu totogi ma 'au'aunaga e mafai ona fesoasoani pe a fa'aaoga e oe po'o se tasi o e tausia ia 'au'aunaga tau soifua maloloina po'o le fa'atau o vaila'au fa'afoma'i.

Afai e te agava'a, Medicare e fesoasoani atu i:

- togafitiga e leai se totogi pe taugofie e foma'i, foma'i fa'apitoa, foma'i mata, ma i nisi tulaga, foma'i nifo ma isi foma'i fa'apitoa ua fa'amaonia
- vaila'au fa'afoma'i e maualalo le tau
- togafitiga e leai se totogi ma le nofo i se falema'i a le malo.

Pe fa'apefea ona lesitala i le Medicare

E mafai ona e lesitala mo le Medicare i le:

- fa'atumuina o se pepa talosaga mo le Medicare
- lafo pe imeli mai le pepa talosaga ma pepa lagolago i le **MES@servicesaustralia.gov.au**

E mana'omia ona e auina mai pepa lagolago e fuafua i le tulaga o lo'o e iai. Atonu e mana'omia le fa'aliliuina o au pepa.

Mo nisi fa'amatalaga i le Gagana Fa'aperetania e uiga i pepa e mana'omia, aga'i i le **servicesaustralia.gov.au/enrolling-medicare**

Nisi o tagata e mafai ona lesitala i luga o upega tafailagi e fa'aaoga ai latou myGov account.

Afai o e lesitala o se aiga, e mana'omia ona e fa'aaogaina le Medicare pepa lesitala, aga'i i le **servicesaustralia.gov.au/ms004**

O le a matou lesitalaina fo'i oe o se tagata to'atasi e avea ma vaega o Medicare Safety Nets. E mafai ona e lesitala o se ulugali'i po'o se aiga pe a mana'omia.

Mo nisi fa'amatalaga i le Gagana Fa'aperetania e uiga i le Medicare Safety Nets, aga'i i le **servicesaustralia.gov.au/safetynet**

Lesitala i le Medicare i luga o upega tafailagi

E mafai ona e lesitala i luga o upega tafailagi e fa'aaoga ai myGov pe afai o e:

- nofo i totonu o Australia
- 15 ou tausaga pe matua atu
- lesitala o se tagata to'atasi.

E tatau fo'i ona iai se:

- talosaga mo se visa nofomau
- mauaina o se nofomau tumau
- umia se visa toe foi.

Afai e te lesitala i le Medicare e fa'aoga lau myGov account, e mafai ona siaki le alualu i luma o lau talosaga.

Matou te fesili atu e fa'aopoopo lau fa'amatalaga o lau account ale faletupe e totogi atu ai au tupe Medicare. Ia saunia au fa'amatalaga tau faletupe.

E mana'omia ona e auina mai pepa lagolago e fuafua i le tulaga o lo'o e iai. Atonu e mana'omia le fa'aliliuina o au pepa. Faitau i pepa e mana'omia i luga o le upega tafailagi o le Services Australia.

O le taimi lava e talia ai lau talosaga, matou te fa'afeso'ota'ia oe i isi la'asaga soso'o. O le a matou lafoa atu lau Medicare card i le meli i le tuatusi na e tu'uina mai.

Mo nisi fa'amatalaga e uiga i le lesitala, aga'i i le **servicesaustralia.gov.au/enrolling-medicare**

Mo le fai fa'atasi o lau pisinisi ma matou i luga o upega tafailagi, fatu se myGov account ma le so'otaga ile Medicare. Mo nisi fa'amatalaga, aga'i i le:

- **servicesaustralia.gov.au/mygovguides**
- **servicesaustralia.gov.au/medicarecard**

Medicare card

E maua lau Medicare card ile meli pe a lesitala. Matou te lafoina atu i le tuatusi na e tu'uina mai. E mafai fo'i ona e maua se kopi fa'atenikolosi o lau Medicare card. E mana'omia lou sainsi i le Express Plus Medicare mobile app e maua ai.

