



The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Public Health
Bureau of Health Care Safety and Quality
Medical Use of Marijuana Program
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How to Register with the Medical Use of Marijuana Program: **Instructions for Patients**

Registering online with the Medical Use of Marijuana Program is the fastest and most convenient way to register to possess marijuana for medical purposes.

If you are unable to register online, a more lengthy paper registration process is available. Please call 617-660-5370 to request a paper registration form.

Please read the following instructions before you begin the patient registration process in the Medical Use of Marijuana Online System (“MMJ Online System”).

Please note that in order to register as a patient in the MMJ Online System you must first be certified by a qualified health care provider.

PREPARING FOR REGISTRATION

Before registering in the MMJ Online System, you will need to gather the following:

- Internet access;
- Access to a scanner or a mobile phone or other device capable of uploading documents;
- Your **PIN**, as provided to you by your health care provider, and emailed to you by the Medical Use of Marijuana Program, after you are certified;
- A valid form of identification (*as explained below*);
- A photograph of yourself (*as explained below*); and
- A form of payment, *or* proof of verified financial hardship (*as explained below*).

Valid Form of Identification

Valid forms of identification include one of the following:

- Massachusetts driver's license;
- Massachusetts ID card (with a photograph of yourself);
- U.S. passport *and* another document that proves your Massachusetts residency; or
- U.S. military ID *and* another document that proves your Massachusetts residency.

If you submit a driver's license or Massachusetts ID card as your valid form of identification, the name and address you submit in the MMJ Online System **must match** the name and address on your driver's license or Massachusetts ID card.

Because a passport and U.S. military ID do not contain your home address, if you submit one of them as your valid form of identification, you **must also** submit a document that proves that you are a resident of Massachusetts (*as outlined below*). Also, the name and address you submit in the MMJ Online System **must match** the name and address on the document that you submit to prove your Massachusetts residency.

If you submit a passport or Military ID as your valid form of identification, submit one of the following, which proves that you are a resident of Massachusetts:

- Utility bill (gas, electric, telephone, cable, or heating oil), that is less than 60 days old and must contain your name and address;
- Current Massachusetts motor vehicle registration card with your current address;
- Tuition bill with a due date of less than 6 months ago and addressed to your current address;
- Car insurance policy or bill that is dated less than 60 days old;
- Home mortgage, lease or loan contracts dated within 6 months of today with your name, address and signature;
- Certified U.S. Marriage Certificate dated within the past 6 months;
- Property tax or excise tax bill for the current year with your name and address;
- First-class mail dated less than 60 days old from any federal or state agency that displays your name and address; *or*
- Current Massachusetts-issued Professional License with your address.

Photograph of Yourself

This photo will be placed on your Program ID Card.

Your photo must be:

- In color;
- A square photo in portrait/upright format;
- Taken in front of a plain white or off-white background;
- Taken within the last 6 months to reflect what you look like now;
- Showing only your head and the top of your shoulders;
- Taken looking directly at the camera held at eye level;
- Taken without smiling, with both eyes open, and without eyewear; and
- Taken without any item that covers your face or head, except for religious purposes.

A passport photo meets these requirements and can be obtained at any location that issues passport photos, such as a pharmacy, the post office, or a camera store. Alternatively, you may upload a photo from a cell phone camera if the photo meets the requirements outlined above.

Form of Payment

There is a \$50 fee to complete a patient registration.

Acceptable forms of payment include:

- Credit card;
- Debit card; or

- Electronic Funds Transfer (by providing a bank account number and bank routing number).

Proof of Verified Financial Hardship

If you have a *verified financial hardship*, you may be qualified for a waiver of the \$50 registration fee. You are considered to have a verified financial hardship if you are a recipient of MassHealth or Supplemental Security Income, or your household income does not exceed 300% of the federal poverty level for your family size (*see table below*).

300% of Federal Poverty Level

Family Size	Annual Income
1	\$35,010
2	\$47,190
3	\$59,370
4	\$71,550
5	\$83,730
6	\$95,910
7	\$108,090
8	\$120,270
Each Additional	\$12,180

From the U.S. Department of Health & Human Services 2014 Poverty Guidelines

To apply for a waiver of the registration fee, you must submit proof of verified financial hardship.

*Proof of verified financial hardship includes a **copy** of one of the following:*

- Official MassHealth card issued by the Commonwealth of Massachusetts (**this card is light blue in color. Please note that insurance cards from managed health care plans will not be accepted**);
- Supplemental Security Income benefit verification letter;
- State or Federal tax return from this year or last year, including all attachments (all schedules and forms such as Form W-2, Form 1099, etc.); *or*
- Supplemental Nutrition Assistance Program (“SNAP”) statement from the current year.

REGISTRATION PROCESS

Now that you have a certification from a qualified health care provider and gathered the necessary documents, you may begin the online patient registration process.

