ADHS Medical Marijuana Individual Licensing

Patient / Caregiver Handbook

Updated: October 6, 2022
# Table of Contents

**AMMA ARIZONA MEDICAL MARIJUANA ACT** .................................................................................. 4

**Individual LICENSING PORTAL - ADHS Website and Portal Login** ........................................ 5
  - Portal Login: Locked Account ........................................................................................................ 11

**Submitting Applications: Adult Patient** .................................................................................... 13
  - Initial Adult Patient Application .................................................................................................. 13

**Check Application Status** ........................................................................................................... 20

**Submitting Applications: Caregiver - Adult** .............................................................................. 21
  - Initial Caregiver to Adult Patient Application ........................................................................... 21

**Submitting Applications: Caregiver - Minor** .............................................................................. 26
  - Initial Caregiver to Minor Patient Application ........................................................................... 26

**Submitting Application: Renewals** .............................................................................................. 31
  - Example Given for Adult Patients ............................................................................................... 31

**Submitting Applications: Card Changes** .................................................................................... 36

**Submitting Applications: Lost /Stolen Card** .............................................................................. 38

**Submitting Applications: Application Issues** ............................................................................. 40
  - Resubmitting Corrected Applications ......................................................................................... 40

**Portal NAVIGATION** .................................................................................................................. 43
  - Overview of Portal Site Features ................................................................................................ 43
In November 2010, Arizona voters passed Proposition 203, an initiative creating the Arizona Medical Marijuana Act (AMMA). The AMMA went into effect in December 2010 and made the Arizona Department of Health Services the state agency that oversees the program. Since that time, the statutes and rules have undergone revisions to become the program we have today. For example, in 2019, during the 54th Legislative Session, the state legislature passed by a three-fourths vote and Gov. Doug Ducey signed into law Senate Bill 1494. That bill, among other things, changed the card process from a printed card to an electronic card and enabled the ADHS to improve the medical marijuana program’s online services. The functionality in this online Medical Marijuana Licensing Management System (MMLMS) is determined by the Arizona Revised Statutes (A.R.S.) Title 36, Chapter 28.1 and Arizona Administrative Code (A.A.C.) Title 9, Chapter 17.

This manual outlines the ADHS Licensing Management System functions available to the Laboratory Owner. The Laboratory Agent functions are outlined in a subsequent document.
INDIVIDUAL LICENSING PORTAL - ADHS WEBSITE AND PORTAL LOGIN

To access the Licensing Portal, click the link to the Licensing Portal on the Arizona Department of Health Services Medical Marijuana Home page. This ADHS website also provides additional AMMA information. To create an ADHS Licensing portal account, see ADHS Licensing Portal Account Registration instructions.

Portal Login – Users with an active account login

1. Access AZDHS.gov website
   - Search and access Medical Marijuana Homepage: https://azdhs.gov/medical-marijuana

2. Select Individual Licensing Portal link
3. View Licensing Portal login page

4. Enter ADHS Licensing portal credentials

**NOTE:** Facility Licensing Portal users are required to update their password every 1 year (365 calendar days)

5. Select the **Individual Portal**

6. Select the **Marijuana Program** tile

7. Select the **Patient** (or Caregiver – depending on card type) **Tile**
Portal Registration and Login

In order to create a Medical Marijuana application, Patients and Caregivers must first create an account to have access to the online Individual Licensing Portal. The following steps outline how to create an account and login to the portal.

1. Create new account by accessing ADHS Individual Licensing Portal
2. Click Don’t have an account? Sign up here
3. Enter information into fields to create account
4. Check security box and complete required check
5. Once all required information is entered - select Create Account

**NOTE:** Use unique email. You will only need one email account to access all licensing portals and respective applications and cards

**NOTE:** When creating an account, ensure legal name and date of birth are accurate.
6. An email will be sent with instructions to set your password

7. Click on the temporary link to set password
8. Follow the password requirements and instructions

1. Once logged in to the account - select Profile icon at the top right corner
2. Click the pencil to edit specific fields in Profile section
3. Editable fields appear with red outline (Phone number and Email address)

4. Click check mark to save

5. Click Change Password to change

6. Check email for instructions to finish changing password

**NOTE:** Legal Name can only be changed through Change Application
Portal Login: Locked Account

1. When attempting to login to the portal, the account will be locked after 5 invalid login attempts
   • Message displayed: “Your login attempt has failed. Make sure the username and password are correct. Your account will be locked after 5 incorrect password attempts and you will need to contact ADHS to unlock your account.”

2. If a laboratory account becomes locked, ADHS will automatically be notified and will process the request to unlock the account.
   • Message displayed: “Your account is locked because an incorrect password was entered 5 times. A request has been sent to ADHS to reset your account access.”

