



Medicare 是 Australia 的医疗保健系统

Medicare 可帮助支付部分医疗服务费用。

Medicare 的运作机制

当您或您所照顾的人使用医疗服务或购买药品时，Medicare 可提供相应的费用报销和帮助服务。

如果符合条件，Medicare 可为您提供以下帮助：

- 医生、专科医生、验光师以及在某些情况下的牙医和其他经过批准的医疗专业人员提供免费或较优惠的治疗
- 价廉的药物
- 在公立医院免费接受治疗和免费住院。

如何参加 Medicare 计划

可通过以下方式参加 Medicare 计划：

- 通过 myGov 帐户在线申请加入
- 填写 Medicare 登记表进行申请。

当您注册 Medicare 时，我们会自动将您加入医疗保障安全网（Medicare Safety Nets）。如有需要，还可选择以夫妻或家庭为单位申请加入 Medicare。

关于“Medicare Safety Nets”的更多英文信息，请访问：

servicesaustralia.gov.au/safetynet

在线注册 Medicare

可通过 myGov 以个人或家庭为单位在线注册 Medicare。

若要进行在线注册，您和您的家人需要满足以下条件：

- 居住在 Australia
- 持有有效护照或 ImmiCard
- 如果不是澳大利亚公民，则需要持有 Department of Home Affairs 提供的有效签证详细信息。

使用 myGov 帐户注册 Medicare 后，可随时跟踪申请进度。

在注册过程中，我们会要求您提供银行帐户详细信息，以便我们能够向您支付 Medicare 报销款项。准备好银行详细信息。

需要根据具体情况，向我们提供一些证明材料。可能还需要将证明材料翻译成英文。如果证明材料不是英文的，我们可以为您免费翻译。

有关您可能需要提供哪些文件的英文信息，请访问 servicesaustralia.gov.au/enrolling-medicare

如果想要以家庭为单位注册 Medicare，则需向我们提供 15 岁以下儿童的详细信息和身份证件。

如果想要包括 15 岁或以上的某个人，则需向该人提供您的 myGov 在线申请号。

他们需要通过这个号码来向我们提供详细信息和身份证件，否则无法完成 Medicare 注册。为此，他们需要拥有自己的 myGov 帐户。

请注意，用自己的帐户在线申请，最多只能为 8 个人注册。如果需要为更多的人注册，则需要使用 Medicare 登记表，请访问 servicesaustralia.gov.au/ms004

填表注册

您需要填写 Medicare 登记表，请访问 servicesaustralia.gov.au/ms004

将填妥的表格和证明材料邮寄至或通过电子邮件发送至 MES@servicesaustralia.gov.au 如果选择电子邮件发送，请在电子邮件主题行中注明“Medicare 注册”。

需要根据具体情况，向我们提供一些证明材料。可能还需要将证明材料翻译成英文。如果证明材料不是英文的，我们可以为您免费翻译。

有关您可能需要提供哪些文件的英文信息，请访问 servicesaustralia.gov.au/enrolling-medicare

Medicare 卡

完成注册后，我们会给您寄去一张 Medicare 卡。我们会将卡寄到您向我们提供的地址。您还可以获得电子版的 Medicare 卡。您需要登录 Express Plus Medicare 手机应用程序后才能使用。

有关 Express Plus Medicare 手机应用程序的更多英文信息，请访问 servicesaustralia.gov.au/expressplusmedicare

