



Obtenga una tarjeta de Medicare de reemplazo o un duplicado usando su cuenta de Medicare en línea

Aprenda cómo solicitar una tarjeta de Medicare de reemplazo o un duplicado usando su cuenta de Medicare en línea.

Paso 1: Iniciar sesión

Vaya a my.gov.au y abra el servicio vinculado a Medicare. Seleccione 'Replacement or duplicate card' del menú principal.

The screenshot shows the Medicare online accounts interface. The left sidebar contains a menu with the following items: Home, Lodge a Medicare Claim, History and statements, Personal details (with sub-items: Personal information, Banking details, Medicare letters online, Replacement or duplicate card, Alternative names), Immunisation history statement, Organ donor details, Support, Contact Us, and Submit a complaint or provide feedback. The main content area is titled 'Medicare online accounts' and includes a 'Welcome to Medicare online accounts' message. Below the message is a list of services to select from, with 'Replacement or duplicate card' highlighted in red. A blue arrow points from this option in the sidebar to the main list. A green callout box points to the 'Replacement or duplicate card' option in the main list with the text 'Tarjeta de reemplazo o duplicado'. Other services listed include Medicare Claims History, Medicare Safety Net Balance, Medicare Unverified Payments, Child Dental Benefits Schedule, Care Plan Access History, Personal information, Banking details, Medicare letters online, Australian Immunisation Register, Individual Healthcare Identifier (IHI), and Australian Organ Donor Register.

Paso 2: Solicite la tarjeta de reemplazo o el duplicado

Para solicitar una tarjeta de reemplazo, marque el casillero 'Request replacement card' y seleccione el motivo.

Para solicitar un duplicado solo marque el casillero 'Request duplicate card'.

Seleccione 'SUBMIT'.

Australian Government
 Department of Human Services

Medicare online accounts

Welcome! (last visit 02:12 PM EST 10 April 2017)

Help Contact Us Return to myGov

Replacement or duplicate card

Your last Medicare card replacement included a duplicate card. If you would like a duplicate to accompany your replacement card please submit your request. If you do not require a duplicate please unselect the duplicate request and submit.

Your previous Medicare card was issued: 6 March 2017

Your Medicare card details

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

Replacement card

Once you have successfully requested a replacement card, your current Medicare card number will be sent to your current Medicare address.

If you request a replacement card and a duplicate card the duplicate will be an exact copy of your current card.

Request replacement card

Was your card?

Lost
 Stolen
 Damaged/destroyed
 Expired

Duplicate card

If you request a duplicate card only, the duplicate will be a copy of your current card. Only one duplicate can be issued.

Request duplicate card

Callouts:

- Solicitar tarjeta de reemplazo
- Perdida, robada, dañada/destruida, vencida
- Solicitar un duplicado
- Enviar

Si anteriormente utilizó su cuenta de Medicare en línea para solicitar un duplicado, el casillero 'Request duplicate card' tendrá una marca. Si no necesita un duplicado, puede quitar la marca de este casillero.

Solo puede solicitar un duplicado si figuran dos o más personas en una tarjeta.

Paso 3: Enviar la solicitud de tarjeta

Después de que seleccione 'SUBMIT', aparecerán su información actualizada y un mensaje de confirmación para informarle que su solicitud ha sido aprobada.

Seleccione 'RETURN TO ONLINE ACCOUNT' para regresar a la página de inicio de su cuenta de Medicare en línea.

The screenshot shows the Medicare online accounts interface. At the top, there is a navigation bar with the Australian Government logo, the text 'Department of Human Services', and the title 'Medicare online accounts'. There are also buttons for 'Help', 'Contact Us', and 'Return to myGov'. The main content area is titled 'Replacement or duplicate card' and contains 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 showing the current card number (230308561), issue number (1), and expiry date (31/03/2022). There are also sections for 'Replacement card' and 'Duplicate card' with checkboxes for requesting each. At the bottom, there is a blue button labeled 'RETURN TO ONLINE ACCOUNT'.

Message de confirmación

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

Regresar a la cuenta en línea

Paso 4: Cerrar sesión

Desde su página de inicio puede completar otras transacciones.

Seleccione 'Return to myGov' para ir a su cuenta de [myGov](#).

The screenshot shows the Medicare online accounts page. At the top right, there is a navigation bar with buttons for 'Help', 'Contact Us', and 'Return to myGov'. The 'Return to myGov' button is highlighted with a red box. A green callout bubble with the text 'Regresar a myGov' points to this button. The main content area includes a welcome message, a notice about Medicare cheques, and a list of services to select.

Return to myGov

Para preservar su privacidad y seguridad, 'Sign out' (Cerrar sesión) cuando haya terminado de usar su cuenta de [myGov](#).

The screenshot shows the myGov homepage. At the top right, there is a navigation bar with buttons for 'Home', 'Services', 'Inbox', and 'Account settings'. The 'Sign out' button is highlighted with a red box. A green callout bubble with the text 'Cerrar sesión' points to this button. The main content area includes a greeting, a notification about sign-in options, and a grid of service tiles.

Cerrar sesión

Para obtener más información

- visite humanservices.gov.au/onlineguides para ver guías y demostraciones en videos en inglés acerca de la manera de usar su cuenta en Internet
- visite humanservices.gov.au/yourlanguage donde puede leer, escuchar o mirar vídeos con información en su idioma
- llame al **131 202** para hablar con nosotros en su idioma acerca de los subsidios y servicios de Centrelink
- llame al Translating and Interpreting Service (TIS National) en el **131 450** para hablar con nosotros en su idioma, acerca de los subsidios y servicios de Medicare y Child Support
- visite un centro de servicios.

Nota: las llamadas desde un teléfono fijo a los números que comienzan con '13' desde cualquier parte de Australia tienen una tarifa fija. La tarifa puede diferir del precio de una llamada local y también según el proveedor del servicio telefónico. Las llamadas a los números que comienzan con '1800' desde un teléfono fijo son gratuitas. Las llamadas desde teléfonos públicos y móviles pueden basarse en la duración y cobrarse a una tarifa más alta.

Descargo de responsabilidad

La información que contiene esta publicación solo pretende ser una guía de subsidios y servicios. Usted tiene la responsabilidad de decidir si desea solicitar un subsidio y de presentar una solicitud de acuerdo a su situación particular.



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 homepage. At the top right, there is a navigation bar with 'Help', 'Contact Us', and a 'Return to myGov' button with a myGov logo, which is highlighted with a red box. A green callout bubble 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 account dashboard. At the top right, there is a 'Sign out' button highlighted with a red box. A green callout bubble points to this button with the text 'Sign out'. The dashboard includes a greeting, a notification about 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.