



Ko e Medicare ko e sisitemi tokanga'i 'o e mo'uilelei fakasino 'a 'Australia

Medicare 'oku ne tokoni ke fua 'a e fakamole 'o e ni'ihi e ngaahi sevesi tauhi 'o e mo'uilelei fakasino.

Founga Ngaue 'a e Medicare

'Oku mau totongi mo 'atu ha ngaahi sevesi 'a ia 'e lava ke tokoni'i koe pe ko ha taha 'oku ke tauhi ke faka'aonga'i 'a e ngaahi sevesi tauhi ki he mo'ui fakasino pe ke fakatau 'a ho'o ngaahi fo'i'akau/fakafaito'o.

Kapau 'oku 'i ai ha'o totonu ke ma'u, 'e tokoni 'a e Medicare 'o lava ke:

- 'atu ta'etotongi pe ma'ama'a ho faito'o 'e he kau toketa, sipesialisi, toketa mata, pea 'i he ngaahi keisi 'e ni'ihi toketa nifo pea mo e kau 'ofisa mo'ui palofesinolo 'osi faka'ataa kehe
- ngaahi faito'o/fo'i'akau ma'ama'a
- fai ho faito'o mo 'atu ha nofo'anga ta'etotongi 'i he ngaahi falemahaki fakapule'anga.

Founga 'a ho'o kole ke kau ki he Medicare

Te ke lava 'o kole hu ki he Medicare 'i ha'o:

- fai 'onilaine 'i ho'o 'akauni myGov
- fakafonu 'a e foomu kole hu Medicare

Te mau lesisita koe koe fakafo'ituitui ki he Medicare Safety Nets ko ha kongia ia 'o ho'o kole hu. Te ke lava pe 'o lesisita ko ha ongo matu'a pe ko ha famili 'o kapau 'e fiema'u.

Ki ha toe ngaahi fakamatala 'i he lea faka-Palangi fekau'aki mo e Medicare Safety Nets, hu ki he **servicesaustralia.gov.au/safetynet**

Kole hu 'onilaine

Te ke lava 'o fakahu 'onilaine 'i he Medicare ko ha taha fakafo'ituitui pe ko ha famili 'i he myGov.

Ke ke kole hu 'onilaine kuo pau ko koe mo e memipa kotoa 'o ho famili 'oku fiema'u ke:

- lolotonga nofo 'i Australia
- ai ha'o paasipooti 'oku lolotonga pe ha'o ImmiCard
- i ai ha'o visa mei he Department of Home Affairs 'o kapau 'oku 'ikai ko ha sitiseni 'Aositelelia koe.

Kapau te ke fai ha kole hu ki he Medicare 'i ho'o 'akauni myGov, te ke lava pe 'o muimui'i 'a e tukunga 'a ho'o 'apalai.

Te mau kole atu ke ke fakakau mai 'a e fakaikiiki 'o ho'o 'akauni pangike koe'uhi ke mau lava 'o fakahu ki ai 'a ho'o ngaahi totongi Medicare. Fakapapau'i 'oku maau e ngaahi fakaikiiki 'o ho'o 'akauni pangike.

'E fiema'u ke ke 'omai kiate kimautolu 'a e ngaahi tokiumeni pou pou 'o fakatatau ki ho ngaahi tukunga. Mahalo pe na'a fiema'u 'a ho'o ngaahi tokiumeni ke liliu (ki he fakapapalangi). Kapau 'oku 'ikai ke 'i he lea faka-Palangi te mau lava pe 'o liliu ta'etotongi.

Ki ha toe ngaahi fakamatala fekau'aki mo e kole hu, 'alu ki he servicesaustralia.gov.au/enrolling-medicare

Kapau te ke fiema'u ke ke kole hu ko ha famili, 'e fiema'u ke ke 'omai 'a e ngaahi fakaikiiki mo e ngaahi tokiumeni ID (fakamo'oni'i) 'o e fanau kotoa 'oku si'i hifo 'i he ta'u 15.

Kapau 'oku ke loto ke fakahu mai ha taha 'oku 'osi ta'u 15 pe lahi hake, 'e fiema'u ke ke 'oange ki he tokotaha ko i 'a ho'o fika 'apalai 'onilaine ko e 'i ho'o myGov.

