

Express Plus Medicare mobile app retirement - FAQs

[OFFICIAL]

1. Why is the Express Plus Medicare mobile app being retired?

We're committed to making government services simple so people can get on with their lives. By reducing the number of apps people need, we're simplifying and streamlining how customers access digital government services. This improves customer experience, reduces complexity and ensures services are seamless, secure and efficient.

2. When will the Express Plus Medicare mobile app no longer be available?

The Express Plus Medicare mobile app will retire from 1 November 2025 and is no longer available for download from the Apple App Store or Google Play. From this date, customers will need to use the **myGov app** to continue to manage their Medicare services on their mobile devices.

Customers who already have the Express Plus Medicare mobile app installed on their device can continue using it **until the retirement date**. If people remove the app from their device, they won't **be able to reinstall it**.

The app is not available for download from the Apple App Store or Google Play.

3. What should we tell our clients or community members?

Please let people know that:

- The Express Plus Medicare mobile app will no longer work from **1 November 2025**.
- They can **download and start using the myGov app** to access their Medicare online account.
- The **myGov app** is available from the Apple App Store and Google Play.
- If they don't want to use the myGov app, they can still use **the myGov website**. They should enter **my.gov.au** into their browser and sign in to their myGov account.

4. How can we help our clients transition?

You can support them by:

- **Updating** any web content, printed or digital materials to remove references to the Express Plus Medicare mobile app. Consider replacing the references with myGov app.
- **Encouraging** them to go to my.gov.au/app for help setting up the myGov app.
- **Using** our free resources (posters, digital banners, FAQs) to raise awareness.

5. What do customers need to use the myGov app?

To use the myGov app, customers will need a device that runs iOS 16.6 or Android 11, or a newer version. If their device can't support the required operating system, they can still access their Medicare services through the myGov website. They will need to enter my.gov.au into their browser and sign in to their myGov account.

6. Does the myGov app have the same features as the Express Plus Medicare mobile app?

Yes, the myGov app offers the same functions as the Express Plus Medicare mobile app, including:

- access to digital Medicare and organ donor cards.
- easy access to Medicare services like claims, immunisation history, organ and tissue donor preferences, personal details and digital cards.

In addition, the myGov app provides more secure and convenient ways to sign in, such as using a passkey, Digital ID, fingerprint and facial recognition.

7. What are the benefits of using the myGov app?

Customers will experience enhanced security features, faster sign in and more convenient access to their Medicare online account, helping them self-manage their services anytime, anywhere. They also have easy access to their myGov Inbox.

8. Is the myGov app secure?

Yes. The myGov app uses strong security features that help protect people's information while making their sign in process quicker and easier.

9. What if people don't want to use the myGov app?

If people don't want to use the myGov app or their device can't support the required software, they can still use the myGov website to access their Medicare online account.

They should enter **my.gov.au** into their browser and sign in to their account.

10. Where can we get support materials for the myGov app?

Go to my.gov.au/app for more information or go to my.gov.au/communityresources to download the myGov app eKit.

11. What if people still want to use the Express Plus Medicare mobile app?

They can continue using it for now, but the app will no longer work from 1 November 2025. We strongly encourage you to promote the myGov app so they are set up before the Express Plus Medicare mobile app stops working. With the myGov app they'll have easy access to their Medicare services and their myGov Inbox, improved security and the convenience of accessing other government services in one place.

12. Who can we contact if we have questions?

Please, email us at AGENCYAPPS.TRANSFORMATION@servicesaustralia.gov.au if you have questions or need further support.