



Ζητήστε αντικατάσταση ή δεύτερη κάρτα Medicare χρησιμοποιώντας τον ηλεκτρονικό λογαριασμό σας Medicare

Μάθετε πώς να ζητήσετε αντικατάσταση ή δεύτερη κάρτα Medicare χρησιμοποιώντας τον ηλεκτρονικό λογαριασμό σας Medicare.

Βήμα 1: Συνδεθείτε

Πηγαίnete στο my.gov.au, συνδεθείτε και ανοίξτε τη συνδεδεμένη υπηρεσία σας Medicare. Επιλέξτε το 'Replacement or duplicate card'.

The screenshot shows the Medicare online accounts interface. The top navigation bar includes the Australian Government logo, the text 'Medicare online accounts', and buttons for 'Help', 'Contact Us', and 'Return to myGov'. The main content area is titled 'Welcome to Medicare online accounts' and contains three informational boxes. Below these is a section titled 'Select an online service from the list below:' which lists various services. The 'Replacement or duplicate card' option is highlighted with a red box. A blue arrow points from this option to a callout box containing the text 'Αντικατάσταση ή δεύτερη κάρτα'.

Βήμα 2: Ζητήστε αντικατάσταση ή δεύτερη κάρτα

Για να ζητήσετε αντικατάσταση κάρτας επιλέξτε το τετραγωνίδιο 'Request replacement card' και επιλέξτε την αιτιολογία.

Για να ζητήσετε μόνο δεύτερη κάρτα επιλέξτε το τετραγωνίδιο 'Request duplicate card'.

Επιλέξτε 'SUBMIT'.

The screenshot shows the Medicare online accounts interface. The main heading is 'Replacement or duplicate card'. There are two informational boxes at the top: 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. Below this is the 'Your Medicare card details' section with fields for 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 checked checkbox for 'Request duplicate card'. At the bottom, there are buttons for 'SUBMIT', 'Clear', and 'Cancel'. Callouts in Greek point to these elements: 'Αίτημα αντικατάστασης κάρτας' points to the 'Request replacement card' checkbox; 'Απωλέσθη, εκλάπη, καταστροφή/έπαθε ζημιά, έληξε' points to the 'Lost' radio button; 'Αίτημα για δεύτερη κάρτα' points to the 'Request duplicate card' checkbox; and 'Υποβολή' points to the 'SUBMIT' button.

Αν έχετε χρησιμοποιήσει τον ηλεκτρονικό λογαριασμό σας Medicare προηγουμένως, το τετραγωνίδιο 'Request duplicate card' θα είναι επιλεγμένο. Αν δε χρειάζεστε δεύτερη κάρτα, μπορείτε να το αποεπιλέξετε.

Μπορείτε να ζητήσετε δεύτερη κάρτα μόνο αν είναι εγγεγραμμένα στην κάρτα δύο ή περισσότερα άτομα.

Βήμα 3: Υποβολή αιτήματος κάρτας

Τα ενημερωμένα στοιχεία σας και ένα μήνυμα επιβεβαίωσης σας γνωστοποιούν ότι το αίτημά σας πραγματοποιήθηκε με επιτυχία αφού επιλέξετε 'SUBMIT'.

Επιλέξτε 'RETURN TO ONLINE ACCOUNT' [ΕΠΙΣΤΡΟΦΗ ΣΤΟΝ ΗΛΕΚΤΡΟΝΙΚΟ ΛΟΓΑΡΙΑΣΜΟ] για να επιστρέψετε στην αρχική σελίδα του ηλεκτρονικού λογαριασμού σας Medicare.

The screenshot shows the Medicare online accounts interface. At the top, there is a navigation bar with 'Australian Government Department of Human Services', 'Medicare online accounts', and buttons for 'Help', 'Contact Us', and 'Return to myGov'. The main content area is titled 'Replacement or duplicate card'. A green checkmark icon is followed by a confirmation message: '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 is a section for 'Your Medicare card details' with a table:

Your Medicare card details	
Current Medicare card number	230308561
Issue number	1
Expiry date	31/03/2022

Below the details are sections for 'Replacement card' and 'Duplicate card'. The 'Replacement card' section includes a checked checkbox for 'Request replacement card' and radio buttons for 'Lost', 'Stolen', 'Damaged/destroyed', and 'Expired'. The 'Duplicate card' section includes a checked checkbox for 'Request duplicate card'. At the bottom, there is a blue button labeled 'RETURN TO ONLINE ACCOUNT'.

