



احصل على بطاقة Medicare بدل عن مفقود أو نسخة ثانية من البطاقة باستخدام حسابك لدى Medicare عبر الانترنت

تعرف على كيفية طلب بطاقة Medicare بدل فاقد أو نسخة ثانية من البطاقة باستخدام حسابك لدى Medicare عبر الانترنت.

الخطوة 1: ادخل إلى حسابك

قم بزيارة my.gov.au، ادخل إلى حسابك وافتح خدمة Medicare الخاصة بك التي تم ربطها. اختر 'Replacement or duplicate card' من القائمة الرئيسية.

The screenshot shows the Medicare online accounts website. The header includes the Australian Government logo and the text 'Australian Government Department of Human Services'. The main heading is 'Medicare online accounts'. Below this, there are three informational boxes: 'Medicare cheques have stopped', 'We encourage all Australians to register their donation decision on the Australian Organ Donor Register', and 'You can also do most of your Centrelink and Child Support business using self service'. A sidebar on the left lists various services, with 'Replacement or duplicate card' highlighted in red. A blue arrow points from this sidebar item to the 'Replacement or duplicate card' option in the main content area. A green callout box points to this option with the Arabic text 'بطاقة بدل عن مفقود أو نسخة ثانية من البطاقة'.

الخطوة 2: طلب بطاقة بدل عن مفقود أو نسخة ثانية من البطاقة

لطلب بطاقة بدل عن مفقود، استعرض الخيارات في مربع 'Request replacement card' واختر السبب.

لطلب نسخة ثانية فقط من البطاقة، انقر على مربع 'Request duplicate card'.

اختر 'SUBMIT'.

The screenshot shows the Medicare online accounts website. The main heading is 'Replacement or duplicate card'. There are three main sections: 'Your Medicare card details', 'Replacement card', and 'Duplicate card'. The 'Your Medicare card details' section shows the current Medicare card number (230308561), issue number (1), and expiry date (31/03/2022). The 'Replacement card' section has a checkbox for 'Request replacement card' and a dropdown menu for 'Was your card?' with options: Lost, Stolen, Damaged/destroyed, and Expired. The 'Duplicate card' section has a checkbox for 'Request duplicate card'. At the bottom, there are buttons for 'SUBMIT', 'Clear', and 'Cancel'. Red boxes highlight the 'Request replacement card' checkbox, the 'Lost' radio button, the 'Request duplicate card' checkbox, and the 'SUBMIT' button. Green callout boxes provide Arabic translations for these elements.

إذا كنت قد استخدمت حسابك لدى Medicare عبر الإنترنت من قبل لطلب بطاقة بدل عن مفقود، فسوف تظهر لك علامة اختيار في 'Request duplicate card'. وإذا لم تكن بحاجة إلى بطاقة بدل عن مفقود، فيمكنك إلغاء الاختيار في هذا المربع.

يمكنك فقط طلب بطاقة بدل فاقد إذا كانت بطاقتك تضم اسم شخصين أو أكثر.

الخطوة 3: تقديم طلب البطاقة

سيتم عرض تفاصيلك المُحدثة ورسالة تأكيد تنفيذ بتقديم طلبك بنجاح، وذلك بعد اختيارك لـ 'SUBMIT'.
 تر 'RETURN TO ONLINE ACCOUNT' للعودة إلى الصفحة الرئيسية من حسابك لدى Medicare عبر الانترنت.

The screenshot shows the Medicare online accounts website. The header includes the Australian Government logo and 'Department of Human Services'. The main heading is 'Medicare online accounts'. The page title is 'Replacement or duplicate card'. A success message is displayed: 'Your request has been successful. A new card will be sent to the cardholder at their current address held with Medicare, within 10 working days. New Medicare card number: 230308561 Issue number 2 Expiry date 30/04/2022'. Below this, the 'Your Medicare card details' section shows: Current Medicare card number: 230308561, Issue number: 1, and Expiry date: 31/03/2022. The 'Replacement card' section explains that once a replacement card is requested, the current card becomes expired and a new card with a new issue number will be sent. It also offers the option to request a duplicate card. The 'Duplicate card' section states that a duplicate card is a copy of the current card and only one can be issued. A 'RETURN TO ONLINE ACCOUNT' button is located at the bottom of the page.

