



# Si può ottenere una tessera Medicare sostitutiva o un duplicato tramite il conto Medicare online

Imparate come richiedere una tessera Medicare sostitutiva o un duplicato tramite il conto Medicare online.

## 1: Effettuare l'accesso

Visitate [my.gov.au](http://my.gov.au) e aprite il servizio collegato a Medicare. Selezionate 'Replacement or duplicate card' dal menù principale.

The screenshot shows the Medicare online accounts website. The navigation menu on the left includes: 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 'Replacement or duplicate card' option is highlighted with a red box. A blue arrow points from this menu item to a list of services under the heading 'Select an online service from the list below:'. This list includes: Medicare claims, Lodge a Medicare claim, 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, and Replacement or duplicate card. The 'Replacement or duplicate card' option is also highlighted with a red box. A callout box points to this red highlight with the text 'Tessera sostitutiva o duplicato'. Other services shown include Australian Immunisation Register, Individual Healthcare Identifier (IHI), and Australian Organ Donor Register.

## 2: Richiedere la tessera sostitutiva o il duplicato

Per richiedere una tessera sostitutiva contrassegnate la casella 'Request replacement card' e selezionate un motivo.

Per richiedere solo un duplicato della tessera contrassegnate la casella 'Request duplicate card'.

Selezionate '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 card number (230308561), issue number (1), and expiry date (31/03/2022). The 'Replacement card' section includes a checkbox for 'Request replacement card' and radio buttons for 'Lost', 'Stolen', 'Damaged/destroyed', and 'Expired'. The 'Duplicate card' section includes a checkbox for 'Request duplicate card'. At the bottom, there are 'SUBMIT', 'Clear', and 'Cancel' buttons.

Se avete già usato il vostro conto Medicare online per richiedere il duplicato di una tessera, la casella 'Request duplicate card' sarà contrassegnata. Se non vi occorre un duplicato, potete deselezionare la casella.

È possibile richiedere il duplicato della tessera soltanto se due o più altre persone sono elencate sulla tessera.

### 3: Inviare la richiesta

Per farvi sapere che la richiesta è stata accettata, i vostri dati aggiornati e un messaggio di conferma appariranno dopo avere selezionato 'SUBMIT'.

Selezionate 'RETURN TO ONLINE ACCOUNT' per tornare alla homepage del conto Medicare online.

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 links for 'Help', 'Contact Us', and 'Return to myGov'. The main content area is titled 'Replacement or duplicate card' and features a green 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, there 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', each with a checked checkbox to request the respective card. At the bottom, there is a blue button labeled 'RETURN TO ONLINE ACCOUNT'.

Message di conferma

Ritornate al conto online

## 4: Uscire dal conto

Dalla homepage si possono completare altre transazioni.

Selezionate 'Return to myGov' per andare al vostro conto [myGov](#).

The screenshot shows the Medicare online accounts page. At the top right, there is a navigation bar with 'Help', 'Contact Us', and 'Return to myGov' buttons. A red box highlights the 'Return to myGov' button, with a callout bubble pointing to it containing the text 'Tornate a myGov'. The main content area includes a welcome message, a notice about Medicare cheques, and a list of services to select. The 'Return to myGov' button is located in the top right corner of the page.

Per proteggere la vostra privacy e sicurezza, fate il 'Sign out' quando finite di usare il conto [myGov](#).

The screenshot shows the myGov homepage. At the top right, there is a navigation bar with 'Home', 'Services', 'Inbox', and 'Account settings' links. A red box highlights the 'Sign out' button, with a callout bubble pointing to it containing the text 'Uscite dal conto'. The main content area includes a greeting, a notification about updating 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.

## Per maggiori informazioni

- andate a [humanservices.gov.au/onlineguides](https://humanservices.gov.au/onlineguides) per visualizzare documentazione e video dimostrativi in linea su come usare il conto online in inglese
- andate a [humanservices.gov.au/yourlanguage](https://humanservices.gov.au/yourlanguage) dove potete leggere, ascoltare o guardare video con informazioni nella vostra lingua
- chiamate il numero **131 202** per parlare con noi nella vostra lingua riguardo i sussidi e i servizi di Centrelink
- chiamate il Translating and Interpreting Service (TIS National) al numero **131 450** per parlare con noi nella vostra lingua riguardo i sussidi e i servizi di Medicare e Child Support
- visitate un centro servizi.

Nota: le chiamate da telefono fisso ai numeri '13' da qualsiasi parte dell'Australia vengono addebitati a tariffa fissa. Tale tariffa può essere diversa dal prezzo di una chiamata locale e può variare anche a seconda del fornitore di servizi telefonici. Le chiamate da telefono fisso ai numeri '1800' sono gratuite. Le chiamate da telefoni pubblici e cellulari sono a tempo e addebitate a tariffe più elevate.

## Disclaimer

Le informazioni contenute in questa pubblicazione sono intese solo come guida ai sussidi e ai servizi. È vostra responsabilità decidere se desiderate richiedere un sussidio e presentare domanda relativamente alle vostre particolari circostanze.



# 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 top navigation bar includes the Australian Government logo, the text 'Australian Government Department of Human Services', and the title 'Medicare online accounts'. There are links for 'Help', 'Contact Us', and 'Return to myGov'. The main content area is titled 'Welcome to Medicare online accounts' and contains three informational boxes. A left-hand navigation menu lists various services, with 'Replacement or duplicate card' highlighted in red. A blue arrow points from this menu item to a list of services, where 'Replacement or duplicate card' is also highlighted in red. A callout box points to this red-highlighted item 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: 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 red box highlights this button, and a callout bubble points to it 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 callout bubble points to it with the text 'Sign out'. The page displays a 'Good afternoon' greeting, a notification about updating sign-in options, and a grid of service tiles including Medicare, myagedcare, ndis, child support, jobactive, ato, centrelink, and Victorian Housing Register Application. Below the grid is a 'Link another service' link 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.