

SEPTEMBER 2023

YOUR HEALTH



Australian Government



Services
Australia

Help in your language

We have free interpreter and translation services. You can ask for an interpreter or translation of documents when you call or visit us. To speak to us in your language call **131 202** for help with 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. For information in your language about our payments and services go to **servicesaustralia.gov.au/yourlanguage**

ARABIC

تتوفر لدينا خدمات ترجمة شفوية وخطية مجانية. يمكنك طلب مترجم شفهي أو ترجمة المستندات عندما تتصل بنا أو تقوم بزيارتنا. للتحدث إلينا بلغتك، اتصل بالرقم **131 202** للمساعدة في مدفوعات وخدمات Centrelink. اتصل بالرقم **132 011** لخدمات Medicare و **131 272** لخدمات Child Support. أخبرنا إذا كنت بحاجة إلى مترجم، وسنقوم بترتيب ذلك مجاناً. للحصول على معلومات بلغتك حول مدفوعاتنا وخدماتنا، اذهب إلى **servicesaustralia.gov.au/yourlanguage**

CHINESE

我们可以免费提供口笔译服务。在致电或造访我们时，您可要求我们提供口译或文件翻译服务。欲使用中文咨询，请致电 **131 202**，获取有关Centrelink津贴和服务方面的帮助。办理Medicare相关事宜，请致电**132 011**；办理Child Support相关事宜，请致电**131 272**。如需口译服务，敬请告知，我们将免费为您安排口译员。如需相关津贴和服务的中文版信息，请访问**servicesaustralia.gov.au/yourlanguage**

PERSIAN (FARSI)

ما خدمات مترجم شفاهی و ترجمه رایگان داریم. وقتی با ما تماس می گیرید یا با ما ملاقات می کنید، می توانید از مترجم شفاهی یا خدمات ترجمه اسناد درخواست کنید. برای صحبت به زبان خودتان با ما با **131 202** تماس بگیرید و در مورد پرداخت ها و خدمات Centrelink کمک بگیرید. برای Medicare با **132 011** و برای Child Support با **131 272** تماس بگیرید. اگر به مترجم شفاهی نیاز دارید، به ما اطلاع دهید و ما به صورت رایگان یک مترجم برای شما ترتیب خواهیم داد. برای اطلاعات به زبان خودتان در مورد پرداخت ها و خدمات ما، به **servicesaustralia.gov.au/yourlanguage** مراجعه کنید.

VIETNAMESE

Chúng tôi có dịch vụ thông dịch và phiên dịch miễn phí. Khi gọi điện thoại hoặc đích thân đến gặp chúng tôi, quý vị có thể yêu cầu thông dịch viên hoặc yêu cầu dịch giấy tờ. Muốn nói chuyện với chúng tôi bằng ngôn ngữ của quý vị, hãy gọi số **131 202** để được giúp đỡ về các khoản trợ cấp và dịch vụ Centrelink. Gọi số **132 011** để nói chuyện với Medicare và **131 272** để nói chuyện với Child Support. Hãy cho chúng tôi biết nếu quý vị cần thông dịch viên và chúng tôi sẽ sắp xếp thông dịch viên miễn phí cho quý vị. Muốn biết thông tin tiếng Việt về các khoản trợ cấp và dịch vụ của chúng tôi, hãy truy cập **servicesaustralia.gov.au/yourlanguage**

This brochure outlines some of the benefits and services available for people enrolled in Medicare. Medicare helps Australians, and other eligible people, with the cost of some medicines and medical, optical and hospital care.

Health services

MEDICARE SAFETY NETS

The Medicare Safety Net provides a higher Medicare benefit for out of hospital costs. The safety net applies to individuals, couples and families enrolled in Medicare.

There are certain rules you need to meet before you get a safety net benefit.

If you register as a family or couple, we'll combine your medical costs which means you're more likely to meet the threshold sooner.

For the Medicare Safety Net, a family is a:

- married couple – not separated, with or without dependent children
- couple in a de facto relationship, with or without dependent children
- single person with dependent children.

For more information and to register go to **servicesaustralia.gov.au/safetynet** or call **132 011**.

If your circumstances change, you may need to update your Medicare Safety Net details. For more information, go to **servicesaustralia.gov.au/safetynet**

You can check if you're approaching the Medicare Safety Net threshold using your Medicare online account through myGov, or the Express Plus Medicare mobile app. For more information go to **servicesaustralia.gov.au/medicareonline**

PHARMACEUTICAL BENEFITS SCHEME (PBS) SAFETY NET

The PBS Safety Net can help you get listed medicines at a low cost or free if you or your family reach the threshold during the calendar year.

You need to keep track of how much you spend on PBS medicines. Then you'll know when you reach the threshold.

If you get your PBS medicines from the same pharmacy, you can ask them to keep a computer record of how much you've spent.

You can also keep your own record on a Prescription Record Form available from our website.

For families, ask your pharmacist about combining the amounts for all eligible family members.