رسالة تأكيد

العودة إلى الحساب عبر الانترنت

الخطوة 4: الخروج من الحساب

يمكنك إكمال معاملات أخرى من خلال صفحتك الرئيسية.

اختر 'Return to myGov' للدخول إلى حساب **myGov** الخاص بك.

Welcome! (last visit 10:11 AM EST 03 February 2017)

Medicare online accounts Help Contact Us **Return to myGov**

Welcome to Medicare online accounts

Medicare cheques have stopped
Your Medicare benefits can only be paid directly into your nominated bank account. Register or update your bank account details today through the 'Personal details' and the 'Banking details' sections.

We encourage all Australians to [register](#) their donation decision on the Organ Donor Register. Register your decision today, and make sure your loved ones can make their own decision.

You can also do most of your Centrelink and Child Support business using self service - find out more at humanservices.gov.au/selfservice

Select an online service from the list below:

Medicare	Australian Immunisation Register
Lodge a Medicare Claim	Immunisation history statement
Medicare Claims History	
Medicare Safety Net Balance	Individual Healthcare Identifier (IHI)
Medicare Unverified Payments	Alternative Names
Child Dental Benefits Schedule	Individual Healthcare Identifier History
Care Plan Access History	
Personal information	Australian Organ Donor Register
Banking details	Organ donor details
Medicare letters online	
Replacement or duplicate card	

العودة إلى myGov

لأمانك وحماية خصوصيتك، اخرج من الحساب 'Sign out' عندما تفرغ من استخدام حساب **myGov** الخاص بك.

myGov Home Services Inbox Account settings **Sign out**

Good afternoon

We recommend you update your [sign-in options](#) to receive a code when you sign-in.

Your services

medicare Medicare	myagedcare My Aged Care
ndis National Disability Insurance Scheme	child support Child Support
ato Australian Taxation Office	jobactive Australian JobSearch
ato Australian Taxation Office	centrelink Centrelink
	Victorian Housing Register Application

Link another service >

Inbox messages **1 unread**

Medicare Welcome to Medicare letters online	25/01/2017
Centrelink Welcome to Centrelink letters online	03/01/2017
Child Support	03/01/2017

الخروج من الحساب

للمزيد من المعلومات

- قم بزيارة humanservices.gov.au/onlineguides للاطلاع على إرشادات عبر الإنترنت ومقاطع فيديو عن استخدام حسابك عبر الإنترنت باللغة الانجليزية.
- قم بزيارة humanservices.gov.au/yourlanguage للاطلاع على أو الاستماع أو مشاهدة مقاطع فيديو تحتوي على معلومات بلغتك
- اتصل على الرقم **131 202** للتحدث إلينا بلغتك عن دفعات وخدمات Centrelink
- اتصل بـ (Translating and Interpreting Service (TIS National) على الرقم **131 450** للتحدث إلينا بلغتك عن دفعات وخدمات Medicare و Child Support
- قم بزيارة أحد مراكز الخدمة.

ملحوظة: المكالمات المُجرّاة من هاتف منزلك إلى أرقام تبدأ بـ '13' من أي مكان في أستراليا يُفرض عليها معدل رسم ثابت. وقد يختلف ذلك المعدل من سعر المكالمات المحلية وقد يختلف أيضاً بين مقدمي الخدمات الهاتفية. وتكون المكالمات المُجرّاة إلى أرقام تبدأ بـ '1800' من هاتف منزلك مجانية. وقد تخضع المكالمات المُجرّاة من هواتف عمومية وهواتف محمولة لحساب الوقت ويُفرض عليها معدل رسم أعلى.