Te nau fiema'u 'a e fika ke nau lava 'o 'omai ai honau fakaikiiki mo 'enau ngaahi tokiumeni ID ke fakakakato 'a 'enau kole hu Medicare. Ke fai 'eni' 'e fiema'u ke 'i ai ha'anau 'akauni myGov 'a nautolu fakafo'ituitui.

'Oku ke lava pe ke toe tanaki mai 'o fakahu 'o ngata pe 'i he toko 8 'i ho'o kole hu 'onilaine. Kapau leva te ke toe fiema'u ke fakakau mai ha toe ni'ihi 'e fiema'u ia ke ke ngaue'aki 'a e foomu kole hu 'a e Medicare, 'alu ki he servicesaustralia.gov.au/ms004

Foomu Kole Hu

Te ke fiema'u ke ke fakafonu ha foomu kole hu Medicare, 'alu ki he servicesaustralia.gov.au/ms004

Te ke lava pe foki 'o fili ke ke li meili mai pe ko ha'o 'imeili mai 'a ho'o foomu 'osi fakafonu kakato pea mo ho'o ngaahi tokiumeni pou pou ki he MES@servicesaustralia.gov.au. Kapau te ke 'imeili mai kiate kimautolu, fakahu mai 'a e 'Medicare enrolment' 'i he laine subject 'o e 'imeili.

'Oku fiema'u ke ke 'omai kiate kimautolu 'a e ngaahi me'a fakapepa kotoa ke fakamo'oni'i/pou pou 'o fakatatau ki ho tukunga. Mahalo pe na'a fiema'u 'a ho'o ngaahi tokiumeni ke liliu mei ho'o lea tu'ufonua. Kapau 'oku 'ikai ke faka-Palangi te mau lava pe 'emautolu 'o liliu ta'etotongi pe.

Ki ha toe ngaahi fakamatala 'i he lea faka-Palangi fekau'aki mo e ngaahi tokiumeni 'e fiema'u, hu ki he servicesaustralia.gov.au/enrolling-medicare

Kaati Medicare

Te ke ma'u ha kaati Medicare 'i he meili he taimi kuo ke 'osi hu ai. Te mau li atu ia ki ho tu'asila ne ke 'omai kiate kimautolu. 'Oku ke toe lava pe foki 'o ma'u ha tatau 'onilaine 'o ho'o Medicare kaati. 'E fiema'u ke ke hu ki he Express Plus Medicare mobile app ke lava 'o ngaue/sio ki ai.

Ki ha toe ngaahi fakamatala 'i he lea faka-Palangi fekau'aki mo e Express Plus Medicare mobile app, 'alu ki he servicesaustralia.gov.au/expressplusmedicare

Ke ke ngaue'aki 'a ngaahi 'epi, te ke fiema'u ha 'akauni myGov 'osi fakafehokotaki ki ho'o 'akauni Medicare 'onilaine. Kapau 'oku 'ikai ke ke ma'u 'a e ngaahi me'a ni, fakaava kinautolu pea ke toki taunilouti 'a e 'epi.

Te ke fiema'u ha kaati Medicare lolotonga ngaue ke:

- 'eke'i ha totongi fakafoki ngaahi tokoni Medicare
- ngaue'aki ha toketa 'oku nau toki 'eke'i fakalukufua hono totongi
- fai ho ngaahi faito'o ko ha tokotaha mahaki nomolo pe pea 'i ha falemahaki fakapule'anga pe
- ma'u e ni'ihi 'o ho'o ngaahi faito'o 'i ha totongi ma'ama'a ange.

Ko ho'o kaati Medicare te ne lava foki 'o tokoni'i koe kapau ko ha tokotaha mahaki palaiveiti koe ke fai hao faito'o 'i ha falemahaki fakapule'anga pe ko ha falemahaki palaiveiti.

'Oku mau lava 'o 'atu 'a e lahi taha ha kaati 'e 2 ki ha famili. Kapau 'oku ke ta'u 15 pe lahi hake, te ke lava pe ke ma'u ha'o kaati Medicare pe 'a'au.

