

## REQUESTING A HEALTH CARE CARD ON-LINE

**STEP 1** - GO TO <http://www.humanservices.gov.au/customer/enablers/centrelink/health-care-card/claiming>

**STEP 2** – At the bottom of the screed select [intent to claim](#)



### Related services

Health Care Card

## Claiming a Health Care Card

Listen

If you are receiving an eligible payment, you will automatically receive the card. We will send you a new card when it is due for renewal, if you are still eligible.

### If you need to lodge a claim

You need to lodge a claim if you:

- are a foster carer (you can claim the card with [Family Tax Benefit](#) or lodge a separate claim) or
- receive [ABSTUDY](#) (and are aged over 16 years) or
- receive [Austudy](#) or [Youth Allowance \(student\)](#) and have a low income or
- are a low income earner and are applying for a [Low Income Health Care Card](#) or
- are applying for an [Ex-Carer Allowance \(child\) Health Care Card](#)

**SELECT [intent to claim](#)**

You should submit your claim for a Health Care Card as soon as possible.

You can also register an [intent to claim](#) for a Health Care Card. This means you will get your card from the earliest possible date.

**STEP 3** – Select [secure online message](#)

### Related services

Health Care Card

## Intent to Claim

Listen

An Intent to Claim lets us know you are seeking a payment or concession card from us before you submit your claim form.

Starting a claim online is considered an intent to claim.

It can take some time to process the quantity of claim forms we receive. By submitting your claim form within 14 days of registering your intent to claim, we can backdate your payments to this date.

To register an 'intent to claim', you can:

- send us a [secure online message](#) or
- phone us on [132 850](#) or
- visit your nearest [DHS Service Centre](#)

If you cannot phone us yourself, someone else can telephone us on your behalf, so that you can register your intent to claim as soon as possible.

#### Quick links

- [Register your intent to claim for a service online](#)
- [Call us on one of our Services & Payments telephone numbers](#)
- [Find your nearest DHS Service Centre](#)

**SELECT [secure online message](#)**

## STEP 4 – Select [Register for yourself](#)

### Contact us

There are a number of ways to contact Centrelink online. To send a secure online message, select from the options below. Online messages are not 'text' or 'SMS' messages.



**We are currently experiencing heavy demand for services. Please be aware that these forms should not be used if an urgent response is required as response times may vary.**

### Message us

#### [Complaints and feedback](#)

Provide feedback about a service you have received from Centrelink or Medicare.

#### [Online Services help](#)

Request help with Centrelink's Online Services.

#### [Request contact](#)

Request that Centrelink contact you.

### Register for a payment or service

You can let Centrelink know that you intend to register for a payment or service for yourself or someone you know. You can do this by providing your details in one of the links below.

A Centrelink staff member will contact you to confirm your request or provide you with more information.

You can find out more about the [Intent to Claim](#) process but remember to click on your "Back" button to return to this secure area.

[Register for yourself](#)

**SELECT register for yourself**

[Register for someone you know](#)

## STEP 5 – Complete the online application and submit.

### Register for a payment or service for yourself

You can use this form to advise Centrelink of your intention to claim a payment or service for yourself. A Centrelink staff member will contact you to confirm your request or provide you with more information.

To help us process your request, please provide as much information as you can.



This form should not be used if an urgent response is required as response times may vary.

#### Your details

Title	<input type="text"/>
First name <i>(required)</i>	<input type="text"/>
Surname <i>(required)</i>	<input type="text"/>
Date of Birth <i>(required)</i>	<input type="text"/>
Customer Reference Number <a href="#">Help</a>	<input type="text"/>

#### Your home/postal address (optional)

Street Address/PO Box Number	<input type="text"/>
City/Town Name	<input type="text"/>
State or Territory <a href="#">Help</a>	<input type="text" value="---Select a State---"/>
Country, if 'Outside of Australia'	<input type="text"/>
Postcode	<input type="text"/>

#### Your circumstances

By filling out this form you are only registering an [Intent to Claim](#). You can check the list of [Centrelink benefits](#) that can be claimed through [Centrelink Online Services](#).

Which Life Event **best describes** the assistance needed from Centrelink? *(required)*

- Are you a parent or a guardian?
- Are you caring for someone who is frail aged, ill or who has a disability?
- Are you claiming for a Commonwealth Seniors Health Card?
- Are you claiming for a Foster Child Health Care Card?
- Are you claiming for a Low Income Health Care Card?
- Are you claiming for an Australian Government Disaster Recovery Payment?
- Are you claiming for an Ex-Carer Allowance (Child) Health Card?
- Are you in a crisis or needing special help?
- Are you looking for work?
- Are you needing help after someone has died?
- Are you planning for or needing help in retirement?
- Are you planning to study or undertake training (or currently studying or training)?
- Are you recently separated or divorced?
- Are you self-employed or responsible for a farm?
- Are you someone who is ill, injured or has a disability?
- Have you recently moved to Australia to settle?

#### How to contact you

**Note:** In providing an email address you are giving permission for us to contact you via email. In giving the address you need to be satisfied with the security and privacy of your address. Centrelink cannot guarantee the security and will therefore only respond to your enquiry via telephone or generic email response. To protect your privacy, a voicemail message will not be left when we respond to your request, unless you are clearly identified in your voice.