

myGov wallet

Information for health professionals

March 2023

The myGov app is the official Australian Government app for myGov.

The myGov wallet is a feature of the app where people can securely store some government digital cards and certificates, including:

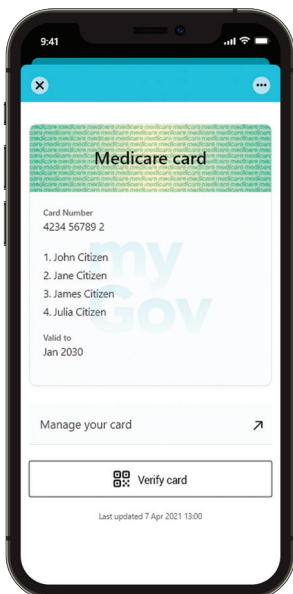
- Medicare cards
- Centrelink concession and health care cards.

Any items added to the wallet are official. We encourage you to accept them and to use the security features to check the items are genuine and valid.

For now, our guidance to people using the myGov wallet is that not all health professionals may accept the new digital cards straightaway. We're encouraging people to carry their physical cards with them.

Digital cards are an alternative for people and don't replace their physical cards. You should continue to accept physical cards when your patients present them.

Medicare card



Centrelink concession and health care cards



How to verify Medicare cards and Centrelink concession and health care cards

We recognise the ability to check if a digital card is genuine and valid is important. It helps strengthen the integrity of government-issued documents. Because of this, we've put in place features for you to verify a document.

The following information is specific to Medicare cards, and Centrelink concession and health care cards.

Security hologram

These cards in the myGov wallet have a security hologram – an animated digital watermark of the word 'myGov'.

These animated holograms let you check the card is a genuine item in the wallet rather than a screenshot.



Note: This is a still representation of the animated hologram.

QR codes

These cards in the wallet include a QR code that can be scanned if your practice or healthcare location has a mobile device. You scan these with the QR code scanner in the myGov app.

The QR code scanner does not take a photo or store any information about the card. You don't need an internet connection to scan a QR code.

It's not essential to scan the QR code to verify an item.

Important: While we encourage you to scan QR codes, it may not always be possible. People without internet access on their device won't be able to generate a QR code.

Please use your judgement as to whether you need to scan the QR code or not. You can still verify the item is legitimate by looking at the security hologram and at the information on the digital card.

Last updates and expired cards

The wallet provides real-time entitlements for people. The date and time of when a card was last updated appears at the bottom of the screen.

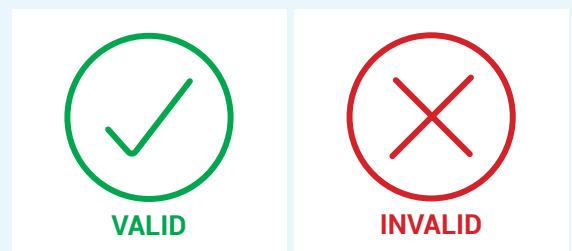
When a person's card expires, it'll be replaced automatically in their myGov wallet if they're still eligible.

If a person is no longer eligible, the card will be removed automatically and show the date it was removed from their myGov wallet. Centrelink concession and health care cards show EXPIRED for 28 days before being removed.

How to use the QR code scanner

- 1 Install the myGov app on a device (you do not need to sign in to the app to use the QR code scanner).
- 2 Open the scanner by selecting the **QR code scanner** icon in the top right hand side of the welcome screen.
- 3 Use the device camera to hold the scanner over a QR code. You don't need to take a photo or press anything, just hover over the QR code.
- 4 If the card is a **genuine and valid** myGov wallet item, you'll be presented with a **tick** and the word **valid**.

If the item is **not genuine and valid**, you'll see a **cross** and the word **invalid**.



What to do if a digital card doesn't work

If you can't accept a digital card, you should ask to see a physical card.

If it says invalid when you scan a QR code or the card has expired, the person should contact the service that issues the card. For Medicare cards the person should contact Medicare. For Centrelink concession and health care cards, the person will need to contact Centrelink.