



2016年7月

## 你的健康

本手册将介绍参加 Medicare 后可获得的福利和服务。Medicare 向澳大利亚国民及其他符合条件的人士提供部分医疗、医药、眼科及医院护理费用上的帮助。

## 马上开始

加入我们十分简单，你可以随时随地操作。办理大部分的业务也十分简单、便捷，无需你致电或亲自前往柜台。

使用你的 Medicare 在线账户和 Express Plus Medicare 移动应用程序，你可以办理以下业务：

- 提交 Medicare 赔付申请
- 查看 Medicare 赔付申请历史记录
- 更新你的个人信息和银行账户信息
- 在线接收 Medicare 信件
- 登记你的 Australian Organ Donation Register 决定
- 查看免疫接种历史记录
- 要求更换或重新申请一张 Medicare 卡
- 查看你的 Medicare Safety Net 账户余额
- 查看你的 Individual Healthcare Identifier 号码
- 查看你的 Care Plan Access 历史
- 查看你 Medicare 卡的电子副本。

## Medicare 在线账户

Medicare 在线账户让你可以安全又便捷地在线办理各种 Medicare 业务，无需你致电或亲自前往柜台。

### 第一步：

如果你尚未申请 Medicare 在线账户，请访问 [my.gov.au](http://my.gov.au) 创建账户，选择“Services”，点击 Medicare 旁的“Link”按钮，将在线账户与你的 Medicare 账户关联。

### 第二步：

选择最符合你实际情况的选项：

- 我已有一个 Medicare 在线账户

- 我没有 Medicare 在线账户
- 我有一个关联代码

### 第三步:

填写要求提供的其他信息

欲了解更多信息, 请访问 [humanservices.gov.au/medicareonline](https://humanservices.gov.au/medicareonline)

## Express Plus Medicare 移动应用

使用 Express Plus Medicare 移动应用, 你可以随时随地获得各种服务并管理赔付申请

**第一步:** 确保已创建 myGov 账户并与 Medicare 关联。

**第二步:** 从 App Store、Google Play 或 Microsoft Windows Store 下载 Express Plus Medicare 移动应用。

**第三步:** 使用你的 myGov 用户名和密码设置 4 位 PIN 码, 并开始使用 Express Plus Medicare 移动应用。

## 在 Medicare 登记你的银行账户详细信息

在我们这里登记你的银行账户详细信息, Medicare 福利金就可直接汇入你指定的银行账户。

登记你的银行账户详细信息:

- 通过 myGov 使用你的 Medicare 在线账户
- 通过 Express Plus Medicare 移动应用。

你需要:

- 持有 Medicare 卡和银行账户详细信息 (包括 BSB、账号和账户名称) 方可登记
- 你的以上详细信息变更后, 告知我们。

## 医疗健康服务

### My Health Record 系统

My Health Record 系统中存储的电子健康档案可以让你本人、你的医生和其他参与护理的医护专业人员从系统中查看你重要健康信息的电子版摘要。无论你在非工作时间、急诊室或是不同医生处就医, 医疗提供者都能迅速获得你的健康医疗信息。

你可以决定哪些信息记入电子健康档案以及谁可以查看你的档案。这使得照顾你的身体健康更迅速、更安全、更简单。

前往 [myhealthrecord.gov.au](https://myhealthrecord.gov.au) 在线注册或致电 **1800 723 471**。

## Safety net (安全网)

Medicare Safety Net 为需要高额出院医疗费用的个人、夫妇和家庭提供更多的福利金。

符合条件的出院医疗费用将累加，当达到 Medicare Safety Net 临界值后，在该自然年剩余时间内，你将在符合条件的服务上获得更高的福利金。

个人用户将自动注册安全网。你只需要确保我们拥有你最新的联系方式。

如果你有配偶或家人，夫妻二人或一个家庭的自费开销将一同在安全网临界值范围内累加。

就 Medicare Safety Net 目的而言，家庭的定义包含：

- 合法结婚并未分居的夫妻或同居关系的两人，无论他们是否有需要抚养的子女
- 抚养子女的单身人士及其子女。

如果你有配偶或家人，请确保通知我们。

以夫妻或家庭身份注册 Medicare Safety Net，你可以访问 [humanservices.gov.au/safetynet](https://humanservices.gov.au/safetynet) 或致电 132 011。