Mo nisi fa'amatalaga i le Gagana Fa'aperetania e uiga i le Express Plus Medicare mobile app, aga'i i le **servicesaustralia.gov.au/expressplusmedicare**

Mo le fa'aaogaina o polokalame, e mana'omia lou myGov account ia feso'ota'i ma lau Medicare account i luga o upega tafailagi. Afai e leai se mea o mea nei, seti i luga ona download lea o polokalame.

E te mana'omia se Medicare card aloai'a e:

- talosaga penefiti Medicare
- asiasi i se foma'i e faia pili tetele
- ia togafitia e pei o se tagata gasegase lautele i se falema'i a le malo
- maua ai ni vaila'au fa'afoma'i i se tau maualalo.

O lau Medicare card e mafai fo'i ona fesoasoani pe afai o oe ose ma'i tumaoti o lo'o faia togafitiga ile falema'i lautele po'o le falema'i tuma'oti.

E mafai ona matou avatua le maualuga o card e 2 i se aiga. Afai o oe e 15 pe matua atu, e mafai ona maua lau oe Medicare card.

Afai ua leiloa lau Medicare card, e mafai ona maua se card fou pe a fa'aaoga lau Medicare account i luga o upega tafailagi po'o le Express Plus Medicare mobile app.

Mo nisi fa'amatalaga i le Gagana Fa'aperetania, aga'i i le **servicesaustralia.gov.au/medicarecard**

Lesitala fa'amatalaga o lau faletupe

Lesitala fa'amatalaga o lau faletupe ma matou ina ia mafai ona matou totogia sa'o ou penefiti Medicare i lou teugatupe ua filifilia.

Lesitala fa'amatalaga o lau faletupe e fa'aaoga ai:

- lau Medicare account i luga o upega tafailagi e ala atu i le myGov
- le Express Plus Medicare app mobile app.

E tatau ona:

- iai lou Medicare card ma fa'amatalaga a lau faletupe (BSB, numera o le account ma le igoa o le account) ma oe pe a e lesitala
- fa'ailoa mai ia i matou pe a sui ou fa'amatalaga.

Mo nisi fa'amatalaga i le Gagana Fa'aperetania, aga'i i le servicesaustralia.gov.au/medicare/services

Talosagaina

E mafai ona e talosaga mo auaunaga tausii soifua maloloina mo seisi o lo'o lisi i luga o lau Medicare card.

E mafai e le auaunaga i le ofisa o lau foma'i ona tu'uina atu le tagi e fai ma ou sui pe a latou ofo mai se tagi fa'aletoroni. Afai e le mafai e le ofisa o lau foma'i ona fai lau talosaga e avea ma ou sui, e mafai ona e tu'uina atu se talosaga:

- e fa'aaoga ai lau Medicare account i luga o upega tafailagi e auala atu i le myGov
- e fa'aaoga ai le Express Plus Medicare mobile app
- i le auai atu fa'aletino i se nofoaga autu o auaunaga
- e auala atu i le lafoina o se Medicare Claim form (MS014) ua uma ona fa'atumu.

E mafai fo'i ona e talosaga mo se isi tagata i luga o se isi Medicare card pe afai na e totogia le tautua. E le mafai ona faia nei auala i luga o upega tafailagi.

Mo nisi fa'amatalaga e uiga i filifiliga eseese mo talosaga i le Gagana Fa'aperetania, aga'i i le servicesaustralia.gov.au/medicareclaiming

Reciprocal Health Care Agreements (Maliega Tausii Soifua Maloloina)

Medicare na te le totogiina ni togafitiga pe a e malaga atu i atunu'u i fafo. Peita'i, ua sainia e le Malo a Australia se Reciprocal Health Care Agreements (RHCA) ma nisi o atunu'u e totogi togafitiga fa'apitoa mo Tagata Australia a'o latou asiasi atu i na atunu'u.

