MMLMS: Individual Licensing Portal Participant Guide

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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 Statute (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 Patient/Caregivers. The Customer Service Representative functions are outlined in a subsequent document.

The characters, and other entities appearing in this manual are fictitious. Any similarity to actual persons, living or deceased or other real-life entities, is purely coincidental.
More information can be found from the Medical Marijuana page on the ADHS website at: https://azdhs.gov/licensing/medical-marijuana
Portal Registration and Login
Portal Registration and Login
Website Access

To gain access to the Individual Licensing Portal, users must access the Arizona Department of Health Services Medical Marijuana page. There, users will find the link to the Individual Licensing Portal and additional helpful information for navigating the portal.

1) Access AZDHS.gov
2) Search and access Medical Marijuana Homepage: https://azdhs.gov/licensing/medical-marijuana/
3) Select Individual Licensing Portal
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) Click Create Account

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

**REMINDER:** When creating an account, ensure legal name and date of birth are accurate.
Portal Registration and Login

6) An email will be sent with instructions to reset your password

7) Click on the temporary link to reset password

8) Follow the reset password instructions
Portal Registration and Login

Access and Update Profile

To login to the AZDHS Individual Licensing Portal users will need the account they previously created. The profile section of the account will display user's personal information, some of which is editable from the portal.

1) Access login page
2) Enter Email Address and Password
3) Click Login
4) View Profile in top right corner
5) Click <Name> to access profile
6) Click the pencil to edit fields in Profile section

**NOTE:**
- Profile is accessible from all tabs in portal
- Logout available from profile

7) Editable fields appear with red outline (Phone number and Email address)
8) Click check mark to save
9) Click Change Password to change
10) Check email for instructions to finish changing password

**NOTE:** Legal Name can only be changed through Change Application
Submitting Applications
Submitting Applications

Patient Application

To apply for a Medical Marijuana 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) For *first time submittal* for Medical Marijuana applications, login to Individual Licensing Portal, select **Add a new license** tile

2) Select **Marijuana**

3) Click **New Patient Application** tile

*NOTE:* New Patient Application tile will no longer show once application is approved
3) Begin application
4) Click **Download Application Instructions**
5) Click **Download Application Checklist**
6) 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.

7) Click **Agree and Proceed**

**NOTE:** This creates an application ID
Submitting Applications
Patient Application

8) View application
9) Enter Identification Information
10) 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: If yes, a valid mailing address must be provided. P.O. Box will not be accepted as a residential address

11) Enter Residence Address information
12) 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

13) Review the Consent to Sign electronically agreement
14) Place signature in box
15) Click Sign to add signature to application. Click clear to erase box

NOTE: A PDF attestation form must be uploaded if choosing not to sign electronically
Submitting Applications
Patient Application

16) Caregiver Information: select response – If yes, complete available fields with Caregiver information
17) Select response in Request to Cultivate section
18) Click Save & Continue

NOTE: If Save & Exit is selected, application will be in Not Submitted status for 14 days. To complete, access application notification in portal.

19) Enter Physician’s Information

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

20) Enter Qualifying Health Condition
21) Click Save & Continue
22) View Other Information Section
23) Check appropriate box for Clinical Studies
24) 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.

25) Select Save & Continue
26) 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.

27) Upload SNAP documentation if applicable

28) Click Save & Continue

*NOTE: If “yes” for SNAP eligibility, upload valid and current SNAP documentation.
29) Review Application sections
30) If necessary, click Edit Section to modify data in that section
31) Once application data is verified, click Submit and Go to Payment to proceed to enter payment information

32) Enter Payment Information
33) Review Payment Information and total amount billed
34) Click Authorize
35) Receive Receipt

NOTE: This is the only opportunity to obtain a receipt for the transaction

![Receipt](image)

36) Receive Payment Confirmation

37) Click **Back to Portal** to return to Individual Licensing Portal

NOTE: Successful payment will change application status to Submitted

![Payment Confirmation](image)
Submitting Applications
Check Application Status without Approved Card

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) In the Information section, click Check Application Status Form
4) View Application Status

**NOTE:** If application is not submitted, it will be available for 14 days after it has been created.
Submitting Applications
Caregiver – Adult Patient Application

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

1) Login to Individual Licensing Portal
2) Click Medical Marijuana tile

**NOTE:** This path should only be followed if user does not have existing card and access to Individual Licensing Portal, My Programs, menu

3) Click New Caregiver Application tile
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) Click 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

13) Review the Consent to do business electronically agreement

12) Place signature in box - Click Sign 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) Enter payment information
20) Review payment information and Order Review
21) Click **Authorize**

22) Receive receipt if successful

**NOTE:** This is the only opportunity to obtain a receipt for the transaction
Submitting Applications
Caregiver – 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) Select Add a new license tile
3) Select Marijuana
4) Click New Minor Patient Application tile
4) Click Download Application Instructions and Download Application Checklist

5) Consent to receive notices from the department

6) Click Agree and Proceed

7) On popup, check to verify relationship

8) 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 **Cultivation request**

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) Click **Sign. To erase, click 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 Conditions**
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.

28) Upload **Supporting Documentation**

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

Click Edit Section to edit information.

Click Submit & Go to Payment.

Submit payment information.

Review Information.