Kapau 'oku mole pe kaiha'asi 'a ho'o kaati Medicare te ke lava ke fakafo'ou 'a ho'o kaati 'i ho'o

'akauni Medicare 'onilaine pe 'i he Express Plus Medicare mobile app.

Ki ha toe ngaahi fakamatala lahi ange 'i he lea faka-Palangi, 'alu ki he servicesaustralia.gov.au/medicarecard

Lesisita e fakaikiiki 'o ho'o 'akauni pangike

Lesisita 'a ho'o 'akauni pangike mo kimautilu ke mau lava 'o fakahu hangatonu 'a ho'o ngaahi vahe Medicare ki ho'o 'akauni ne 'omai. Kapau 'e 'ikai ke mau ma'u 'a ho'o ngaahi fakaikiiki te mau puke pe 'a ho'o ngaahi monu kae 'oua kuo ke 'omi.

Ke lesisita 'a ho'o 'akauni pangike, ngaue'aki 'a:

- ho'o 'Akauni Medicare 'onilainie 'o fou 'i ho'o myGov
- koe Express Plus Medicare mobile app.

Te ke fiema'u 'a e:

- fakaikiiki 'o ho'o kaati Medicare pea mo ho'o 'akauni pangike (BSB, fika 'akauni mo e hingoa 'o e 'akauni) 'iate koe he taimi te ke lesisita ai
- fakaha mai kiate kimautilu 'o ka liliu ho ngaahi fakaikiiki.

Ki ha toe ngaahi fakamatala 'i he lea faka-Palangi, 'alu ki he servicesaustralia.gov.au/medicareservices

'Eke'i ha totongi fakafoki

Te ke lava 'o 'eke'i ha totongi fakafoki mai 'o ha fa'ahinga sevesi ne fai ki ha taha 'o kinautilu kotoa ko ia 'oku lisi 'i ho'o kaati Medicare.

'E lava 'e he kau ngaue 'i he 'ofisi 'o ho'o toketa ke nau fakahu ha'o 'eke totongi fakafoki ma'au 'o kapau 'oku nau lava 'o fai faka'ilekitulonika. Kapau leva 'e 'ikai lava 'e he 'ofisi 'o ho'o toketaa 'o fakahu 'a ho'o 'eke totongi fakafoki ma'au, te ke lava pe 'e koe 'o fakahu hangatonu:

- 'i ha'o ngaue'aki ho'o 'akauni Medicare 'onilaine 'i ho'o myGov
- ngaue'aki 'a ho'o Express Plus Medicare mobile app
- 'i ha'o 'a'ahi tonu ki ha senita sevesi
- li 'i he meili 'aki ha'o fakafonu e Medicare Claim form (MS014).

Te ke toe lava pe foki ke fai ha 'eke totongi fakafoki ma'a ha taha 'i ha kaati Medicare kehe 'o kapau ko koe na'ake totongi 'a e sevesi ne fai. 'E 'ikai te ke lava 'o fai 'eni 'onilaine.

Ke toe ma'u ha ngaahi fakamatala fekau'aki mo e ngaahi founa te ke lava 'o fai ai ha'o 'eke totongi fakafoki 'i he lea faka-Palangi, 'alu ki he servicesaustralia.gov.au/medicareclaiming

Reciprocal Health Care Agreements (Ngaahi Aleapau Felotoi Tauhi Fakafaito'o)

'E 'ikai totongi 'e he Medicare hao faito'o fakafalemahaki kapau te ke 'i ha fonua muli. Kaneongo ia, kuo 'osi fakamo'oni hingoa 'a e Pule'anga 'Aositelelia ki he Reciprocal Health Care Agreements (RHCA) mo ha ngaahi fonua ke nau fua pe ha ngaahi fakamole 'o ha faito'o fakafalemahaki 'o ha taha 'Aositelelia 'i ha'anau fiema'u lolotonga 'enau 'a'ahi ki honau ngaahi fonua.

'E lava foki e kakai 'o e ngaahi fonua ko ia 'o ma'u ha ngaahi sevesi fakafaito'o mo fo'i'akau ma'ama'a lolotonga ko ia 'a 'enau 'i Australia.