You can apply for the PBS Safety Net card through your pharmacist when you reach the threshold.

For more information talk to your pharmacist or go to **servicesaustralia.gov.au/pbssafetynet**

THE AUSTRALIAN ORGAN DONOR REGISTER

The Australian Organ Donor Register is the national register for organ and tissue donation. Your donation decision is recorded on the register and can be checked at any time by authorised medical personnel.

You can register as a donor using your Medicare online account through myGov or the Express Plus Medicare mobile app. You can also use the online form at **donatelife.gov.au**

For more information go to **servicesaustralia.gov.au/organdonor** or call **1800 777 203**.

AUSTRALIAN IMMUNISATION REGISTER

The Australian Immunisation Register (AIR) is a national register that records vaccinations given to all people in Australia and some vaccinations given overseas.

Only a vaccination provider, such as your GP, pharmacist or local council, can update the AIR. It's a good idea to remind them to update your AIR record when you get a vaccination.

You can view and save immunisation history statements for yourself or your child under 14 years using your Medicare online account through myGov or the Express Plus Medicare mobile app. If you're 14 years or older, you can view and save your own immunisation history statement.

If your immunisation history statement isn't up to date, contact your vaccination provider.

Read more about the Australian Immunisation Register at **servicesaustralia.gov.au/air**



CHILD DENTAL BENEFITS SCHEDULE

The Child Dental Benefits Schedule (CDBS) provides financial support to cover part or full costs of some basic dental services for eligible children who:

- are eligible for Medicare
- are between 0 and 17 years old for at least one day that calendar year
- get or are part of a family getting certain Australian Government payments for at least one day of the calendar year.

The CDBS covers basic dental services including dental examinations, X-rays, cleaning, fillings and extractions. It doesn't cover orthodontic or cosmetic dental work or services provided in a hospital.

Any funds not used in the first year can be used in the second year if the child remains eligible. You can't use any remaining funds after the second year.

We'll write to you if you or your child is eligible.

For more information go to **servicesaustralia.gov.au/childdental** or call **132 011**.

You can check your eligibility and balance details using your Medicare online account through myGov.

For information on how to do this go to **servicesaustralia.gov.au/medicareonline**

MY HEALTH RECORD

You can get a My Health Record when you enrol in Medicare. A My Health Record is a secure online summary of your health information. You can control what goes on your record and who can access it. You can choose to share your health information with your doctors, hospitals and other healthcare providers. You can manage your child's My Health Record until they turn 14. Once they turn 14, they can manage it themselves.

For information about using your My Health Record go to **digitalhealth.gov.au/my-health-record** or call **1800 723 471**.

GETTING SOMEONE TO DEAL WITH US ON YOUR BEHALF

If you'd prefer to have someone else handle your Centrelink, Medicare or Child Support business, you can authorise a person or organisation to deal with us on your behalf.

For more information about these arrangements:

- go to **servicesaustralia.gov.au/nominees**
- call us
- visit a service centre.



Cards you may need

MEDICARE CARD

You must be enrolled in Medicare and have a valid Medicare card to claim Medicare benefits, be treated as a public patient in a public hospital, or to get a PBS prescription filled. You can also use your card if you're a private patient being treated in a public or private hospital.

We'll give you a Medicare card number when we process your enrolment. You can use this number straight away to access services. We'll send you a Medicare card in 3 to 4 weeks to the address you give us.

A maximum of 2 cards can be issued per family. If you're 15 or older, you can get your own Medicare card.

If your Medicare card is lost, stolen or damaged, you can request a new one using your Medicare online account through myGov or the Express Plus Medicare mobile app. You can also access a digital copy of your Medicare or Australian Organ Donor card.

For more information go to **servicesaustralia.gov.au/medicarecard**

CONCESSION CARDS

Concession cards provide access to a range of Australian Government concessions. These can reduce the cost of some health care services or prescription medicines through the Pharmaceutical Benefits Scheme (PBS).

Concession cards may give you other concessions from state and local government authorities and private businesses, at the discretion of the provider.

A Pensioner Concession Card is automatically issued to people getting certain Centrelink payments and gives cardholders access to a range of Australian Government health concessions. It's valid for 2 years and renewed automatically while you remain eligible for your pension payment.

A Health Care Card is automatically issued to people getting certain Centrelink payments or supplements from us or the maximum rate of Family Tax Benefit Part A. It's valid for one year, and renewed automatically while you remain eligible for your Centrelink payment or Family Tax Benefit Part A.

You may be eligible for a Low Income Health Care Card if you're on a low income and meet the income test. It's valid for one year and must be renewed each year.

You may be eligible for the Ex-Carer Allowance (Child) Health Care Card if you're aged between 16 and 25 years of age, meet residence rules, are a full time student and had a Carer Allowance (Child) Health Care Card on the day before you turned 16. It's not subject to an income or asset test and must be renewed every 12 months.