   NOTE: Please allow 1 business day for processing

3. Email will be sent to account holder to notify them ADHS will have to unlock their account
   • Email Subject: You've been locked out of the ADHS Licensing Portal

4. ADHS will unlock the account and send an email with a link to the Facility Portal login or to Change your password
   • Email Subject: ADHS Facility Licensing Portal Unblock User
5. If account user attempts to reset their password while their account is unlocked, an email will be sent to account user with explanation and instructions

   • An account password cannot be reset while it is LOCKED
   • Account holder must email ADHS to request an account unlock and password reset: M2Dispensaries@AZDHS.gov

   ARIZONA DEPARTMENT OF HEALTH SERVICES
   LICENSING

   Hi Karl,
   We received your request to reset your ADHS Facility Licensing portal password. We can’t reset your password right now. Your account is locked after too many login attempts.

   Please email M2Dispensaries@AZDHS.gov to have your account unlocked.

   Thank you,
   ADHS Licensing Team
SUBMITTING APPLICATIONS: ADULT PATIENT

Initial Adult Patient Application

Adult Patients can submit applications for the initial adult patient medical marijuana license on the licensing portal.

1. Upon login to Licensing portal, select Individual Portal tile

2. If applying for a new Patient License, select the Add a new license tile

3. Select the Marijuana tile
4. Select **New Patient Application**

6. Click **Download Application Instructions**

7. Click **Download Application Checklist**

8. Review if you agree to receive notices from the department

**NOTE:** To complete the application, you must have specific documents and other items in a digital format ready for upload. Please review the application checklist and instructions before beginning the online application process.
9. Click **Agree and Proceed**

11. Enter Identification Information

12. In Contact Information section, select appropriate option in picklist for Homeless

**NOTE:** Enter **First** and **Last name** exactly as it appears in the electronic copy of photo identification

**NOTE:** A valid mailing address must be provided. P.O. Box will not be accepted as a residential address
13. Enter Residence Address information

14. Check box if mailing address differs from residence address

   NOTE: Applicant must provide a complete and valid address; a P.O. Box will not be accepted

15. Review the Consent to Sign electronically agreement

16. Place signature in box

17. Select Accept to add signature to application. Select Clear to erase box

   NOTE: A PDF attestation form must be uploaded if choosing not to sign electronically

18. Caregiver Information: select response – If yes, complete available fields with Caregiver information

19. Select response in Request to Cultivate section

20. Click Save & Continue

   NOTE: If Save & Exit is selected, application will be in Not Submitted status for 14 days. To complete, access application status / history in portal.
21. Enter **Physician’s Information**

**NOTE:** Physician Information must match Information in the signed physician certification form.

22. Enter **Qualifying Health Condition**

23. Click **Save & Continue**

24. View **Other Information** Section

25. Check appropriate box for **Clinical Studies**

26. Check appropriate box for **SNAP Eligibility**

**NOTE:** If yes is selected and SNAP Eligibility documentation is not valid or current, ADHS will send notification to pay remaining application amount before the application can be approved.

27. Select **Save & Continue**
28. Upload all required supporting documentation indicated by the red *

**NOTE:** If you provided an electronic signature, you are not required to upload an electronic copy of Qualifying Patient attestation

29. Upload SNAP documentation if applicable
30. Click **Save & Continue**

**NOTE:** If “yes” for SNAP eligibility, upload valid and current SNAP documentation

31. Review Application sections
32. If necessary, click **Edit Section** to modify data in that section
33. Once application data is verified, click **Submit and Go to Payment** to proceed to enter payment information
34. Enter Payment Information
35. Complete the payment process

36. Once the payment process is completed, the Payment Confirmation page will display
CHECK APPLICATION STATUS

Once an application has been submitted, access the Individual Licensing Portal to see the status of the application. Please note that the steps outlined below will only occur if an individual does not currently have an approved card.

1. Login to Individual Licensing Portal

2. In the Programs section, select Add a new license tile

3. Select the Marijuana tile

4. Select Check Application Status

5. The Application History page will display

NOTE: If application is not submitted, it will be available for 14 days after it has been created
SUBMITTING APPLICATIONS: CAREGIVER - ADULT

Initial Caregiver to Adult Patient Application

1. Upon login to Licensing portal, select **Individual Portal** tile

2. If applying for a new Caregiver License, select the **Add a new license** tile
3. Select New Caregiver Application

4. Begin New Caregiver Application – Click Download Application Instructions and Download Application Checklist to view details

5. Review if you consent to receive notices from the department

6. Select I Agree
7. In the Caregiver Application search screen, enter **Patient Identification Information**

8. Click **Search**

   **NOTE:** Patient Card ID can be found on patient’s card

9. View application – enter **Caregiver Identification Information**

10. Enter Address Information, check box if mailing and residential address are different

11. Review the **Consent to do business electronically** agreement
12. Place signature in box - Click Accept to add signature to application, click clear to erase box