O tagata asiasi mai i na atunu'u e mafai ona latou maua ni 'au'aunaga fa'alesoifua maloloina ma vaila'au fa'afoma'i taugofie a'o i totonu o Australia.

Mo nisi fa'amatalaga i le RHCA i le Gagana Fa'aperetania, aga'i le servicesaustralia.gov.au/rhca

Medicare 'au'aunaga a le tagata lava ia

E faigofie ona fai auala fa'apisinisi ma i matou i so'o se taimi ma i so'o se mea. E mafai ona e faia le tele o mea vave ma faigofie e aunoa ma le tau vala'au pe asiasi mai.

Fa'aoga lau Medicare account i luga o upega tafailagi ma le Express Plus Medicare mobile app e fai ai sau talosaga, fa'afou au fa'amatalaga patino ma fa'amatalaga a lou faletupe pe talosagaina se Medicare card e suia po'o le fa'alua. E mafai fo'i ona e va'ai i fa'amatalaga o tui puipui ma le tele o isi mea.

Medicare account i luga o upega tafailagi

E mafai ona e lesitala mo se Medicare account i luga o upega tafailagi e auala atu i le myGov. O se auala saogalemu mo oe aua se faiga fa'apisinisi ma Medicare i fea ma po'o afea e fetau ma oe.

Mo nisi fa'amatalaga mo le lesitala i le Gagana Fa'aperetania, aga'i i le servicesaustralia.gov.au/medicareonline

Express Plus Medicare app i telefoni feavea'i

E mafai fo'i ona e faia le tele o mea e fa'aaoga ai le Express Plus Medicare mobile app. A maua loa lau Medicare account i luga o upega tafailagi, e mafai ona download le app mai le App Store, Google Play po'o le Windows Store.

Mo nisi fa'amatalaga e uiga i le app i le Gagana Fa'aperetania, aga'i i le servicesaustralia.gov.au/expressplus

Mo nisi fa'amatalaga

- Aga'i i le servicesaustralia.gov.au/medicareservices mo nisi fa'amatalaga i le Gagana Fa'aperetania
- Aga'i i le servicesaustralia.gov.au/yourlanguage e mafai ona e faitau, fa'alogo iai pe matamata i fa'amatalaga i lau gagana
- Vala'au le **131 202** talanoa mai ia i matou i lau gagana e fa'atatau i totogi ma 'au'aunaga a le Centrelink
- Vala'au le **132 011** mo le Medicare ma le **131 272** mo Child Support. Fa'ailoa mai pe afai e mana'omia se fa'aliliu'upu ona matou taumafai e fa'aavanoa se tasi fai fua
- Asiasi i se nofoaga mo auaunaga.

Fa'aaliga: o telefoni mai lou fale i le numera '13' maiso'o se ituo Australia e totogii se tau ua fa'atulagaina. O lēna tau e ono suia mai le tau o telefoni fa'alotoifale ma e ono mafai fo'i ona ese'ese i le va o tautua tau telefoni. O telefoni i le numera '1800' mai lau telefoni fale e lē totogia. O telefoni mai telefoni lautele po'o telefoni feavea'i e ono taimia ma totogi i sē tau maualuga atu.

Disclaimer (Lē mafai ona talosaga ia toe totogi)

O fa'amatalaga i totonu o lenei lomiga ua fuafuaina na'o se ta'iala mo totogi ma auaunaga. O lau matāfaioi, o le filifili lea pe e te mana'o e te talosaga mo sē totogi ma faia sau talosaga, e tusa ai ma lou tulaga fa'apitoa.



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 **servicessaustralia.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:

- **servicessaustralia.gov.au/mygovguides**
- **servicessaustralia.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 **servicessaustralia.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 **servicessaustralia.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

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

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

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/medicareonline

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/expressplus

For more information

- Go to servicesaustralia.gov.au/medicare-services for more information in English
- Go to 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.