The MMJ Online System is housed with the Executive Office of Health and Human Services Virtual Gateway (“VG”). You will first register with the VG and then with the MMJ Online System.

You will be sent an email from the VG during the registration process. We recommend keeping your email account open during the registration process so you can easily access this email. This email will contain a link that you will click on in order to finish the VG registration process. The link may expire as soon as seven (7) days after being emailed to you and is only valid the first time that you click on it.

Please note that the MMJ Online System times out after 30 minutes of inactivity.

In order to register, please follow these steps:

- **Step 1:** Scan and save on to your computer:
 - The valid form of identification (and the document that proves your Massachusetts residency, if applicable); and
 - The photograph of yourself.

If applying for a registration fee waiver, also scan and save onto your computer the proof of verified financial hardship.

These documents will be uploaded to the MMJ Online System during the registration process.

If uploading a US military ID, scan and upload the front *and* the back of the card.

When uploading your *photograph* to the MMJ Online System, ensure that the photograph has a minimum resolution of 400 pixels wide by 360 pixels long, is in .jpg format, and has a maximum size of 2 MB.

When uploading your valid form of identification, the document that proves your Massachusetts residency, or proof of verified financial hardship, ensure that the document is in .jpg format or .pdf format and has a maximum size of 2 MB.

- **Step 2:** Next, visit the Virtual Gateway at:
<https://sso.hhs.state.ma.us/VGPortal/faces/SelfReg.jspx> .

Read and accept the terms and conditions, choose “Medical Use of Marijuana System” under the Service Name drop down menu, enter the requested information, and select a 4-digit PIN number (Please note that this is **NOT** the same PIN that was provided to you by your health care provider after you were certified).

After answering the security question, click “Submit” to be taken to the next screen.

- **Step 3:** You will then receive an email from the VG telling you that your account request has been processed. This email will contain a link that you will click on in order to finish the VG registration process. You will then be taken to a screen where you will create a password and answer two security questions. Click “Submit” to be taken to the next screen.
- **Step 4:** You will then be taken to a screen that contains your username. Your VG account is now created. Click “Log in to the Virtual Gateway.” Log in using your username and password.

It is important that you make note of your user name and password in order to log back in to the VG and MMJ Online System, as needed, after registering.

- **Step 5:** Click on “Medical Use of Marijuana System.” This will log you into the MMJ Online System.
- **Step 6:** You will then be taken to the Welcome page in the MMJ Online System. Click on “Register as a Patient” to begin registration in the MMJ Online System.
- **Step 7:** You will then be taken to the Identification page where you will enter the PIN that you received from your health care provider after being certified, your last name, date of birth, and the last four digits of your social security number. Then click on “Proceed.”
- **Step 8:** The next screen contains instructions. Review these instructions and click “Proceed.”
- **Step 9:** You will then be brought to the Registration Information screen. Enter the requested information and read the attestations. If you agree with the attestations, click on the box stating that you attest that you understand and agree with each of the attestations. Click “Proceed” to continue to the next screen.
- **Step 10:** Next, you will be brought to the Valid Form of Identification screen where you will upload your valid form of identification (and the document that proves your Massachusetts residency, if applicable). Select the type of valid form of identification, and input the number on your valid form of identification and the expiration date of your valid form of identification. Then click “Browse” and open the valid form of identification that you saved to your computer (and the document that proves your Massachusetts residency, if applicable). Please note that multiple documents can be uploaded to this screen, if needed. Then click “Proceed”.
- **Step 11:** Next, you will be brought to the Upload Photo screen where you will upload the photograph of yourself. Click “Browse” to open the photograph of yourself that you saved to your computer. Then click “Upload” and wait for your photograph to appear on the screen. Then click “Proceed.”
- **Step 12:** You will then be brought to the Registration Payment screen. If paying the \$50 registration fee, click on “Pay Fee.” If you are applying for a registration fee waiver, click on the box indicating you are applying for a registration fee waiver, and then click “Proceed.”
- **Step 13:** If paying the registration fee, you will be taken to a secure payment screen where you will enter your payment information. Then click on “Continue.” Review your payment information. If the information is correct, click on “Authorize Payment.”

If applying for a waiver of the application fee, you will be taken to the Fee Waiver Application screen which will ask a series of questions. Answer the questions and upload any requested documents. Once this information is submitted, the information will be reviewed by the Medical Use of Marijuana Program to determine your eligibility for a registration fee waiver. The request may take several weeks to process.

- **Step 14:** You will then be brought to the Review and Submit Application screen to review and confirm your registration information. If you need to correct any information, you may click the “Back” button until you reach the correct screen and edit your information, or you may click the associated field on the right side of the screen and edit your information. After you have corrected the information, click the “Proceed” button until you return to the

Review and Submit Application screen. Once all the information is correct, click on the “Submit” button.

- **Step 15:** You will then be taken to the Home screen with a message stating that you have submitted a new registration application. Your application will then be reviewed by the Medical Use of Marijuana Program.