如果你或你的家人在一年内需要大量的药品，当你的药物花费达到临界值时，PBS Safety Net 可以帮助你分担 PBS 药物的费用。

你需要记录你所有的 PBS 药物才能有资格申请。请咨询你的药剂师关于记录药物使用情况的问题。

欲了解更多信息，请访问 [humanservices.gov.au/pbssafetynet](https://humanservices.gov.au/pbssafetynet) 或致电 132 011。

## Australian Organ Donor Register

Australian Organ Donor Register 是澳大利亚唯一的全国器官组织捐献注册系统。Donor Register 将你的捐献决定记录在案，可供全年无休时刻查看。

只有拥有澳大利亚政府批准的医务人员可查看 Donor Register。

欲注册 Donor Register，请访问 [humanservices.gov.au/organdonor](https://humanservices.gov.au/organdonor) 或致电 Freecall™ 1800 777 203。

## Australian Immunisation Register (AIR)

Australian Immunisation Register (AIR) 是全国性的登记在澳居住的所有年龄人士接种疫苗情况的记录。

AIR 记录通过全科医师和社区诊所提供的疫苗接种情况。

你的疫苗接种提供者可以将任何新的疫苗添加到 AIR 中——你不需要做任何事情。

了解更多关于 Australian Immunisation Register 的详细信息，请访问 [humanservices.gov.au/air](https://humanservices.gov.au/air)

## Child Dental Benefits Schedule

Child Dental Benefits Schedule 是一项为符合要求的儿童在连续两个自然年内提供高达 \$1000 的牙科服务津贴的牙科福利计划。该计划要求申请人必须在该自然年中至少有一天处于 2 岁至 17 岁、有资格获得 Medicare，并本人领取或所在家庭领取特定澳大利亚政府福利。

Child Dental Benefits Schedule 涵盖了一系列服务，包括牙科检查、X 光检查、清洗、补牙和拔牙。该计划不包括正畸、牙科美容或其他医院提供的任何服务。

欲了解更多信息，请访问 [humanservices.gov.au/childdental](https://humanservices.gov.au/childdental) 或致电 **132 011**。

## 找其他人代表你与我们接洽

如果你更希望让别人处理你的 Centrelink、Child Support 或 Medicare 事务，你可以授权某个人或组织代表你与我们接洽。欲了解有关此类安排的更多信息，可访问 [humanservices.gov.au/nominees](https://humanservices.gov.au/nominees)

## 你可能需要的卡片

### Medicare 卡

无论是申请 Medicare 福利、前往可全额报销的医生处就医、在公立医院以公费病人的身份就诊，还是在 Pharmaceutical Benefits Scheme (PBS) 下获得处方，你都需要一张有效的 Medicare 卡。即使你以自费病人的身份在公立医院和私立医院就诊，Medicare 卡也能帮助你。

你可以将 Medicare 卡的副本给其他家庭成员使用。每个家庭可最多获得两张卡。年满 15 岁则可拥有自己的 Medicare 卡。

如果你的 Medicare 卡丢失或被偷，你可以用你的 Medicare 在线账户或通过 Medicare Express Plus 移动应用轻松申请一张新卡。

### 特许福利卡

持有特许福利卡，你就可以获得一系列澳大利亚政府的特许福利。特许福利包括减免部分医疗保健费用和通过 PBS 获得的处方药费用。

特许福利卡还可以让你获得州政府、地方政府主管部门和私营企业的优惠。

Pensioner Concession Card 向接受特定 Centrelink 福利金的人自动发放，持卡人可获得一系列澳大利亚政府的医疗福利。

Health Care Card 向接受特定 Centrelink 福利金的、接受我们的额外补助或 Family Tax Benefit (Part A) 最高金额的人自动发放。

如果你收入较低并通过 Low Income Health Care Card 收入测试，就可能有资格获得 Low Income Health Care Card。

Commonwealth Seniors Health Card 适用于自筹资金的退休人员以及到达养老金年龄但不接受 Centrelink 或 Department of Veterans' Affairs 收入补助的人群。

欲了解更多信息，请访问 [humanservices.gov.au/concessioncards](https://humanservices.gov.au/concessioncards) 或来电咨询。

## 额外帮助

我们了解在有些开销或事务上你可能需要额外的帮助。你还可能获得：

- Healthcare Identifiers Service
- National Bowel Cancer Screening Program
- External Breast Protheses Reimbursement Program
- Continence Aids Payment Scheme
- Australian Government rebate on Private Health Insurance
- Cleft Lip and Cleft Palate Scheme
- Financial Information Service
- Essential Medical Equipment Payment。

