



Australian Government
Department of Health, Disability and Ageing



MyMedicare

What it is and how to sign up



Easy Read version

How to use this document



The Australian Government Department of Health Disability and Ageing (the Department) wrote this document.

When you see the word 'we', it means the Department.



We wrote this document in an easy to read way.

We use pictures to explain some ideas.

Bold

We wrote some words in **bold**.

Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 22.



This is an Easy Read summary of **5** documents.

It only includes the most important ideas.



You can find the documents on our website.

www.health.gov.au/our-work/mymedicare/resources



You can ask for help to read this document.

A friend, family member or support person may be able to help you.

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What is MyMedicare?



MyMedicare is a free online service that you can choose to sign up for.



It tells your doctor and health practice that they are the people you want to get your care from.

This will help your doctor:



- understand the type of care you need



- give you better care.



It will also help other people who may give you health care to find your doctor.

For example, the hospital.

Support you can get through MyMedicare



When you join MyMedicare, your regular doctor might get extra support to help with your care.



This money can help your doctor provide more care when you need it.



You will be able to have longer **telehealth** calls with your doctor.



Telehealth is when you get your health care by phone or video call.

For example, you might talk to your doctor on the phone.



If you live in an **aged care home**, you might be able to get:

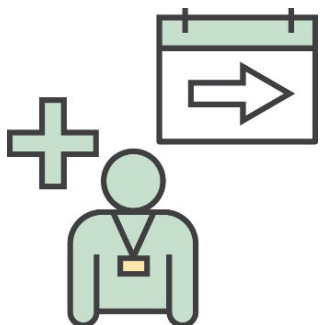
- more regular visits from your doctor
- better plans for your health.



An aged care home is where older Australians live when they can't live in their home anymore.



If you have an illness that lasts a long time, you might be able to get better care options.



Other types of MyMedicare support will be available in the future.

How do we protect your information?



MyMedicare won't store any of your health information.



It will only store some personal information about you and the people who provide you with health services.

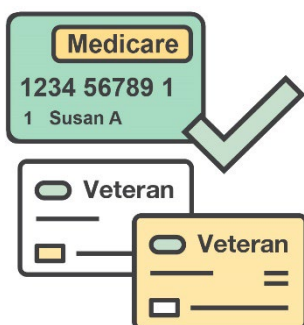
The information it will store includes:



- your name and date of birth

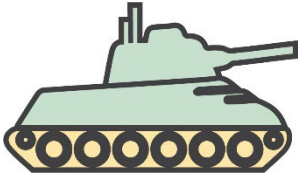


- your doctor's information

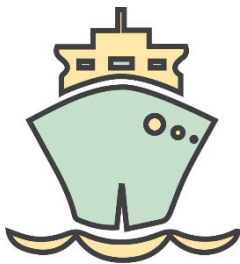


- the details on your Medicare Card or a Department of Veterans' Affairs (DVA) **Veteran Card**.

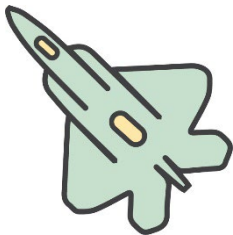
Veterans are people who worked in the defence forces, including the:



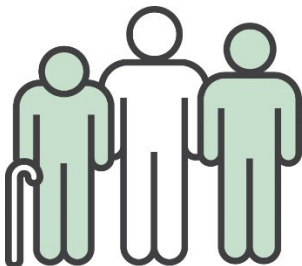
- army



- navy



- air force.



Some family members of veterans might also have a Veteran Card.



We will keep your personal information:

- safe
- private.

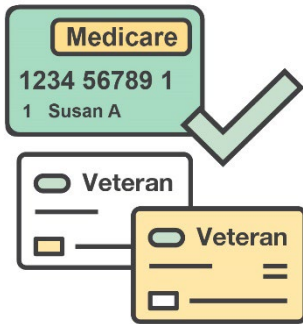


You can learn more about how we protect your information on our website.

www.health.gov.au/mymedicare-privacy

Who can sign up?

If you have a Medicare Card or a Veteran Card



You can sign up to MyMedicare if you have:

- a Medicare Card
- a Veteran Card.



You can learn more about Veteran Cards on the DVA website.

www.dva.gov.au/get-support/health-support/veteran-healthcare-cards/veteran-card

If you have seen your doctor recently

If you have seen your doctor in the last **24** months, you might be able to sign up to MyMedicare.



You must have had at least **2** appointments in person at your doctor's practice.



If you live far away from a city or town, you must have had at least **1** appointment in person at your doctor's practice.

If you face challenges in your day-to-day life

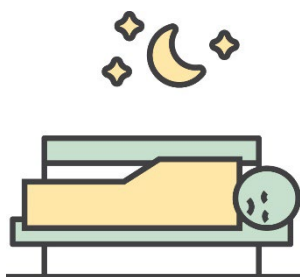


You can talk to your doctor if you face challenges in your day-to-day life.