要使用这类应用程序，需要有一个与 Medicare 在线帐户关联的 myGov 帐户。如果还没有，请先设置，然后再下载应用程序。

需要有一张有效的 Medicare 卡，才能：

- 申领 Medicare 福利
- 去看接受公费医疗报销的医生
- 在公立医院接受公费医疗治疗

- 以较低的价格购得一些药品。

在公立或私立医院接受治疗的私费患者同样可以获得 Medicare 卡福利。

最多可以向一个家庭发放 2 张卡。年满 15 岁的个人有资格申请 Medicare 卡。

如果 Medicare 卡丢失或被盗，则可使用 Medicare 在线帐户或 Express Plus Medicare 手机应用程序获得一张新卡。

有关更多英文信息，请访问 servicesaustralia.gov.au/medicarecard

登记银行账户详情

我们需要您的银行账户详细信息，以便向您支付 Medicare 福利。若您未能提供银行账户的详细信息，我们将会暂时保留您的福利，直至您向我们提供所需信息。

可使用以下方式注册银行账户信息：

- 通过 myGov 网站使用 Medicare 在线帐户
- Express Plus Medicare 手机应用程序。

您需要：

- 注册时，请准备好 Medicare 卡和银行账户信息（包括 BSB 号码、账号和账户持有人姓名）
- 如果账户详情有变化，请告诉我们。

有关更多的英文信息，请访问 servicesaustralia.gov.au/medicare services

报销申请

您有权为 Medicare 卡上列出的任何人申请医疗服务报销。

如果医生诊所能够办理电子报销，诊所工作人员可代表您提交报销申请。如果医生诊所不能代表您提交报销申请，则可通过以下方式自行申报：

- 通过 myGov 使用 Medicare 在线帐户
- 使用 Express Plus Medicare 手机应用程序
- 亲自到服务中心办理报销
- 填写并邮寄 Medicare Claim form (MS014)。

您可以支付他人的医疗服务费用，然后使用他们的 Medicare 卡申请报销，即便你们的名字不在同一张卡上。您无法在线执行此操作。

要了解更多关于报销方式的英文信息，请访问 servicesaustralia.gov.au/medicareclaiming

Reciprocal Health Care Agreements (互惠医疗协议)

出国后，Medicare 不报销海外治疗费用。尽管如此，澳大利亚政府与若干国家达成了 Reciprocal Health Care Agreements (RHCA)，用于承担澳大利亚公民在这些国家访问期间的基本医疗开支。

同样，来自这些国家的访客在 Australia 也能享受某些医疗服务和较优惠的药品价格。

要了解更多关于 RHCA 的英文信息，请访问 servicesaustralia.gov.au/rhca

Medicare 自助服务

无论何时何地，与我们办理业务都很容易。您可以快速轻松地办理大多数业务，无需打电话或亲自来访。

通过 Medicare 在线账户和 Express Plus Medicare 手机应用程序，可以申请报销、更新个人及银行信息，或请求更换或补办 Medicare 卡。此外，还可以查看免疫证明等等。

Medicare 在线帐户

可通过 myGov 注册一个 Medicare 在线帐户。您可以在任何方便的时间和地点安全地办理与 Medicare 相关的业务。

要了解如何注册账户的英文信息，请访问 servicesaustralia.gov.au/medicareonline

Express Plus Medicare 手机应用程序

此外，还可通过 Express Plus Medicare 手机应用程序执行多种操作。注册 Medicare 在线账户后，可从 App Store、Google Play 或 Windows Store 下载该应用。

要了解更多关于该应用程序的英文信息，请访问 servicesaustralia.gov.au/expressplus

更多信息

- 请访问 servicesaustralia.gov.au/medicare-services 获取更多英文信息
- 请访问 servicesaustralia.gov.au/your-language 获得中文版本的文本、音频或视频信息
- 致电 131 202，用中文咨询 Centrelink 相关福利金和服务的信息
- 致电 132 011 咨询 Medicare 相关事宜；致电 131 272 咨询 Child Support 相关事宜。如果需要口译服务，请告诉我们，我们将免费为您安排口译员
- 前往服务中心。

注意：从 Australia 任何地方用座机拨打“13”开头的电话号码，费用固定。该费率可能因本地通话价

格而异，也可能因电话服务提供商而异。使用座机拨打“1800”开头的电话号码免费。使用公共电话和移动电话致电可能会以较高的费率按时计费。

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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.