The Foster Child Health Care Card is available if you're a foster carer, or caring for someone else's child and meet residency rules. You don't need to be a formal foster carer to be eligible.

Anyone, such as a grandparent, sibling or aunt may be eligible if they care for a child that's not their natural or adopted child. This card is subject to age rules and the child must be under 19 years of age. A proof of age document is required to verify the child's age, for example, a birth certificate.

The Commonwealth Seniors Health Card is available to self-funded retirees and seniors of Age Pension age who aren't getting Centrelink or Department of Veterans' Affairs income support payments. The card is automatically renewed before expiry while you remain eligible.

Use the Digital wallet in the Express Plus Centrelink mobile app to store your concession card or health care card on your mobile device.

For more information go to **servicesaustralia.gov.au/concessioncards** or call us.

Extra assistance

We recognise you may have some costs or issues you need extra help with. You may also access some of the following:

- External Breast Prostheses Reimbursement Program
- Continence Aids Payment Scheme
- Australian Government rebate on Private Health Insurance
- Essential Medical Equipment Payment.

For more information about these payments and services go to **servicesaustralia.gov.au/health**



Manage your information online

It's easy to manage your information with us online, anytime and anywhere. Use your Medicare online account to access and manage your information without needing to call or visit us. You can access your online account through myGov or the Express Plus Medicare mobile app.

MYGOV

myGov lets you access government services online all in one place. You can do this through the myGov website or the app.

To create a myGov account, follow the prompts at **my.gov.au**

To link Medicare, select **View and link services**, then select the **Link** button next to Medicare.

You'll need to answer questions about yourself. This helps us link the correct record to your myGov account.

For help with your myGov account or linking Medicare:

- go to **my.gov.au/help**
- watch myGov videos at **youtube.com/mygovau**
- call **132 307** and select Option 1 for the myGov help desk.



myGov app

Download the app to use myGov on your mobile.

Scan the QR code or go to **my.gov.au/app**



Download on the
App Store



GET IT ON
Google Play

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Google Play and the Google Play logo are trademarks of Google LLC.

EXPRESS PLUS MEDICARE MOBILE APP

You can manage your information using the Express Plus Medicare mobile app. You'll need to link Medicare to your myGov account before you can use the app.

For more information about the Express Plus Medicare mobile app go to **servicesaustralia.gov.au/expressplus**

SCAMS AND YOUR ONLINE SECURITY

Keep your information safe online. Go to **servicesaustralia.gov.au/scams** to find out how.

If you need to report a scam related to myGov or Services Australia, including Centrelink, Medicare or Child Support, email it to **reportascam@servicesaustralia.gov.au**

If you think you've been scammed by someone impersonating myGov or Services Australia, including Centrelink, Medicare or Child Support, call our Scams and Identity Theft Helpdesk on **1800 941 126**.

IT PAYS TO REGISTER YOUR BANK DETAILS WITH MEDICARE

We need your bank account details to pay your Medicare benefit to you. If we don't have your bank details, we can't pay you your Medicare benefit.

We'll hold your Medicare benefit until you tell us.

Register your bank account details with us using either:

- your Medicare online account through myGov
- the Express Plus Medicare mobile app.

We need your BSB, account number and account name. We'll pay your Medicare benefit directly into your nominated bank account.

You must tell us of any changes to your bank account details as soon as possible.

Every member of your family aged over 14 must have a bank account registered with Medicare.

If you pay at the doctor's and they submit your Medicare claim on your behalf, the practice will give you a Statement of Claim and Benefit Payment. You don't need to make a claim or give this to us.

KEEPING US UP TO DATE

It's important for you to have a current Medicare card and keep your details up-to-date.

This includes your address, contact phone numbers and your bank details.

Use your Medicare online account or Express Plus Medicare mobile app to update your personal and bank account details. You need to update your bank details with Medicare to get your Medicare benefits and any money owed to you. Each person 14 years or older who's listed on a Medicare card needs to provide their bank details separately. Your bank details are linked to an individual and not to a card.

For changes such as name, gender or date of birth, please call us on **132 011** or bring your supporting documents to a service centre.

For more information go to **servicesaustralia.gov.au/medicarecard**

INFORMATION IN OTHER FORMATS

Some information is available in audio CD/DVD, large print, Braille and e-text. Call us on **132 717** with your request.

If you're deaf or have a hearing or speech impairment call the National Relay Service Helpdesk on **1800 555 660** or go to **communications.gov.au/accesshub**

Aboriginal and Torres Strait Islander Australians can call the Centrelink Indigenous Call Centre on **1800 136 380**.

KEEPING UP TO DATE

To find out about changes to benefits and services:



subscribe to *News for health and disability* for the latest information at servicesaustralia.gov.au/news



connect with us on social media at servicesaustralia.gov.au/socialmedia

Note: calls from your 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: this information is accurate as at September 2023. The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application, with regard to your particular circumstances.





Download the myGov app for your mobile



Scan the QR code or
go to **my.gov.au/app**