Ke toe ma'u ha ngaahi fakamatala lahi ange ki he RHCA 'i he lea faka-Palangi, 'alu ki he

servicesaustralia.gov.au/rhca

Medicare fai pe 'e koe

'Oku faingofua 'aupito 'a e fengaue'aki mo kimautolu 'i ha fa'ahinga taimi pe 'i ha feitu'u pe. Te ke lava pe 'o fai 'a e meimei me'a kotoa vave mo faingofua 'o 'ikai toe fiema'u ke ke ta mai pe 'a'ahi mai kiate kimautolu.

Ngaue'aki 'a ho'o 'akauni Medicare 'onilaine moe Express Plus Medicare mobile app ke fai ha'o 'eke totongi fakafoki, fakafo'ou pe 'omi 'a e fakamuimui taha 'o ho ngaahi fakaikiiki fakaekoe mo ho'o 'akauni pangike pe kole ha fetongi pe 'ai ha kopi 'o ho'o kaati Medicare. Te ke lava foki 'o sio ki ho'o siteitimeni huhu malu'i pea mo ha toe ngaahi me'a.

'Akauni Medicare 'onilaine

Te ke lava 'o lesisita ki ha'o 'akauni Medicare 'onilaine 'i he myGov. Ko ha taha 'eni 'o ha founa malu ma'au ke fai ai ho'o ngaahi fengaue'aki mo e Medicare 'i ha feitu'u mo ha taimi pe 'e faingamalie kiate koe.

Ke 'ilo 'a e founa 'a ho'o lesisita 'i he lea faka-Palangi, 'alu ki he servicesaustralia.gov.au/medicareonline

Express Plus Medicare mobile app

Te ke toe lava foki 'o fai e ngaahi me'a lahi 'o ngaue'aki 'a e Express Plus Medicare mobile app. Ko 'ene fakaava pe ha'o 'akauni Medicare 'onilaine, te ke lava leva 'o taunilouti 'a e 'epi mei he App Store, Google Play pe koe Windows Store.

Ke toe 'ilo lahi ange ki he 'epi 'i he lea faka-Palangi, 'alu ki he servicesaustralia.gov.au/expressplus

Ki ha toe fakamatala lahi ange

- 'Alu ki he servicesaustralia.gov.au/medicare-services ki ha toe ngaahi fakamatala 'i he lea faka-Palangi
- 'Alu ki he servicesaustralia.gov.au/yourlanguage te ke lava ai 'o lau, fanongo pe mamata ki he ngaahi fakamatala 'i ho'o lea tu'ufonua
- Telefoni ki he **131 202** ke fakatalanoa mai kiate kimautolu 'i ho'o lea tu'ufonua fekau'aki mo e ngaahi vahe mo e ngaahi sevesi'a e Centrelink
- Telefoni ki he **132 011** ki he Medicare pea **131 272** ki he Child Support. Fakaha mai kiate kimautolu 'o kapau 'oku ke fiema'u ha fakatonulea pea te mau alea'i ha taha ta'etotongi pe
- 'A'ahi ki ha senita sevesi.

Tokanga'i: koe ngaahi telefoni mei ho'o telefoni 'api ki he ngaahi fika '13' mei ha feitu'u pe 'i 'Australia' oku 'i ai hano totongi tu'upau. Ko e totongi 'e ala feliuliuaki mei ha totongi 'o e telefoni loukolo pea 'e lava pe ke feliuliuaki 'o fakatatau ki he ngaahi kautaha telefoni. Telefoni ki he ngaahi fika '1800' mei ho'o telefoni 'api 'oku ta'etotongi pe. Ko e ngaahi telefoni mei he puha telefoni mo e telefoni mopaila 'oku mahalo 'e lau miniti ia pea totongi mamafa ange.

Faka'ata'atā

Ko e ngaahi fakamatala 'oku ha atu ki he paaki ni 'oku taumu'a pe ia ko ha tataki/fakahinohino ki he ngaahi vahe mo e ngaahi sevesi. 'Oku 'a 'au pe 'a e fatongia ke fili pe te ke loto ke 'apalai ki ha vahe pea ke fakafonu ha'o 'apalai 'o fakatatau ki ho ngaahi tukunga fakafo'ituitui.



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 **servicessaustralia.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 **servicessaustralia.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.