



Medicare—your questions answered



When do I use my Medicare card?

Always have your Medicare card available when you visit your doctor or pharmacist.

You also need your Medicare card to:

- claim a cash benefit at a Medicare office
- make enquiries when claiming
- show hospital staff when you choose to be treated as a public (Medicare) patient
- have a prescription filled.

Having a valid Medicare card is important. Make sure Medicare has your current address to ensure you receive replacement Medicare cards and other important information.

What are some of the ways to claim from Medicare?

Your doctor's practice—where available you can claim your Medicare benefits electronically from your doctor's practice. If you pay your doctor's fee up-front you can choose to have your claim processed from the practice and have your benefit paid directly into your financial institution account or have a cheque sent to you by mail. If you choose to have your benefit paid directly into your account you will need to provide your financial institution details. It is important your doctor has your correct Medicare number and address details.

Medicare offices—Medicare has 238 offices around Australia where claims can be made either over the counter or using the Medicare drop box.

Telephone—you can call Medicare, give your claim details and then post your receipt and account—no claim form is needed. Medicare starts to process the claim while the documents are in the post and once they have been verified the payment will be made. Call **1300 360 460***, 24 hours a day, seven days a week.

By mail—you can send a completed claim form, together with the original accounts and receipts, to **Medicare, GPO Box 9822, in your capital city**. Do not send your Medicare card when you claim by mail. Forms are available from our **www.medicareaustralia.gov.au** or your local Medicare office.

Checklist

Make sure you:

- let Medicare know if you have changed your address
- destroy your old Medicare card when you get a new one
- take your Medicare card with you when you visit your doctor
- take your Medicare card with you when you have a prescription filled
- contact Medicare if you lose your Medicare card or if it is stolen
- register your family for the Medicare Safety Net.

What if I lose my Medicare card?

If your Medicare card is lost or stolen:

call **132 011***

visit your local Medicare office

A replacement card will then be issued and posted to the card holder's address.

Do you know about our online services?

Medicare Australia's online services provide an extra way for you to view some of your information held by Medicare Australia.

To access these online information services you will need to register and a password will be mailed to your current Medicare address. If you need to update your address please call Medicare on **132 011***.

By visiting the online services section of our website, **www.medicareaustralia.gov.au/online** you can:

- check your Medicare Safety Net balance
- check your status on the Australian Organ Donor Register
- check your child's immunisation history statement
- register your family for the Medicare Safety Net
- register as an organ donor
- get a copy of your Medicare tax statement.

For more information

online **www.medicareaustralia.gov.au**

email **info@medicareaustralia.gov.au**

call **132 011***

TTY **1800 552 152**** (Hearing and speech impaired)

TIS **131 450*** (Translating and Interpreting Service)

write **Medicare
GPO Box 9822
in your capital city**

* Call charges apply

** Call charges apply from mobile or pay phones only