



# Dobijte zamjenu ili duplikat Medicare kartice koristeći Medicare online račun

Naučite kako zatražiti zamjenu ili duplikat Medicare kartice koristeći Medicare online račun.

## 1. korak: Prijavite se

Idite na [my.gov.au](http://my.gov.au) i otvorite Medicare povezanu uslugu. Iz glavnog izbornika odaberite 'Replacement or duplicate card'.

The screenshot shows the Medicare online accounts website. The top navigation bar includes the Australian Government logo, the text 'Australian Government Department of Human Services', and the title 'Medicare online accounts'. There are 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. A blue arrow points from the 'Replacement or duplicate card' option in the left-hand navigation menu to the same option in the main list. A red box highlights 'Replacement or duplicate card' in the list. A callout box with a green border points to this option and contains the text 'Zamjena ili duplikat kartica'.

## 2. korak: Zatražite zamjenu ili duplikat kartice

Za zatražiti zamjenu kartice označite kvadratić 'Request replacement card' i odaberite razlog.

Za zatražiti duplikat kartice samo označite kvadratić 'Request duplicate card'.

Odaberite '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: a yellow one with an exclamation mark and a blue one with an 'i' icon. Below these is a section for 'Your Medicare card details' with input fields for 'Current Medicare card number' (230308561), 'Issue number' (1), and 'Expiry date' (31/03/2022). The 'Replacement card' section contains instructions and a checkbox for 'Request replacement card' which is checked. Below this is a 'Was your card?' section with radio buttons for 'Lost', 'Stolen', 'Damaged/destroyed', and 'Expired', with 'Lost' selected. The 'Duplicate card' section has a checkbox for 'Request duplicate card' which is also checked. At the bottom, there are 'SUBMIT', 'Clear', and 'Cancel' buttons. Green callout boxes with arrows point to the 'Request replacement card' checkbox, the 'Lost' radio button, the 'Request duplicate card' checkbox, and the 'SUBMIT' button, with corresponding Croatian text labels.

Ako ste ranije koristili Medicare online račun za potraživanje duplikat kartice, 'Request duplicate card' će imati kvačicu. Ako vam nije potreban duplikat kartice, možete skinuti kvačicu.

Duplikat kartice možete tražiti samo ako su dvije ili više osoba navedene na kartici.

### 3. korak: Podnesite zahtjev za karticu

Vaši ažurirani podaci i poruka potvrde kojom vas se obavještava da je vaš zahtjev bio uspješan pojavit će se kada odaberete 'SUBMIT'.

Odaberite 'RETURN TO ONLINE ACCOUNT' da se vratite na početnu stranicu Medicare online računa.

The screenshot shows the Medicare online accounts interface. At the top, there is a navigation bar with the Australian Government logo and the Department of Human Services. The main heading is 'Medicare online accounts'. A confirmation message states: '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 the current card will expire and a new one will be sent. It includes a checked option for 'Request replacement card' and radio buttons for 'Lost', 'Stolen', 'Damaged/destroyed', and 'Expired'. The 'Duplicate card' section explains that a duplicate will be a copy of the current card and includes a checked option for 'Request duplicate card'. At the bottom, a blue button labeled 'RETURN TO ONLINE ACCOUNT' is highlighted.

Poruka potvrde

Vratite se na online račun

## 4. korak: Odjavljivanje

Na početnoj stranici možete izvršiti i druge transakcije.

Odaberite 'Return to myGov' da odete na svoj [myGov](#) račun.

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 box with a white background and a green border points to this button, containing the text 'Vratite se na myGov'. The main content area includes a welcome message, a notice about Medicare cheques, and a list of services to select.

**Return to myGov**

Vratite se na myGov

Radi svoje privatnosti i sigurnosti, 'Sign out' kada završite korištenje [myGov](#) računa.

The screenshot shows the myGov dashboard. At the top right, there is a navigation bar with buttons for 'Home', 'Services', 'Inbox', 'Account settings', and 'Sign out'. The 'Sign out' button is highlighted with a red box. A green callout box with a white background and a green border points to this button, containing the text 'Odjavite se'. The main content area includes a greeting, a notification about sign-in options, a grid of service tiles, and an inbox messages section.

**Sign out**

Odjavite se

## Za više informacija

- idite na [humanservices.gov.au/onlineguides](https://humanservices.gov.au/onlineguides) da vidite online vodiče i video demonstracije o korištenju online računa 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.



# 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](http://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. The left-hand navigation menu includes options like Home, Lodge a Medicare Claim, History and statements, Personal details, and Support. Under Personal details, 'Replacement or duplicate card' is highlighted. A blue arrow points from this menu item to the 'Replacement or duplicate card' option in the main service list. A red box highlights this option in the main list, and a callout box points to it with the text '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 the current card number (230308561), issue number (1), and expiry date (31/03/2022). The "Replacement card" section has a checked checkbox for "Request replacement card" and radio buttons for "Lost" (selected), "Stolen", "Damaged/destroyed", and "Expired". The "Duplicate card" section has 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 'Sign out' button highlighted with a red box. A green callout box points to this button with the text 'Sign out'. The main content area includes a 'Good afternoon' greeting, a notification about updating sign-in options, a grid of service tiles (Medicare, My Aged Care, NDIS, Child Support, Jobactive, Atao, Centrelink, Victorian Housing Register Application), and an 'Inbox messages' section with three messages from Medicare, Centrelink, and Child Support.

## For more information

- go to [humanservices.gov.au/onlineguides](https://humanservices.gov.au/onlineguides) to view online guides and video demonstrations about using your online account 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.