They might say you can sign up to MyMedicare.

Even if you haven't had an appointment with them in the last **24** months.

For example, if you:



- are **homeless** – you do not have a home and must find a place to sleep each night



- experience **domestic and family violence**.

Domestic and family violence is when someone close to you hurts you, such as:



- your partner
- a member of your family
- someone who takes care of you
- someone you live with.

If you or your child has signed up to MyMedicare



If you have signed up to MyMedicare, your child can also sign up through the same doctor's practice.



And if your child has signed up, you can sign up through the same doctor's practice as them.



If your child is under **14** years old, you will need to:

- sign up for them at the doctor's practice
- say it's okay for them to take part in MyMedicare.



If your child is between **14** and **17** years old, they can sign up by themselves.

How can you sign up?

Sign up

Sign up

Sign up

There are different ways you can sign up to MyMedicare.



It's a good idea to check that your doctor's practice is taking part in MyMedicare before you sign up.



You and your doctor's practice both need to agree before you can take part in MyMedicare.



If you don't want to sign up, you can still see your doctor in the usual way.



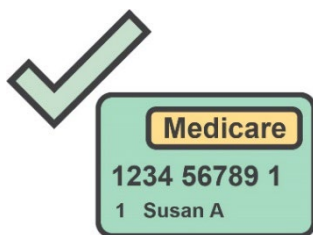
And if you do sign up, you can still go to other doctors and health practices.

Signing up online through the myGov app

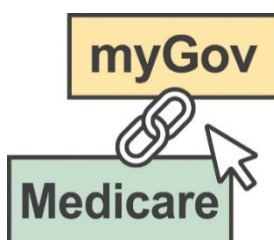


You can sign up online through the Services Australia website.

www.servicesaustralia.gov.au/medicare-online-account



You need a Medicare card to sign up online.

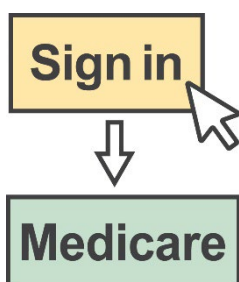


You also need to link Medicare to your myGov account.



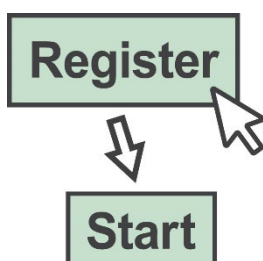
You can learn how to do this on the Services Australia website.

www.servicesaustralia.gov.au/register-for-mymedicare?context=22751



To register online, you will need to sign in to myGov first.

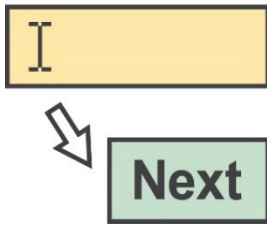
Then you will need to click on 'Medicare'.



Click on 'Register for MyMedicare'.

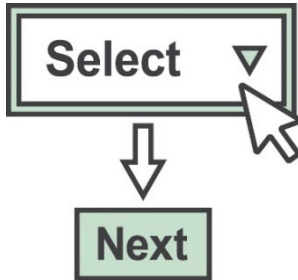
And click 'Start'.

Search



Choose your doctor's practice under 'Search for your practice'.

Then click 'Next'.



Choose your doctor's name under 'Your preferred GP'.

Then click 'Next'.



Then you will need to click 'Submit registration'.



Services Australia has a webpage with more information about how you can sign up online.



You can find it on their website.

www.servicesaustralia.gov.au/register-for-mymedicare



You can also ask the staff at your doctor's practice to help you sign up online.

Signing up through your online Medicare account

You can sign up for MyMedicare through your online Medicare account.



You can learn how to do this on the Services Australia website.

www.servicesaustralia.gov.au/mygov-help-link-medicare-to-mygov-using-linking-code

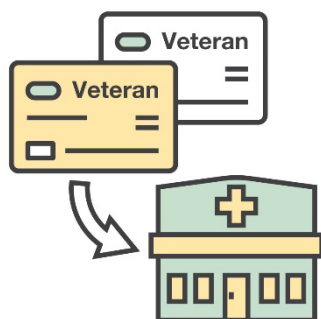
Signing up at the practice



You can also sign up by filling out a form at your doctor's practice.



The staff at your doctor's practice can put your form into MyMedicare online for you.



If you choose to sign up with a Veteran Card, you will need to fill out a form at your doctor's practice.

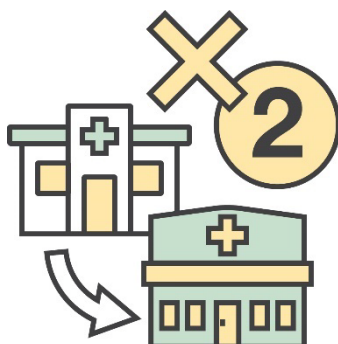
Can you update MyMedicare if you change your practice or doctor?



