



# Medicare je australski sustav zdravstvene zaštite

Medicare pomaže u pokrivanju troškova niza medicinskih usluga.

## Kako funkcionira Medicare

Mi pružamo plaćanja i usluge koje vam mogu pomoći kada vi, ili netko o kome skrbite, koristite zdravstvene usluge ili kupujete lijekove.

Ako ispunjavate uvjete, Medicare vam pomaže u pokrivanju troškova niza medicinskih usluga:

- besplatno ili jeftinije liječenje kod liječnika, specijalista, optometrista i, u nekim slučajevima, zubara i zdravstvenih djelatnika
- jeftiniji lijekovi
- besplatno liječenje i smještaj u državnoj bolnici

## Kako se upisati u Medicare

Osobe iznad 15 godina starosti mogu posjetiti uslužni centar i upisati se.

Sa sobom morate ponijeti neke podatke, a to su važeća putovnica, putne isprave, ImmiCard, važeća viza ili originalno pismo te podatke o bankovnom računu. Medicare beneficije možemo plaćati samo na bankovni račun u Australiji.

Ako ispunjavate uvjete, dobit ćete Medicare broj koji možete odmah koristiti. Medicare karticu ćemo vam poslati u roku od 3 do 4 tjedna.

Za više informacija na engleskom jeziku, idite na [humanservices.gov.au/medicarecard](https://humanservices.gov.au/medicarecard)

## Medicare kartica

Morate imati važeću Medicare karticu kako biste mogli potraživati beneficije od Medicare, otići liječniku čije usluge pokriva Medicare, liječiti se kao javni pacijent u državnoj bolnici ili dobiti recept koji je pokriven Pharmaceutical Benefit Scheme. Medicare kartica vam može također pomoći ako se kao privatni pacijent liječite u državnoj ili privatnoj bolnici.

Jedna obitelj može dobiti najviše dvije kartice. Ako ste napunili 15 godina, možete dobiti svoju Medicare karticu.

Ako ste izgubili Medicare karticu ili vam je ona ukradena, lako možete zatražiti novu karticu koristeći Medicare online račun ili mobilnu aplikaciju Express Plus Medicare. Za više informacija na engleskom jeziku idite na [humanservices.gov.au/medicarecard](https://humanservices.gov.au/medicarecard)

## Recipročni sporazumi o zdravstvenoj zaštiti

Medicare ne pokriva liječenje kada ste u inozemstvu. Međutim, australska je vlada potpisala Reciprocal Health Care Agreements (RHCA) s nekim zemljama kako bi Australci imali pokriće troškova neophodnog liječenja dok su u tim zemljama.



Posjetitelji iz tih zemalja mogu također imati pravo na neke zdravstvene usluge i jeftinije lijekove kada su u Australiji.

Za više informacija o RHCA na engleskom jeziku idite na [humanservices.gov.au/rhca](https://humanservices.gov.au/rhca)

## Registrirajte podatke svog bankovnog računa

Registrirajte kod nas podatke svog bankovnog računa tako da vam Medicare naknade mogu biti plaćene izravno na naznačeni bankovni račun.

Registrirajte podatke svog bankovnog računa:

- koristeći Medicare online račun putem myGov
- koristeći mobilnu aplikaciju Express Plus Medicare.

Morate:

- imati podatke Medicare kartice i bankovnog računa–BSB, broj računa i naziv računa–kod sebe kada se registrirate
- obavijestiti nas ako se vaši podaci promijene.

Za više informacija na engleskom jeziku idite na [humanservices.gov.au/medicare/services](https://humanservices.gov.au/medicare/services)

## Potraživanje

Potraživati možete za bilo koga tko je naveden na vašoj Medicare kartici. Potraživati možete i za nekoga tko je na drugoj Medicare kartici, ako ste platili za uslugu.

Potraživati možete:

- kod liječnika ako vam nude elektronički sustav potraživanja
- koristeći Medicare online račun putem myGov
- koristeći mobilnu aplikaciju Express Plus Medicare.

Za više informacija o mogućnostima potraživanja na engleskom jeziku, idite na

[humanservices.gov.au/medicareclaiming](https://humanservices.gov.au/medicareclaiming)

## Samostalno obavljanje poslova s Medicare

Svoje poslove s nama možete obavljati bilo gdje i u bilo koje vrijeme. Većinu stvari možete obaviti brzo i jednostavno, bez potrebe telefoniranja ili dolaska kod nas.

Koristeći Medicare online račun i imobilnu aplikaciju Express Plus Medicare možete izvršiti potraživanje, ažurirati svoje osobne podatke i podatke o bankovnom računu, zatražiti zamjenu postojeće ili duplikat Medicare kartice, pogledati izvješća o cijepljenju, i još puno toga.

