



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:

- aga'i atu i luga o le upega tafailagi e auala atu i lou myGov account
- fa'atumuina o se pepa talosaga mo le Medicare.

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

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

Lesitala i luga o upega tafailagi

E mafai ona e lesitala i luga o upega tafailagi le Medicare e avea ma se tagata to'atasi po'o se aiga e auala atu i le myGov.

Mo le lesitala i luga o upega tafailagi e mana'omia e oe ma tagata o lou aiga ona:

- nofo i totonu o Australia
- iai se tusi folau po'o se ImmiCard
- iai fa'amatalaga o se visa aoga mai le Department of Home Affairs pe afai o oe e te le sitisegi Ausetalia.

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

Matou te fesili atu e fa'aopopo 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. Afai e le'o i le Gagana Fa'aperetania e mafai ona matou fa'aliliu fua.

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

Afai e te mana'o e lesitala o se aiga, e mana'omia ona e aumaia fa'amatalaga ma pepa fa'amaonia a tamaiti i lalo o le 15 tausaga le matutua.

Afai e te mana'ō e aofia se tagata e 15 tausaga pe matua atu, e tatau ona e avea i le tagata lea lou numera talosaga i luga o upega tafailagi a le myGov.

E mana'omia ona aumai e latou le numera lea aua le auina mai o latou fa'amatalaga ma pepa fa'amaonia mo le fa'amae'aina o latou Medicare talosaga. Mo le faia o lea auala e mana'omia o a latou myGov account.

E mafai ona e talosagaina aga'i i le 8 o isi tagata i lou tusi talosaga i luga o upega tafailagi. Afai e mana'omia le fa'aopopoina o nisi tagata e tatau ona e fa'aaogaina le Medicare tusi talosaga, aga'i i le **servicesaustralia.gov.au/ms004**

Lesitala i luga o upega tafailagi

E mana'omia lou fa'atumuina o se tusi talosaga a le Medicare, aga'i i le **servicesaustralia.gov.au/ms004**

E mafai ona e meli pe imeli pepa ua mae'a ona fa'atumu ma pepa lagolago i le **MES@servicesaustralia.gov.au**. Afai e te imeli mai ia i matou, fa'apopo ma le Medicare lesitala i le laina mataupu tau imeli.

E mana'omia lou aumaia o pepa lagolago e fuafua i luga o ou tulaga. Atonu e mana'omia ona fa'aliliu fa'amatalaga i au pepa lagolago. Afai e le'o i le Gagana Fa'aperetania, e mafai ona matou fa'aliliu fua.

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

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 saina 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 e 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 le polokalame.

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

- talosaga penefiti Medicare
- asiasi i se foma'i e faia pili tetele
- togafitia e pei o se tagata gasegase lautelei 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

Matou te mana'omiaina fa'amatalaga o lau faletupe e totogi sa'o atu ai ou penefiti Medicare ia te oe. Afa'i e le'o iai matou lou fa'amatalaga, o le a matou taofia lou penefiti se'i e fa'ailoa mai.

E mafai ona e lesitala ou fa'amatalaga o lau faletupe e fa'aaoga ai:

- lau Medicare account iluga o upegatafailagi e ala atui le myGov
- le Express Plus Medicare mobile app.

E tatau ona:

- lai 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 iai 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'aeletoni. 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
- 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 ma talosaga i le Gagana Fa'aperetania, aga'i i le servicesaustralia.gov.au/medicare/reclaiming

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'amatalagai le RHCA i le Gagana Fa'aperetania, aga'i i le servicesaustralia.gov.au/rhca

Medicare 'au'aunaga a le tagata lava ia

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

Fa'aaoga 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 fetai 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 mobile app (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 faifua
- Asiasi i se nofoaga mo auaunaga.

Fa'aaliga: o telefoni mai lou fale i le numera '13' ma i so'o se itu o Australia e totogi i 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 fai a 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 either:

- online through your myGov account
- by completing a Medicare enrolment form.

We will register you as an individual for the Medicare Safety Nets as part of your enrolment. 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 online

You can enrol online in Medicare as either an individual or a family through myGov.

To enrol online you and your family members need to:

- live in Australia
- have a current passport or ImmiCard
- have valid visa details from the Department of Home Affairs if you're not an Australian citizen.

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 need to give us supporting documents depending on your circumstances. You may need to have your documents translated. If they are not in English we can translate it for free.

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

If you want to enrol as a family, you need to give us details and identity documents for any children under 15.

If you want to include someone 15 or older, you need to give that person your myGov online application number.

They need the number to give us their details and identity documents to complete their Medicare enrolment. To do this they need their own myGov account.

You can only enrol up to 8 other people in your online application. If you need to enrol more people you need to use the Medicare enrolment form, go to **servicesaustralia.gov.au/ms004**

Enrolling with a form

You need to complete a Medicare enrolment form, go to **servicesaustralia.gov.au/ms004**

You can either mail or email the completed form and supporting documents to **MES@servicesaustralia.gov.au**. If you email us, include 'Medicare enrolment' in the email subject line.

You need to give us supporting documents depending on your circumstances. You may need to have your documents translated. If they are not in English we can translate it for free.

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

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**

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**

Register your bank account details

We need your bank account details to pay your Medicare benefits to you. If we don't have your details, we'll hold your benefit until you tell us.

You can 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
- by 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/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/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.