

# Express Plus Medicare mobile app retirement - Talking Points

[OFFICIAL]

## What you need to know

- The Express Plus Medicare mobile app **is not available for download** from the Apple App store or Google Play store.
- The Express Plus Medicare mobile app **will fully retire on 1 November 2025**.
- 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 will **not be able to reinstall it**.
- **After 1 November 2025**, people will need to **transition and use the myGov app** to continue managing their Medicare services through an app.
- People have access to all the same functions in the myGov app that they did in the Express Plus Medicare mobile app, including:
  - Medicare claims
  - Immunisation history
  - Organ and tissue donor registration and preferences
  - Personal details and Medicare digital card
- The myGov app also offers extra benefits, such as:
- More convenient and secure sign in options, including passkeys, Digital ID, fingerprint or facial recognition
- Access to multiple government services in one app
- Access to their myGov Inbox.
- This change is part of the Australian Government's Digital Strategy and supports **Services Australia's 2030 Vision** to make **government services easier to use, more secure, and centered around people's needs**.

## What you need to do

**Inform your clients and communities** that:

- the Express Plus Medicare mobile app will no longer be available from 1 November 2025
- the app cannot be downloaded from app stores anymore. If people delete the app from their device, they will not be able to reinstall it.

- **Encourage them** to download and start using the myGov app now, so they're ready before the Express Plus Medicare mobile app is no longer available.
- **Review and update** any existing material (printed or online) that refers to the Express Plus Medicare mobile app, replacing them with updated content about the myGov app.
- **Use and share** the free stakeholder kit resources to help inform and support your teams, communities and clients.

## What customers need to do

- **Download** the myGov app from the App Store or Google Play as soon as possible. For help with downloading and setting up the app, they can go to [my.gov.au/app](https://my.gov.au/app).
- **Sign in** using their myGov sign in details: their Medicare information will already be available there.
- **Start using** the myGov app to:
  - make Medicare claims
  - access immunisation records
  - update personal details
- show digital Medicare and organ donor cards.
- **Check their device operating system:** to use the myGov app on their mobile device, their operating system must be iOS 16.6 or Android 11, or a newer version. If their device can't support the required software, they can still use myGov online. They should enter [my.gov.au](https://my.gov.au) into their browser and sign in to their myGov account.

## Where customers can get more information

- Customers can go to [my.gov.au/app](https://my.gov.au/app) to:
  - **Learn** more about the myGov app
- **Get help** downloading and using the app.

## Where you can get more information

- **Download the myGov app eKit** from [my.gov.au/communityresources](https://my.gov.au/communityresources) to get help about myGov and how to use it.
- If you need further information or support, **contact us at** [AGENCYAPPS.TRANSFORMATION@servicesaustralia.gov.au](mailto:AGENCYAPPS.TRANSFORMATION@servicesaustralia.gov.au).