إخلاء المسؤولية

القصود من المعلومات المتضمنة في هذه النشرة أن تكون إرشادية فقط بشأن الدفعات والخدمات. وأنت مسؤولٌ عن اتخاذ القرار إذا أردت تقديم طلب للحصول على دفعة وفقاً لظروفك الخاصة.



Get a replacement or duplicate Medicare card using your Medicare online account

Learn how to request a replacement or duplicate Medicare card using your Medicare online account.

Step 1: Sign in

Go to my.gov.au and open your Medicare linked service. Select 'Replacement or duplicate card' from the main menu.

Step 2: Request the replacement or duplicate card

To request a replacement card check the 'Request replacement card' check box and select the reason.

To request a duplicate card only check the 'Request duplicate card' check box.

Select 'SUBMIT'.

The screenshot shows the Medicare online accounts interface. The main heading is "Replacement or duplicate card". Below this, there are two informational boxes: one with a warning icon stating that a duplicate card was included in the last replacement, and another with an info icon stating the previous card was issued on 6 March 2017. The "Your Medicare card details" section shows the current Medicare card number as 230308561, issue number 1, and expiry date 31/03/2022. The "Replacement card" section contains a checkbox for "Request replacement card" and a "Was your card?" section with radio button options: "Lost", "Stolen", "Damaged/destroyed", and "Expired". The "Duplicate card" section contains a checkbox for "Request duplicate card" which is checked. At the bottom, there are three buttons: "SUBMIT", "Clear", and "Cancel".

If you've used your Medicare online account to request a duplicate card before, the 'Request duplicate card box' will have a check mark. If you don't need a duplicate card, you can uncheck this box.

You can only request a duplicate card if there are two or more people listed on a card.

Step 3: Submit card request

Your updated details and a confirmation message letting you know your request has been successful will display after you select 'SUBMIT'.

Select 'RETURN TO ONLINE ACCOUNT' to return to your Medicare online account homepage.

The screenshot shows the Medicare online accounts interface. The page title is "Medicare online accounts" and the sub-header is "Replacement or duplicate card". A confirmation message is displayed in a yellow box: "Your request has been successful. A new card will be sent to the cardholder at their current address held with Medicare, within 10 working days. New Medicare card number: 230308561 Issue number 2 Expiry date 30/04/2022". Below this, the "Your Medicare card details" section shows: Current Medicare card number: 230308561, Issue number: 1, and Expiry date: 31/03/2022. The "Replacement card" section includes a checked checkbox for "Request replacement card" and radio button options for "Lost", "Stolen", "Damaged/destroyed", and "Expired". The "Duplicate card" section includes a checked checkbox for "Request duplicate card". At the bottom, a blue button labeled "RETURN TO ONLINE ACCOUNT" is highlighted with a red box.

Confirmation message

Return to online account

Step 4: Signing out

From your homepage you can complete other transactions.

Select 'Return to myGov' to go to your [myGov](#) account.

The screenshot shows the Medicare online accounts page. At the top right, there is a navigation bar with 'Help', 'Contact Us', and a 'Return to myGov' button with a myGov logo. A green callout box points to this button with the text 'Return to myGov'. The main content area includes a welcome message, a notice about Medicare cheques, and a list of services to select from. The services are grouped into three categories: Medicare, Australian Immunisation Register, and Australian Organ Donor Register.

For your privacy and security, 'Sign out' when you've finished using your [myGov](#) account.

The screenshot shows the myGov homepage. At the top right, there is a dark green navigation bar with a 'Sign out' button highlighted by a red box. A green callout box points to this button with the text 'Sign out'. Below the navigation bar, the page displays a greeting, a notification about sign-in options, a grid of service tiles (Medicare, My Aged Care, NDIS, Child Support, Jobactive, Australian Taxation Office, Centrelink, Victorian Housing Register Application), and an inbox messages section.

For more information

- go to humanservices.gov.au/onlineguides to view online guides and video demonstrations about using your online account in English
- go to 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.