欲了解更多关于以上福利及服务的信息，请访问 [humanservices.gov.au/health](https://humanservices.gov.au/health)

## 网络安全

在网络上保证你的信息安全。请访问 [humanservices.gov.au/onlinesecurity](https://humanservices.gov.au/onlinesecurity) 了解如何保障安全。

## 告知我们最新信息

持有一张有效的 Medicare 卡并将你最新的准确个人信息告知我们十分重要。

使用 Medicare 在线账户或 Express Plus Medicare 移动应用，你可以轻松更新你的个人信息和银行账户信息。如果想要更改姓名、性别、出生日期，则需要携带证明文件到服务中心办理。

## 欲了解更多信息

- 访问 [humanservices.gov.au/health](https://humanservices.gov.au/health) 获取更多英文版本信息
- 访问 [humanservices.gov.au/yourlanguage](https://humanservices.gov.au/yourlanguage) 提供各种语言版本的文本、音频、视频格式信息
- 拨打 **131 202** 使用你自己的语言向我们咨询 Centrelink 服务与福利
- 拨打 **131 450**，致电 Translating and Interpreting Service (TIS National)，使用你自己的语言向我们咨询 Medicare 和 Child Support 服务与福利
- 前往服务中心。

注意：在澳大利亚境内用家庭电话拨打“13”开头的号码均按照固定费率收费。该费率可能与本地通话费率不同，并且不同电话服务提供商收取的费率也可能不同。使用家庭电话可免费拨打“1800”开头的号码。使用公共电话和移动电话拨打“1800”开头的号码可能会按较高费率计时收费。

## 免责声明

本出版物中包含的信息仅作为福利和服务的指南。是否申请福利并根据自身具体情况提出申请由你自己决定。

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## Your health

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

## Getting started

It's easy to do business with us anytime and anywhere. You can do most things quickly and easily without needing to call or visit us.

Using your Medicare online account and Express Plus Medicare mobile app you can:

- submit a Medicare claim
- view Medicare claims history
- update your personal and bank account details
- receive Medicare letters online
- register your decision on the Australian Organ Donation Register
- view immunisation history statements
- request a replacement or duplicate Medicare card
- view your Medicare Safety Net balance
- view your Individual Healthcare Identifier number
- view your Care Plan Access history
- view a digital copy of your Medicare card.

## Medicare online account

Your Medicare online account is a secure and convenient way for you to do Medicare business online, without needing to call or visit us.

### Step 1:

If you don't have a Medicare online account go to [my.gov.au](http://my.gov.au) to create one and link to Medicare by selecting 'Services' and the 'Link' icon next to Medicare.

### Step 2:

Select the option best suited to your situation:

- I have an online account with Medicare
- I don't have an online account with Medicare
- I have a linking code

**Step 3:**

Complete the additional information requested

For more information go to [humanservices.gov.au/medicareonline](https://humanservices.gov.au/medicareonline)

## Express Plus Medicare mobile app

You can access a wide range of services and manage claims on the go using our Express Plus Medicare mobile app.

**Step 1:**

Make sure you have created a myGov account and linked to Medicare.

**Step 2:**

Download the Express Plus Medicare mobile app from the App Store, Google Play or the Microsoft Windows Store.

**Step 3:**

Use your myGov username and password to set up your 4-digit PIN and start using the Express Plus Medicare mobile app.

## Register your bank account details with Medicare

Register your bank account details with us so your Medicare benefits can be paid directly into your nominated bank account.

Register your bank account details:

- using your Medicare online account through myGov
- through 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.

## Health services

### My Health Record system

Your digital health record in the My Health Record system lets you, your doctor, and other healthcare professionals involved in your care view an electronic summary of your key health information from one central location. It doesn't matter when you need medical treatment—after hours, in an emergency or from a different doctor—your healthcare information can be accessed quickly by your health provider.

You control what goes into your digital health record, and who can see it. It makes taking care of your health faster, safer and easier.

Register online at [myhealthrecord.gov.au](https://myhealthrecord.gov.au) or call **1800 723 471**.



## Safety net

The Medicare Safety Net provides higher benefits to individuals, couples and families who have high out-of-hospital medical expenses.

Eligible out-of-hospital expenses are added up and when you reach a Medicare Safety Net threshold you will get a higher benefit on eligible services for the rest of the calendar year.