13. Click Save & Continue
   **NOTE:** Click Clear to erase signature

14. Upload Supporting Documents
   **NOTE:** Only items marked with * are required to be uploaded

15. Click Save & Continue
16. Review Application sections

17. If necessary, **click Edit Section** to modify data in that section

18. Click **Submit and Go to Payment**

19. Follow the payment process until the Payment Confirmation page displays
SUBMITTING APPLICATIONS: CAREGIVER - MINOR

Initial Caregiver to Minor Patient Application

To apply for a Medical Marijuana minor patient card, users will need to access the Individual Licensing Portal. Once in the portal, the application will be completed electronically, and users will be able to submit and see application statuses.

1. Login to Individual Licensing Portal
2. For initial Caregiver applications - select Add a new license tile
3. If user already has an active Medical Marijuana license – select the Marijuana program tile

4. Select Marijuana

5. Click New Minor Patient Application tile
6. If needed - Click **Download Application Instructions** and **Download Application Checklist**

7. Review consent to receive notices from the department

8. Click **Agree and Proceed**

9. On popup, check to verify relationship

10. Click **I Agree**, if applicable
9. Enter **Minor Patient Information**

10. Select **Homeless status**

11. Enter **Residence Address Information** – check box if mailing and residence address differ

12. Select **Request to Cultivate** option

13. Click **Save & Continue**

14. Select relationship to patient

15. Enter **Caregiver information**

16. Review electronic consent box

**NOTE:** If box is not checked, attestation must be submitted.
17. If consenting to sign electronically, signature box will appear
18. Enter personal signature
19. Select Accept - To erase, select clear
20. Click Save & Continue

21. Enter **Primary** and **Secondary Physician Information**

**NOTE:** Physician Information must match Information in the signed physician certification form

**NOTE:** Primary and Secondary Physicians cannot be the same

22. Enter **Qualifying Health Condition(s)**
23. Review chronic or debilitating condition section
24. Click Save & Continue
25. Check appropriate box for **Clinical Studies**
26. Check appropriate box for **SNAP Eligibility**
27. Click **Save & Continue**

**NOTE:** If SNAP Eligibility is not valid or current, you will be notified to pay full application amount before your application will be complete.

29. Upload **Supporting Documentation**

**NOTE:** Documents marked with the * will be required for upload.

30. Review data entered
31. Click **Edit Section** to edit information
32. Click **Submit & Go to Payment**

33. Complete the Payment Process until the **Payment Confirmation** screen displays
SUBMITTING APPLICATION: RENEWALS

Example Given for Adult Patients

Renewal Applications are available for Patients and Caregivers who have existing Medical Marijuana cards. The renewal application will be available 90 days prior to the active cards expiration date.

1. Navigate to the **Marijuana** program

2. Select **Patient** tile
3. Select **Applications** tab

4. Select **Renewal Application** tile

   **NOTE:** Renewal application will be available 90 days from expiration date

5. View Renewal Agreement page

6. Click **Agree and Proceed**

7. Review Patient Information

   **NOTE:** Patient Information will be automatically populated from previous application – applicant can update this information if necessary

8. **Confirm** consent to do business electronically

9. Place **electronic signature** in box

10. Click **Accept** to submit signature
11. Select appropriate response for Caregiver Information

12. Select appropriate response for Cultivation Request

13. Click **Save & Continue**

14. Enter Physician Information

15. Select **Qualifying Health Conditions**

16. Click **Save & Continue**
17. View Other Information
18. Select Clinical Studies option
19. Select SNAP Eligibility option
20. Click Save & Continue

**NOTE:** If SNAP Eligibility is not valid or current, you will be notified to pay full application amount before your application will be complete.

21. Upload Supporting Documentation
22. Upload SNAP Documentation, if necessary
23. Click Save & Continue

**NOTE:** Documents with the * are required for upload - Patient Attestation is not required to be uploaded if electronic signature was obtained.
24. Review Information

25. Click **Edit Section** to make changes

26. Click **Submit & Go to Payment**

27. Complete the Payment Process until the **Payment Confirmation** screen displays
SUBMITTING APPLICATIONS: CARD CHANGES

Card Change application allows users to update certain information associated to the license

1. From the Individual Licensing Portal, select Applications from menu
2. Select Card Change Application tile

3. View User Agreement
4. Review Notice Checkbox
5. Click Agree and Proceed

**NOTE:** If changing patient request to Add/Replace Caregiver, Qualified Patient Request to Add or Replace Caregiver form must be completed and ready for upload

