



Добијте заменска или дупликат картичка Medicare користејќи ја вашата интернет-сметка во Medicare

Научете како да побарате заменска или дупликат картичка Medicare користејќи ја вашата интернет-сметка во Medicare.

Чекор 1: Најавете се

Појдете на my.gov.au и отворете ги услугите од Medicare што се поврзани со вашата сметка. Одберете 'Replacement or duplicate card' од главниот избор.

The screenshot shows the Medicare online accounts website. The left sidebar contains a navigation 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 '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 contains the text 'Заменска или дупликат картичка'. The main content area of the website displays 'Medicare online accounts' and 'Welcome to Medicare online accounts'. It also features several informational messages, including one about Medicare cheques stopping and another about organ donor registration.

Чекор 2: Побарајте заменска или дупликат картичка

За да побарате заменска картичка, означете го четириаголникот 'Request replacement card' и одберете ја причината.

За да побарате дупликат картичка, означете го само четириаголникот 'Request duplicate card'.

Одберете '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 contains instructions and a checkbox for 'Request replacement card'. Underneath, it asks 'Was your card?' with radio button options: Lost, Stolen, Damaged/destroyed, and Expired. The 'Duplicate card' section contains instructions and a checked checkbox for 'Request duplicate card'. At the bottom, there is a 'SUBMIT' button.

Callouts in Macedonian:

- Побарај заменска картичка (Request replacement card)
- Загубена, украдена, оштетена/уништена, истечена (Lost, Stolen, Damaged/destroyed, Expired)
- Побарај заменска картичка (Request duplicate card)
- Поднеси (Submit)

Ако порано сте ја користеле вашата интернет-сметка во Medicare за да побарате дупликат картичка, четириаголникот покрај 'Request duplicate card' веќе ќе биде означен. Ако не ви треба дупликат картичка, може да го избришете знакот од овој четириаголник.

Дупликат картичка може да барате само ако на вашата картичка се наведени две или повеќе лица.

Чекор 3: Поднесете го барањето за картичка

Откако ќе одберете 'SUBMIT', на екранот ќе се прикажат вашите обновени поединости и порака за потврдување (confirmation message) која ве известува дека вашето барање било успешно поднесено.

Одберете 'RETURN TO ONLINE ACCOUNT' за да се вратите на почетната страница на вашата интернет-сметка во Medicare.

The screenshot shows the Medicare online accounts interface. At the top, it says 'Welcome! (last visit 02:12 PM EST 10 April 2017)'. The main heading is 'Medicare online accounts'. A green banner at the top left says 'medicare'. A sidebar on the left contains navigation links: Home, Lodge a Medicare Claim, History and statements, Personal details (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 'Replacement or duplicate card'. A yellow 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 is a table for 'Your Medicare card details':

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

There are two callout boxes: one pointing to the confirmation message with the text 'Порака за потврдување' (Confirmation message), and another pointing to the 'RETURN TO ONLINE ACCOUNT' button with the text 'Врати се на интернет-сметката' (Return to the internet account). The 'RETURN TO ONLINE ACCOUNT' button is highlighted with a red box.

Чекор 4: Одјавување

Од почетната страница на вашата сметка може да завршите други работи.

Одбетете 'Return to myGov' за да се вратите на вашата сметка [myGov](#).

Australian Government
Department of Human Services

medicare

show all hide all

- > Home
- > Lodge a Medicare Claim
- + History and statements
- + Personal details
- > Immunisation history statement
- > Organ donor details
- + Support
- > Contact Us
- > Submit a complaint or provide feedback

Medicare online accounts

Help Contact Us Return to myGov myGov

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

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 Organ Donor 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 myGov 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	

Врати се на myGov

Заради вашата приватност и безбедност, одберете 'Sign out' кога ќе завршите со користењето на вашата сметка [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	jobactive Australian JobSearch
ato Australian Taxation Office	centrelink Centrelink	Victorian Housing Register Application

Link another service >

Inbox messages [unread](#)

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

Одјави се

За повеќе информации

- појдете на humanservices.gov.au/onlineguides за да видите напатствија и сликовит приказ на англиски јазик на интернет за тоа како да ја користите вашата интернет-сметка
- појдете на humanservices.gov.au/yourlanguage каде што може да прочитате, слушнете или погледнете видео-снимки со информации на вашиот јазик
- јавете се на **131 202** за да разговарате со нас на вашиот јазик во врска со исплатите и услугите од Centrelink
- јавете се во Translating and Interpreting Service (TIS National) на **131 450** за да разговарате со нас на вашиот јазик за исплатите и услугите од Medicare и Child Support
- посетете некој од центрите за услуги на клиентите.

Напомена: Телефонските повици од вашиот домашен телефон до броеви што почнуваат на '13' од кое и да било место во Австралија се наплаќаат според однапред утврдена тарифа. Таа тарифа може да се разликува од тарифата за локален телефонски повик, а исто така може да биде различна од една до друга телефонска компанија. Повиците до броеви што почнуваат на '1800' од вашиот домашен телефон се бесплатни. Повиците од јавни и мобилни телефони може да се временски мерени и да се наплаќаат по повисока тарифа.

Оградување

Информациите содржани во овој печатен материјал се наменети да бидат само водич за исплатите и услугите. Ваша обврска е да одлучите дали сакате да побарате некоја исплата и да поднесете барање на основа на вашите лични околности.



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 interface. At the top, it says 'Medicare online accounts' with 'Welcome!' and a timestamp '(last visit 09:14 AM EST 29 March 2017)'. There are links for 'Help', 'Contact Us', and 'Return to myGov'. The main heading is 'Welcome to Medicare online accounts'. Below this are three informational boxes: one about Medicare cheques stopping, one encouraging registration on the Australian Organ Donor Register, and one about self-service options for Centrelink and Child Support. A section titled 'Select an online service from the list below:' contains a list of services. A blue arrow points from the 'Replacement or duplicate card' option in the left-hand navigation menu to the corresponding option in the service list. A callout box with a green border highlights the 'Replacement or duplicate card' option in the service list.

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 main heading 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", "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 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, My Aged Care, NDIS, Child Support, Jobactive, Australian Taxation Office, Centrelink, and Victorian Housing Register Application. Below the grid is 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.