

How to Apply for Medicare

This fact sheet is for people who cannot return to their home countries and sets out the steps you need to work out your eligibility for Medicare and apply for Medicare. It does not address other people who are also eligible for Medicare.

Step One: Checking your eligibility for Medicare

You can apply for Medicare if:

- You have applied for a permanent Protection visa (subclass 866) and you have:
 - A visa with work rights; or
 - A parent, spouse or child who is an Australian citizen or permanent resident, or a New Zealand citizen living in Australia.

Note: If you have applied for a permanent Protection visa, but you have had a child after your application has been refused by the Department of Home Affairs, your child may not be eligible for Medicare unless your child lodges their own application for a permanent Protection visa.

You can also apply for Medicare if you hold one of the following visas:

- Unauthorised maritime arrivals holding a Bridging E visa (subclass 050)
- Ukrainian nationals holding a Bridging E visa (subclass 050) granted on or after 1 August 2022
- Humanitarian Stay (temporary) visa (subclass 449) (except Ukrainian nationals)
- Temporary Protection visa (**TPV**) (subclass 785)
- Temporary Humanitarian Concern visa (subclass 786)
- Safe Haven Enterprise visa (**SHEV**) (subclass 790)

Step Two: Applying for Medicare

All applicants must:

- Complete a [Medicare enrolment form](#)
- Provide:
 - A passport, travel document or ImmiCard; and
 - A valid visa.

If you have **applied for a permanent Protection visa**, you must **also** provide:

- Evidence from the Department of Home Affairs that you have applied for a permanent Protection visa (e.g., your “acknowledgement” letter)
- If your visa does not have work rights, evidence that your parent, spouse or child is an Australian citizen or permanent resident, or a New Zealand citizen living in Australia:
 - Birth certificate
 - Marriage certificate
 - Joint bank, gas, water or electricity account statement
 - Evidence that you own a home together.
- If your application for a permanent Protection visa has been refused by the Department of Home Affairs, evidence that you have lodged an appeal or Ministerial Intervention request:

- If you have appealed to the Administrative Appeals Tribunal (AAT), your “acknowledgement” letter, and/or a current confirmation letter. You can ask the AAT for a current confirmation letter by calling them at 1800 228 333 or emailing them at mrdivision@aat.gov.au
- If you have appealed to the Immigration Assessment Authority (IAA), your “acknowledgement” letter
- If you have appealed to a court, a stamped copy of your application
- If you have lodged a Ministerial Intervention request, your “acknowledgement” letter

If you **hold a TPV or SHEV** and have **applied for a subsequent TPV or SHEV**, you should **also** provide:

- Copy of your initial TPV or SHEV visa grant notice;
- Copy of your “acknowledgement” letter for your application for a subsequent TPV or SHEV; and
- Current Visa Entitlement Verification Online (VEVO) check.

You can deliver your completed Medicare enrolment form and supporting documents to Medicare:

- By email to mes@servicesaustralia.gov.au with the subject line “Enrolment”
- By post to:
 - Services Australia
Medicare Enrolment Services
PO Box 7856
Canberra BC ACT 2610
- In person to a [Medicare Service Centre](#)

After you apply

You should receive your Medicare card in 3-4 weeks.

If your application is refused or delayed, call Medicare at **132 011** and ask for an explanation or update. If you still can't get a clear answer, ask to speak to a manager or the “Tier 2 eligibility team”.

If you are still unable to access Medicare and you believe that you are eligible, you may contact RACS with:

- Copy of your completed Medicare enrolment form
- Copy of your supporting documents
- Reasons provided by Medicare for the refusal or delay of your application

We will review and let you know if we can assist.

Getting help from RACS

RACS is entirely independent of the Department of Home Affairs. All assistance is free.

If you would like advice or assistance, RACS offers the following service options:

Service	Day	Time	Address/Number
Client Line	Monday to Friday	11AM to 1PM and 2PM to 4PM	(02) 8355 7227 or admin@racs.org.au
Auburn Drop-in	Wednesday	Register in person from 10 AM to 12 PM	Visit 44A Macquarie Road, Auburn

Please note: This fact sheet contains general information only. It does not constitute legal or migration advice. This fact sheet was prepared in October 2023.