## Medicare online račun

Za Medicare online račun možete se registrirati putem myGov. To je siguran način na koji ćete obavljati svoje poslove s Medicare kada i gdje to vama odgovara.

Za informacije kako se registrirati na engleskom jeziku, idite na [humanservices.gov.au/medicareonline](https://humanservices.gov.au/medicareonline)

## Mobilna aplikacija Express Plus Medicare

Niz stvari možete obavljati i putem mobilne aplikacije Express Plus Medicare. Kada ste otvorili Medicare online račun, aplikaciju možete preuzeti s App Store, Google Play ili Windows Store.

Za više informacija o ovoj aplikaciji, idite na [humanservices.gov.au/expressplus](https://humanservices.gov.au/expressplus)

## Za više informacija

- idite na [humanservices.gov.au/medicareservices](https://humanservices.gov.au/medicareservices) za više informacija na engleskom jeziku
- idite na [humanservices.gov.au/yourlanguage](https://humanservices.gov.au/yourlanguage) gdje možete čitati, slušati ili gledati videozapise s informacijama na vašem jeziku
- nazovite **131 202** ako želite razgovarati s nama na svom jeziku o isplatama i uslugama koje pruža Centrelink
- nazovite Translating and Interpreting Service (TIS National) na **131 450** ako s nama želite razgovarati na svom jeziku o plaćanjima i uslugama koje pružaju Medicare i Child Support
- posjetite uslužni centar

Napomena: pozivi s kućnog telefona na brojeve koji počinju brojem '13' iz bilo kojeg dijela Australije naplaćuju se po fiksnoj stopi. Ova stopa se može razlikovati od cijene lokalnog poziva, a može također biti različita kod raznih pružatelja telefonskih usluga. Pozivi na brojeve '1800' s kućnog telefona su besplatni. Pozivi s javnih i mobilnih telefona mogu biti vremenski ograničeni i naplaćivati se po višoj stopi.

## Odricanje odgovornosti

Informacije sadržane u ovoj publikaciji namijenjene su samo kao vodič u plaćanja i usluge. Vaša je odgovornost odlučiti želite li podnijeti zahtjev za plaćanje i podnijeti zahtjev uzimajući u obzir vaše posebne okolnosti.



# Medicare is Australia's health care system

Medicare helps cover the cost of a range of medical 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're eligible, Medicare helps cover the cost of a range of medical services:

- free or cheaper treatment by doctors, specialists, optometrists, and in some cases dentists and health practitioners
- low cost medicine
- free treatment and accommodation in a public hospital

## How to enrol in Medicare

People over the age of 15 can visit a service centre to enrol.

You'll need to bring some information with you including current passports, travel documents, ImmiCard, valid visa or original letter and your bank account details. We can only pay Medicare benefits into an Australian bank account.

If you're eligible, we'll give you a Medicare number to use straight away. We'll send your Medicare card to you in 3 to 4 weeks.

To find out more in English, go to [humanservices.gov.au/medicarecard](https://humanservices.gov.au/medicarecard)

## 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 Benefit Scheme prescription filled. Your Medicare card can also help if you're a private patient being treated in a public or private hospital.

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 the Express Plus Medicare mobile app. For more information in English, go to [humanservices.gov.au/medicarecard](https://humanservices.gov.au/medicarecard)

## Reciprocal Health Care Agreements

Medicare doesn't 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're visiting those countries.

Visitors from those countries may also be entitled to some health services and cheaper medicines when they're in Australia.

To find out more about the RHCA in English, go to [humanservices.gov.au/rhca](https://humanservices.gov.au/rhca)

## Register your bank account details

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
- using 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 [humanservices.gov.au/medicare/services](https://humanservices.gov.au/medicare/services)

## Claiming

You can make claims for anyone listed on your Medicare card. You can also claim for someone on another Medicare card, if you've paid for the service.

You can submit a claim:

- at the doctor's if they offer electronic claiming
- using your Medicare online account through myGov
- using the Express Plus Medicare mobile app.

To find out more about claiming options in English, go to [humanservices.gov.au/medicare/claiming](https://humanservices.gov.au/medicare/claiming)

## Medicare self service

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 make a claim, update your personal and bank details, request a replacement or duplicate Medicare card, view immunisation statements and much more.

## Medicare online account

You can register for a Medicare online account through myGov. It's 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 [humanservices.gov.au/medicare/online](https://humanservices.gov.au/medicare/online)

## Express Plus Medicare mobile app

You can also do a range of 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 [humanservices.gov.au/expressplus](https://humanservices.gov.au/expressplus)

## For more information

- go to [humanservices.gov.au/medicare/services](https://humanservices.gov.au/medicare/services) for more information in English
- go to [humanservices.gov.au/yourlanguage](https://humanservices.gov.au/yourlanguage) where you can read, listen to or watch videos with 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.