Individuals are automatically registered. Just keep your contact details up-to-date with us.

If you're a couple or family, your out-of-pocket expenses add up to the one safety net threshold.

For Medicare Safety Net purposes, a family consists of:

- a couple who are legally married and not separated, or a couple in a de facto relationship, with or without dependent children
- a single person with dependent children.

Make sure you let us know if you have a partner or are part of a family.

To register for the Medicare Safety Net as a couple or family, go to **[humanservices.gov.au/safetynet](https://humanservices.gov.au/safetynet)** or call **132 011**.

If you or your family need a lot of medicines in a year, the PBS Safety Net can help you with the cost of your PBS medicines when you reach the threshold.

To be eligible you need to keep a record of all your PBS medicines. Talk to your pharmacist about keeping a record.

For more information go to **[humanservices.gov.au/pbssafetynet](https://humanservices.gov.au/pbssafetynet)** or call **132 011**.

## The Australian Organ Donor Register

The Australian Organ Donor Register is the only national register for organ and tissue donation. The Donor Register records your donation decision so it can be checked 24 hours a day, seven days a week.

Only authorised medical staff who have Australian Government permission can check the Donor Register.

To register on the Donor Register go to **[humanservices.gov.au/organdonor](https://humanservices.gov.au/organdonor)** or call **Freecall™ 1800 777 203**.

## Australian Immunisation Register (AIR)

The Australian Immunisation Register (AIR) is a national register that records vaccinations given to people of all ages living in Australia.

The AIR records vaccinations given through general practices and community clinics.

Any new vaccinations can be added to the AIR by your vaccination provider—you don't need to do anything.

Read more about the Australian Immunisation Register at [humanservices.gov.au/air](https://humanservices.gov.au/air)

## Child Dental Benefits Schedule

The Child Dental Benefits Schedule is a dental benefits programme that gives eligible children access up to \$1000 for dental services over two consecutive calendar years. To be eligible, a child must be aged 2 to 17 for at least one day of the calendar year, be eligible for Medicare, and get or be part of a family getting certain Australian Government payments.

The Child Dental Benefits Schedule covers a range of services including dental examinations, X-rays, cleaning, fillings and extractions. It doesn't cover orthodontic or cosmetic dental work or any services provided in a hospital.

For more information go to [humanservices.gov.au/childdental](https://humanservices.gov.au/childdental) or call **132 011**.

## Getting someone to deal with us on your behalf

If you'd prefer to have someone else handle your Centrelink, Child Support or Medicare business, you can authorise a person or organisation to deal with us on your behalf. For more information about these arrangements go to [humanservices.gov.au/nominees](https://humanservices.gov.au/nominees)

## Cards you may need

### Medicare card

You need a valid Medicare card to claim Medicare benefits, visit a doctor who bulk bills, be treated as a public patient in a public hospital, or to get a Pharmaceutical Benefits Scheme (PBS) prescription filled. Your Medicare card can also help if you're a private patient being treated in a public or private hospital.

You can get a copy of your Medicare card for other family members to use. A maximum of two 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 or stolen, you can easily request a new one using your Medicare Online Account or through the Medicare Express Plus mobile app.

### 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 PBS.

Concession cards can give you other concessions from state and local government authorities and private businesses.

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.

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).

You may be eligible for a Low Income Health Care Card if you're on a low income and meet the Low Income Health Care Card income test.

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.

For more information go to [humanservices.gov.au/concessioncards](https://humanservices.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:

- Healthcare Identifiers Service
- National Bowel Cancer Screening Program
- External Breast Prostheses Reimbursement Program
- Continence Aids Payment Scheme
- Australian Government rebate on Private Health Insurance
- Cleft Lip and Cleft Palate Scheme
- the Financial Information Service
- Essential Medical Equipment Payment.

For more information about these payments and services go to [humanservices.gov.au/health](https://humanservices.gov.au/health)

## Online security

Keep your information safe online. Go to [humanservices.gov.au/onlinesecurity](https://humanservices.gov.au/onlinesecurity) to find out how.

## Keeping us up to date

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

Using your Medicare online account or Express Plus Medicare mobile app is a simple way to update your personal and bank account details. For changes such as name, gender or date of birth, you will need to bring supporting documents to a service centre.

## For more information

- go to [humanservices.gov.au/health](https://humanservices.gov.au/health) for more information in English

- go to **humanservices.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 the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- 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's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.

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