Once your registration application is reviewed by the Medical Use of Marijuana Program, you will be notified by email regarding the status of your registration. Registration applications are reviewed in the order they are received.

If approved for registration, you will be able to print your temporary, paper Program ID Card and will receive your plastic Program ID Card in the mail at a later date. **Temporary, paper Program ID Cards expire four weeks from the date that your registration is approved by the Program,** at which time you should have received a plastic Program ID Card. If you do not receive your plastic Program ID Card within three weeks, call the Program at 617-660-5370.

REGISTRATION RENEWALS

Registrations expire annually. You may re-apply for registration, on an annual basis, up to 60 days before the date that your registration expires by following the instructions outlined above.

SELECTING A PERSONAL CAREGIVER

You have the option of designating a personal caregiver to assist you with your medical use of marijuana. After your registration has been approved by the Medical Use of Marijuana Program, you may log back in to the MMJ Online System and designate up to two personal caregivers who are not currently designated by another patient, unless that personal caregiver is your immediate family member.

To select a personal caregiver, please follow these steps:

- **Step 1:** Log in to the VG at <https://sso.hhs.state.ma.us> and select “Medical Use of Marijuana System.”
- **Step 2:** Click on “My Caregivers” at the top of the screen.
- **Step 3:** On the next screen click on the "Generate PIN" button to generate a PIN for your personal caregiver. On that screen you will be given the option to print the PIN or enter your personal caregiver’s email address where you would like the PIN emailed.
- **Step 4:** **Provide the PIN to your personal caregiver** and direct them to register with the Medical Use of Marijuana Program at <https://sso.hhs.state.ma.us/VGPortal/faces/SelfReg.jspx> .
- **Step 5:** After your personal caregiver has registered with the Medical Use of Marijuana Program, you will be sent an email notice from the Medical Use of Marijuana Program. At

that time, log back in to the MMJ Online System, click on “My Caregivers” at the top of the screen, and observe whether the individual displayed is your personal caregiver. If yes, select “Yes, I validate that this is my Personal Caregiver”, and indicate whether your personal caregiver is an immediate family member, or not. Then click on “Approve”.

You will then be taken to a screen that indicates that your personal caregiver’s registration is pending approval by the Medical Use of Marijuana Program. After their registration is processed, an email will be sent to your personal caregiver regarding the status of their registration.

Other Important Information about Registration and the Medical Use of Marijuana Program

IMPORTANT

Patients must maintain an active certification from their health care provider ***and*** an active registration with the Medical Use of Marijuana Program in order to be protected for medical use of marijuana under Massachusetts Law.

PROGRAM ID CARD

You must carry your Program ID Card ***at all times*** while you are in possession of marijuana for medical use.

Notify the Medical Use of Marijuana Program within five business days after discovering that your Program ID Card is lost, stolen, or destroyed by calling 617-660-5370.

There is a \$10 fee to replace a Program ID Card.

VALID FORM OF IDENTIFICATION

After registering with the Program, your valid form of identification on file with the Medical Use of Marijuana Program must remain active and not expired in order to access a Registered Marijuana Dispensary (RMD) or obtain marijuana for medical use from an RMD.

CHANGE OF REGISTRATION INFORMATION

If there is any change to the information you submitted for registration (such as a change in your name, email, address, or phone number), you must update this information in the MMJ Online System within five business days after the date of this change.

To update your registration information, please follow these steps:

- **Step 1:** Log in to the VG at <https://sso.hhs.state.ma.us> and select “Medical Use of Marijuana System”.
- **Step 2:** Click on the “My Registration” link at the top of the screen.
- **Step 3:** To update your information, click “Edit” at the left side of the screen. Edit the necessary information and click the “Update” button.

LOGGING IN TO THE MEDICAL USE OF MARIJUANA ONLINE SYSTEM

After establishing your log in name and password, you may log back in to the MMJ Online System at any time in order to update your registration information, manage your caregiver(s), or renew your registration by logging in to the VG at <https://sso.hhs.state.ma.us> and selecting “Medical Use of Marijuana System.”

ACCESSING A REGISTERED MARIJUANA DISPENSARY

In order to access a Registered Marijuana Dispensary (RMD), or obtain marijuana for medical use from an RMD, an adult patient must:

- Present their Program ID Card *and* their valid form of identification that they used to register with the Medical Use of Marijuana Program;
- Have an active certification from their health care provider;
- Have an active registration with the Medical Use of Marijuana Program; *and*
- Maintain on file with the Medical Use of Marijuana Program a form of identification that is active and not expired.

REGISTRATION RENEWALS

Registrations expire annually. You may re-apply for registration, on an annual basis, up to 60 days before the date that your registration expires by following the instructions outlined above.

QUESTIONS

Should you have questions regarding the registration process, please contact the Medical Use of Marijuana Program at 617-660-5370.