6. View available cards and select card to change
7. Once selected, click Save & Continue

8. The Card Change application is prepopulated with the information originally submitted
9. Select the fields in the form that need to be changed – replace the current information with updated information
10. Review Cultivation choice
11. Review Caregiver choice

12. To add/replace Caregiver, complete required field with Caregiver’s information

13. Review Electronic Signature consent box and provide signature; click Accept

14. Click Save & Continue

15. Verify submittal of change application checkbox

16. Click Save & Continue

17. Upload Supporting Documentation

18. Click Save & Continue

   NOTE: Documents with the * are required for upload

19. Review details on the Review page and proceed to through payment if necessary

   NOTE: Payment is required for certain changes
SUBMITTING APPLICATIONS: LOST /STOLEN CARD

If there is suspected fraudulent activity associated with an account, applying for a new card with a Lost/Stolen card application will provide the Patient/Caregiver with a new card and terminate purchase ability from the old card.

1. Navigate to the Medical Marijuana program
2. Click Applications tab
3. Click Lost/Stolen Card Application tile
4. Review the Before You Proceed box, click OK
5. View User Agreement
6. Review Notice Checkbox
7. Click Agree & Proceed
8. Select Card ID to be replaced
9. Click Save & Continue
10. Upload required documentation

11. Click **Submit & Go to Review**

12. Review application details

13. To edit, click **Edit Section**

14. Click **Submit & Go to Payment**

15. Complete Payment Process to submit application
SUBMITTING APPLICATIONS: APPLICATION ISSUES

Resubmitting Corrected Applications

If there is an issue with a submitted application, it will appear in the check application status form section of the individual licensing portal. Application issues must be addressed in order for an application to be considered for approval.

**Prerequisite:** Submit application to ADHS for approval

1. When issue is found with submitted application, applicant will receive an email stating the issue(s)

2. Click **My Application** to be redirected to the Individual Licensing Portal to login and view application

1. Login to Individual Licensing Portal
2. Select the **Add a new license** tile and Navigate to the **Marijuana** program

    Or

3. Select the Marijuana program tile (if user has an active license already)

4. Select **Application Status**

5. The Application History page will display

6. Select the appropriate application with the status **Action Required** to reopen
7. View application – Application Issues will be listed at top of application
   
   NOTE: Applicant MUST go through the ENTIRE application and select SUBMIT at the end of the application in order to complete the resubmit process – Otherwise application will NOT be considered resubmitted.

8. Correct all application issue(s)

9. Click **Save & Continue** to progress through application

10. On the final review page of the application – the Submit button will be displayed

11. Select the **Submit** button – Application will be in Resubmitted status if user has successfully completed all necessary steps for resubmittal of the application.
PORTAL NAVIGATION

Overview of Portal Site Features

Once user is logged in to the portal, the various tiles will be displayed across the screen. Accessing Medical Marijuana will give users access to Patient/Caregiver ID card and much more information regarding card and dispensary details

1. Navigate to **My Programs** – Select **Marijuana**
2. Click **Patient** tile
3. Other program applications will display as well

**NOTE:** Patient tile will only appear once patient application has been approved

4. Landing Page will default to **My ID Cards**
5. Notifications appear in the bell icon
6. Click the bell to view statuses or respond to action required request
7. Navigate to additional tabs from left menu

My ID Cards

1. **My ID Cards** tab
2. Select **Download PDF** to save a PDF version of card
3. View status and remaining allotment on right
NOTE: If printing card, ensure **fit to page** is not selected – printing on a laser printer will provide best quality

**Dispensaries Tab**

1. Hover over “i” for information: Currently active dispensaries. *Sorted by closest distance to patient residential address*

2. Use the **search** field to search additional information (*ex: zip code, zip code, city, name, address, phone number*)

**NOTE:** List is sorted by Legal Name

**Purchase History Tab**

1. View card Purchase history

2. Sort by column information (*ex: date, amount, etc.*) to view in specific order

**Card History**

1. Page will display up to 3 years of card history

2. Search card history in **search box** (*ex: date, type*)

**NOTE:** 3 years of card history will display – to print page, click keyboard keys CTRL + P to view print/download screen
Applications Tab

1. Available Applications will appear
2. Click on appropriate tile to start application

Application History Tab

1. Submitted and drafted applications will display
2. Review Application Statuses
3. Action Required applications will display as well

Enforcements Tab

1. If applicable, Enforcements and Hearings will display
2. Select the Enforcement # to view more details

Statements & Payments Tab

1. Any statements (invoices) or payments will display on this page
2. Select the Invoice # to view more details

Medical Marijuana Clinical Trials Tab

Medical Marijuana Clinical Trials PDF will open in a separate tab – details are listed