



Why does Medicare Australia want my bank account details?

Register your bank account details today and claim by Electronic Funds Transfer (EFT)

medicare



Many doctor's now offer Medicare electronic claiming. It's a fast, secure system that allows you to make your Medicare claim at the doctor's when you pay your account.

Your doctor's receptionist lodges your claim with Medicare Australia either through the practice's EFTPOS terminal using your EFTPOS card or through a secure internet connection. Whichever system your doctor uses, your Medicare rebate will be paid into your nominated bank account, saving you a trip to a Medicare office and the hassle of filling in forms.

How does it work?

If your doctor uses the EFTPOS based claiming, your Medicare rebate will be paid into your nominated cheque or savings account almost immediately. Just remember to take your EFTPOS card with you when you visit your doctor.

If your doctor uses the internet based claiming system, your Medicare rebate will be paid into your nominated cheque or savings account within two to three working days. To begin claiming this way, you just need to provide Medicare Australia with the details of the bank account you'd like your Medicare rebate paid into.

How do I register my bank account details?

You can register your bank account details:

- by completing a *Bank account details collection* form available from our website or your local Medicare office
- by calling **132 011***
- in person at your local Medicare office
- online through our Online Services at www.medicareaustralia.gov.au/online

Remember to have your Medicare card and bank account details (BSB, account number and account name) with you when you register. Also, let us know if your details change in the future.

Anyone over 14 years of age who wants to claim their Medicare rebate by EFT, either electronically from the doctor's or at their local Medicare office, needs to register their bank account details with us.

Will I have to pay any extra account fees if my Medicare rebate is paid electronically?

It's unusual for additional bank fees to be charged on deposits, but if you're in doubt, check with your financial institution.

What if I bank with a credit union, not a bank?

You can use any bank, credit union or building society in Australia as long as you have a cheque or savings account with them.

What if I don't have a bank account?

You can still claim at your local Medicare office and receive your Medicare rebate in cash or use any of the other claiming options available to claim your Medicare rebate. If you don't have a bank account or choose not to give us your bank account details and you use Medicare electronic claiming, your Medicare rebate will be sent to you by cheque.

Do I need to know my bank account details if I make a claim at the doctor's?

If your doctor offers the internet based claiming system and you have already registered your bank account details with us, there's no need for you to provide them again when you make a claim. Reception staff will process your claim and we'll pay your Medicare rebate into the bank account you registered with Medicare Australia.

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If your doctor uses the EFTPOS based claiming system, all you need to take with you are your Medicare and EFTPOS cards.

Does my doctor offer Medicare electronic claiming?

More and more practices are now offering Medicare electronic claiming. Just ask the reception staff if they offer Medicare electronic claiming next time you visit your doctor.

If my doctor offers Medicare electronic claiming can I also claim other Medicare rebates that I might have with me?

No—you can only claim a Medicare rebate for an account you have just paid. If you have older accounts that you need to claim a Medicare rebate for, you will need to visit your local Medicare office or use any of the other claiming options available.

Can I use Medicare electronic claiming to claim for someone not on my Medicare card, for instance, my grandchild?

Yes—if you're the person who paid the account, you can claim a Medicare rebate for someone not on your Medicare card.

What should I do if my Medicare rebate doesn't get paid into my bank account?

If you don't receive your Medicare rebate within three working days, check with your financial institution first then call us on **132 011***. Remember to have the details of your claim and your Medicare card ready.

What happens if I'm bulk billed?

If you're bulk billed, nothing changes.

How do I know my bank account details will be kept secure?

Your bank account details are stored with the highest level of security within Medicare Australia, just like they are at the Family Assistance Office and Australian Taxation Office.

How is my privacy protected?

All information sent electronically between us and your doctor's practice is securely encrypted. If your doctor offers claiming where your Medicare rebate is paid by EFT directly into your bank account, your information is protected by Public Key Infrastructure (PKI). PKI provides the highest levels of confidentiality, privacy and authentication available for transmitting claiming data.

If your doctor offers claiming where you swipe your EFTPOS card through the EFTPOS terminal, all information is encrypted and sent by EFTPOS through a secure network.

Financial institutions are not permitted to collect or store any health information. The only information that will appear on your statement are the words 'Medicare' or 'Medicare rebate', a reference number and the Medicare rebate amount that's paid into your account.

Are there any other ways I can claim my Medicare rebate?

You can still claim a Medicare rebate:

- from any Medicare office
- by filling in a claim form and sending it to **Medicare Australia, GPO Box 9822** in your capital city or placing it in the drop box at your local Medicare office
- by calling **1300 360 460***
- at a Medicare Australia Access Point.

Does this mean my local Medicare office will close?

No. There will still be lots of work for Medicare office staff to do, including processing organ donor registrations, assessing complex claims and answering general enquiries. We also offer a broad range of government services and payments such as Family Assistance.

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For more information

Online www.medicareaustralia.gov.au

Email medicare@medicareaustralia.gov.au

Write **Medicare Australia**

GPO Box 9822

in your capital city

Call **132 011***

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

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

If you need help translating this information call the
TIS on **131 450***.

Arabic - إذا احتجت لمساعدة في ترجمة هذه المعلومات،
يمكنك الإتصال بخدمة الترجمة التحريرية والشفهية
على الرقم 131 450*

Korean - 본 정보의 이해를 위해 번역사의 도움이
필요하시면, 131 450*번으로 TIS 에 전화하십시오

Serbian - Ако вам је потребна помоћ да преведете
информације, назовите TIS на 131 450*

Spanish - Si necesita ayuda para traducir esta
información, llame al TIS al 131 450*

Turkish - Bu bilgiyi tercüme etmek için yardıma
ihtiyacınız varsa 131 450* numaradan TIS i arayınız

Vietnamese - Nếu quý vị cần nhờ dịch thông tin này
xin gọi cho TIS số 131 450*

* Call charges apply.

** Call charges apply from mobile or pay phones only.