Μήνυμα επιβεβαίωσης

Επιστροφή στον ηλεκτρονικό λογαριασμό

Βήμα 4: Αποσύνδεση

Από την αρχική σελίδα μπορείτε να πραγματοποιήσετε κι άλλες συναλλαγές.

Επιλέξτε 'Return to myGov' για να μεταβείτε στο λογαριασμό σας [myGov](#).

Welcomel! (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 then 'Banking details' menu options.

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

You can also do most of your Centrelink and Child Support business using the Australian Government's self-service website 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	

Επιστροφή στο myGov

Για την προστασία των προσωπικών δεδομένων και την ασφάλειά σας κάντε 'Sign out' όταν παύετε να χρησιμοποιείτε το λογαριασμό σας [myGov](#).

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
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	05/03/2017

Αποσύνδεση

Για περισσότερες πληροφορίες

- επισκεφθείτε το humanservices.gov.au/onlineguides για να δείτε οδηγίες και επιδείξεις βίντεο στα Αγγλικά πώς να χρησιμοποιείτε τον ηλεκτρονικό λογαριασμό σας
- επισκεφθείτε το humanservices.gov.au/yourlanguage όπου μπορείτε να διαβάσετε, να ακούσετε ή να παρακολουθήσετε βίντεο με πληροφορίες στη γλώσσα σας
- καλέστε το **131 202** για να μιλήσετε μαζί μας στη γλώσσα σας σχετικά με τις πληρωμές και τις υπηρεσίες του Centrelink
- καλέστε την Translating and Interpreting Service (TIS National) στο **131 450** για να μιλήσετε μαζί μας στη γλώσσα σας σχετικά με τις πληρωμές και τις υπηρεσίες του Medicare και του Child Support
- επισκεφθείτε ένα κέντρο εξυπηρέτησης.

Σημείωση: οι κλήσεις από το σταθερό τηλέφωνο του σπιτιού σας σε αριθμούς '13' από οπουδήποτε στην Αυστραλία χρεώνονται με σταθερό τέλος. Αυτό το τέλος μπορεί να διαφέρει από την τιμή μιας τοπικής κλήσης και μπορεί επίσης να ποικίλει μεταξύ των παρόχων τηλεφωνικών υπηρεσιών. Οι κλήσεις σε αριθμούς '1800' από το σταθερό τηλέφωνο του σπιτιού σας είναι χωρίς χρέωση. Οι κλήσεις από δημόσια και κινητά τηλέφωνα ενδέχεται να χρονομετρούνται και να χρεώνονται με υψηλότερο τέλος.

Αποποίηση ευθυνών

Οι πληροφορίες που περιέχονται σε αυτή τη δημοσίευση προορίζονται μόνο ως οδηγός για πληρωμές και υπηρεσίες. Είναι δική σας ευθύνη να αποφασίσετε εάν επιθυμείτε να υποβάλετε αίτηση για μια πληρωμή και να υποβάλετε αίτηση σχετικά με τις ιδιαίτερες περιστάσεις σας.



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.

The screenshot shows the Medicare online accounts website. At the top, it says 'Welcome! (last visit 09:14 AM EST 29 March 2017)'. The main heading is 'Medicare online accounts'. Below this, there are three informational boxes: one about Medicare cheques stopping, one about the Australian Organ Donor Register, and one about Centrelink and Child Support self-service. A section titled 'Select an online service from the list below:' contains a list of services. The 'Replacement or duplicate card' option is highlighted with a red box. A blue arrow points from this option to a callout box on the right that says 'Replacement or duplicate card'.

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

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 homepage. 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 categorized into Medicare, Australian Immunisation Register, Individual Healthcare Identifier (IHI), 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 account homepage. At the top right, there is a navigation bar with 'Home', 'Services', 'Inbox', 'Account settings', and a 'Sign out' button. A green callout box points to this button with the text 'Sign out'. The main content area includes a greeting, a recommendation to update sign-in options, a grid of service tiles (Medicare, My Aged Care, NDIS, Child Support, Jobactive, Atao, Centrelink, Victorian Housing Register Application), a link to another service, and an inbox messages section with three messages from Medicare, Centrelink, and Child Support.

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.