Receive receipt if payment is successful.
Submitting Applications

Renewal Application

Renewal Applications are available for Patients 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) Click Patient tile
3) Click Applications tab
4) Click Renewal Application tile

**NOTE:** Renewal tile will appear 90 days before card expiration. If Patient misses renewal window, the renewal application access is no longer available, and Patient must complete a new Qualifying Patient application.
5) View **Renewal**

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 **Sign** 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
Submitting Applications
Renewal Application

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.
Submitting Applications
Renewal Application

24) Review Information
25) Click Edit Section to make changes
26) Click Submit & Go to Payment

27) Enter Payment Information
28) Review Information
29) Click Authorize to submit payment
30) Receive receipt if payment successful
Submitting Applications
Card Change Application

The card change application will be used when there is information on the card that is requested to be modified. Certain information must be changed only from a card change application once an initial application is submitted.

1) From the Individual Licensing Portal, click **Applications** from menu
2) Click **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) Click the fields in the form that need to be changed – replace the incorrect information with updated information

10) Select **Cultivation** choice

11) Select **Caregiver** choice

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

13) Review **Electronic Signature** consent box and provide signature; click **Sign**

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) Enter **Payment Information**
20) Review Information
21) Click **Authorize** to submit payment
22) Receive receipt if payment successful
Submitting Applications
Lost/Stolen Card Application

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) Login to Individual Licensing Portal
2) Click Applications tab
3) Click Lost/Stolen Card Application tile

4) Review the Before You Proceed box, click OK

5) View Application and review User Agreement
6) Review notice from department
7) Click Agree & Proceed
Select Card ID to be replaced

Click Save & Continue

Upload documentation

Click Submit & Go to Review

Review Application

To edit, click Edit Section

Click Submit & Go to Payment

Enter Payment Information

Click Continue
Submitting Applications
Lost/Stolen Card Application

17) Review Information
18) Click **Authorize**

19) Receive receipt if payment is successful
20) View **Application Status** in Individual Licensing Portal
Submitting Applications
Application Issues

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

3) Login to Individual Licensing Portal
4) Click Medical Marijuana Tile
5) Click Check Application Status Form tile
Submitting Applications
Application Issues

6) Click Action Required Application
7) View application – Application Issues will be listed at top of application

8) Correct application issue(s)
9) Click Save & continue to progress through application

10) Review and Submit Application

NOTE: After correcting issue(s) and submitting, application will be in “resubmitted” status
Submitting Applications

Notification Status

Notifications appear on the Home tab in the Individual Licensing Portal. Possible application statuses are described below.

1) Approved – tile will appear once an application has been approved by ADHS

2) Submitted – tile will appear once an application has been submitted to ADHS for review with a successful payment

3) Not Submitted – tile will appear once an application has started and until a successful payment has been processed

**NOTE:** Not Submitted applications are removed from the portal after 14 days or until submitted – countdown appears on tile

4) In Process – Status when ADHS begins to process the application
Submitting Applications
Application Actions

Application actions will appear when information should be shared from different stages in processing or any information shared by the program. Complete any required actions for user applications to continue to be processed.

1) Notifications – will appear on the Home tab when entering Individual Licensing Portal

2) Action Required – submitted application that has issues, take action to address the application issues

3) Renewal – Tile will appear on the Notifications page of Individual Licensing Portal 90 days before card expiration date

NOTE: When processing a renewal application, some fields will be prepopulated from previously submitted application. These fields are editable

4) Void – Patient will initiate this action when card is no longer needed

NOTE: Can be found in Applications tab of Individual Licensing Portal
5) **Lost/Stolen** – if suspicious activity occurs on account, submit lost/stolen application to initiate new card

*NOTE:* Can be found in Applications tab of Individual Licensing Portal - Fee applies to card change application

6) **Card Change** – application is needed to make any changes to card/application once submitted

*NOTE:* Can be found in Applications tab of Individual Licensing Portal - Fee applies to card change application

7) **Approved Application** – when an application is approved, the Patient tile will appear on the home screen after logging into the Individual Licensing Portal. Click on Patient or Caregiver tile to view notifications page and see approved notification
Navigating Your Portal
Navigating Your Portal

Portal Navigation

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 application has been approved

4) View Landing Page – 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
8) From the **My ID Cards** tab
9) Select **Download PDF** to view PDF version of card
10) 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

11) Click **Dispensaries** tab
12) Hover over “i” for information: Currently active dispensaries. **Sorted by closest distance to patient residential address**
13) 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
Navigating Your Portal

Portal Navigation

14) Click Purchase History tab
15) View card Purchase history
16) Sort by column information (ex: date, amount, etc.) to view in specific order

NOTE: Purchase history 60 days
STATUS: Purchased, corrected, void

17) Click Card History tab
18) Card history appears
19) 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

20) Click Applications tab
21) Available Applications will appear
22) Click on appropriate tile to start application
23) Application Status will appear in section
24) Approved Application will appear in section
Troubleshooting
Troubleshooting
Locked Account

When accessing the Individual Licensing Portal, a user will use an email address and password to login. If an email address or password is entered incorrectly 5 or more times, an account will lock.

1) Enter **email address** and **password**
2) Click **Login**

3) If the login is entered incorrectly, message will appear at top

4) After 5 attempts, the account will lock for 15 minutes. After 15 minutes, user can reset password to attempt additional login