If you decide to visit a different doctor at your practice, the staff can update your MyMedicare details.



If your doctor moves to a different practice, you can update the details in MyMedicare.



You don't need to see your doctor twice again in person if you are moving with them to a different practice.



But you need to check whether the new practice takes part in MyMedicare.

If you decide to sign up with a different practice and a different doctor, you need to:



- visit the new doctor **twice** in person



- visit the new doctor **once** if you live far away from a city or town.



The new practice also needs to take part in MyMedicare.



You can also update your MyMedicare details at any time through myGov.



You can find out more on the Services Australia website.

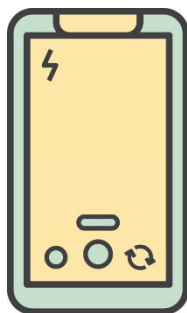
www.servicesaustralia.gov.au/register-for-mymedicare?context=22751#a3

More information



You can scan our QR code to sign up for MyMedicare.

Our QR code will take you to our website.



You can scan our QR code with the camera on your smartphone.

You might need to download a QR scanner app to scan our QR code.



For more information, you can talk to:

- your doctor
- the staff at your doctor's practice.



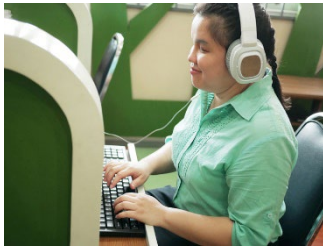
You can also visit our website.

www.health.gov.au/mymedicare



You can call us.

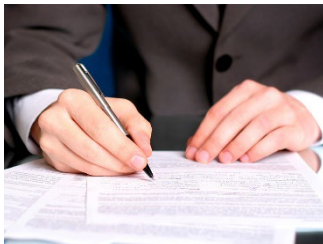
1800 020 103



You can send us an email.

enquiries@health.gov.au

You can write to us.



Department of Health and Aged Care

GPO Box 9848

Canberra

ACT 2601



If you need to talk to someone in a language other than English, you can call the Translating and Interpreting Service (TIS).

131 450



If you are deaf, or have a hearing or speech impairment, you can also call the National Relay Service.

1300 555 727



If you need support, you can call the Online Service Support Hotline for myGov.

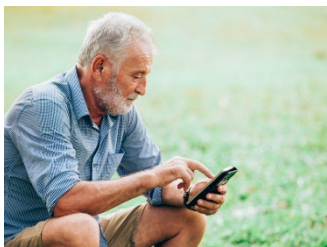
Call **132 307** and select **option 1**.



You can call the Online Service Support Hotline for myGov 7 days a week.

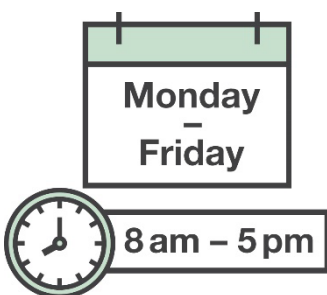
You can find the opening hours on the myGov website.

<https://my.gov.au/en/about/help/contact>



If you want support from the Department of Veterans' Affairs (DVA), you can call them for free.

1800 838 372



You can call DVA from **8 am** to **5 pm**, Monday to Friday.

Word list

This list explains what the **bold** words in this document mean.



Aged care home

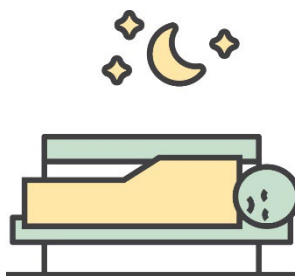
An aged care home is where older Australians live when they can't live in their home anymore.



Domestic and family violence

Domestic and family violence is when someone close to you hurts you, such as:

- your partner
- a member of your family
- someone who takes care of you
- someone you live with.



Homeless

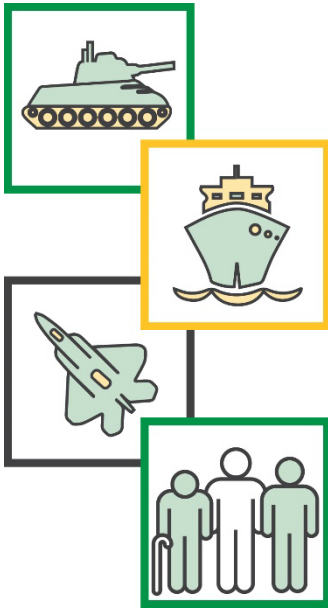
People who are homeless do not have a home and must find a place to sleep each night.

Telehealth



Telehealth is when you get your health care by phone or video call.

For example, you might talk to your doctor on the phone.



Veteran

Veterans are people who worked in the defence forces, including the:

- army
- navy
- air force.

Some family members of veterans might also have a Veteran Card.



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