

PROCEDURE FOR THE MEDICAL MARIJUANA PROGRAM

Procedure No.

Adopted December 29, 2017

APPLICATION: ALL STAFF CONDUCTING MEDICAL MARIJUANA PROGRAM DUTIES

PROCEDURE:

APPLICANT PACKET CONSISTS OF THE FOLLOWING:

- a. *Application/Renewal* (CDPH-9042)
- b. *Physician Attestation*
- c. Medical documentation
- d. Proof of Los Angeles County residency (i.e. utility bills, vehicle registration, etc.). The proof needs to be within the last 2 months.
- e. Government issued photo identification
 1. If under 18 years old, birth certificate
 2. If emancipated minor, one of the following must be provided:
 - (i) Valid marriage license
 - (ii) Active duty with the armed forces of the USA
 - (iii) Court issued Declaration of Emancipation
- f. If applicable, original Medi-Cal card, Los Angeles County No Cost/Low Cost Health Care Program (Ability-to-Pay Plan card or My Health LA card).
- g. Medical Marijuana Identification Card Acknowledgment Form

A. APPOINTMENT INTAKE

MMP Staff

Phone calls shall be screened to determine if the nature of the call falls under the jurisdiction of the Environmental Health (EH) Division, Medical Marijuana Program (MMP). Staff receiving request for the Medical Marijuana Identification Card (MMIC) shall collect the necessary information required to generate an appointment.

Phone calls that are not under the jurisdiction of MMP shall be referred to the appropriate agency.

During the Phone Call

1. Complete the *Medical Marijuana Program Appointment Sheet*.

2. Ensure the medical documentation does not expire within 35 calendar days of the anticipated appointment date.
3. Verify doctor's license number on the California Department of Consumer Affairs (CDCA) webpage. The doctor's license shall be current and correspond with either the Medical Board of California or the Osteopathic Medical Board of California.
4. Schedule by adding the applicant's first and last name in Outlook Calendar under the appropriate DSE.
5. Refer the applicant to EH website for necessary forms.
6. Inform applicant of picture requirements (no hats, scarves, sunglasses, headbands, etc.).
7. Inform the applicant of non-refundable payment amount.

After Phone Call

1. If applicable, verify eligibility status of Medi-Cal or Los Angeles County No Cost/Low Cost Health Care Program.
 - a. Complete the *Medical Marijuana Program Checklist*.

Verification must be done prior to applicant's appointment date and within the appointment month.

- b. If the applicant is verified as Medi-Cal eligible, mark a "M" next to applicant's name in the Outlook calendar.
 - c. If the applicant is verified as Los Angeles County No Cost/Low Cost Health Care Program, mark a "W" next to applicant's name in the Outlook calendar.
2. Create a folder in the MMP share drive. The folder must be labeled with the applicant's last name, first name, and DOB.
3. Document and save the *Appointment Sheet* in the applicant's folder.

Before the Appointment

Call the applicant the day prior to remind them of their appointment and the required documents.

B. APPOINTMENT DATE

DSE Staff

Complete the following steps and document on the *DSE Checklist*.

1. Collect and verify the applicant's packet. If applicant has a caregiver, the caregiver portion of the application shall be complete. The caregiver must provide government issued photo identification and proof of residency.

- a. A caregiver with 1 patient may live outside of Los Angeles County.
 - b. A caregiver with 2 or more patients, shall provide proof of Los Angeles County residency.
2. Photograph the applicant/caregiver by following the requirements below:
 - a. Take 5 photos of the applicant/caregiver in front of the designated white screen.
 - b. Direct the applicant/caregiver to face the camera and remove hats, scarves, sunglasses, headbands, or any articles that obscure facial features. Hairstyles that obstruct facial features below the forehead are not allowed.
 - c. The staff shall stand 3 to 4 feet away from the applicant. The area photographed must include the top of the shoulders to a small portion of blank space above the head.
 3. Generate the Service Request (SR) and collect payment.
 4. Create and label a folder with the SR.
 5. Upload and save photos in the folder and delete them from the camera.
 6. Scan and save applicant packet in the folder.
 7. Return all original documents and payment receipt to the applicant.
 8. Save *DSE Checklist* in the same folder.

C. APPLICATION REVIEW PROCESS

MMP Staff

Designated staff shall daily:

1. Assign SR to appropriate staff for processing.
2. Move the file with the photos and scanned documents from corresponding DSE to applicant's folder in the MMP folder.

Staff assigned to process shall complete the following steps and document on the *Medical Marijuana Program Checklist*.

1. Retrieve applicant folder based on the assigned SR.
2. Verify, review, and confirm the validity of all components of the applicant packet.
3. Review photographs and crop one photo to specifications and save. Photo image must be 310 pixels wide and 365 pixels high.
4. Fax *Doctor's Verification Letter* to obtain doctor's acknowledgment. If the doctor has not responded within 3 business days, the applicant would need to be contacted to relay message and for the applicant to follow-up with their physician.

If the above requirements are not met do not proceed.

D. APPROVED APPLICATION

Once *Doctor's Verification Letter* is confirmed, applicant's information is ready for California Department of Public Health (CDPH) Medical Marijuana Automated System (MMAS) submission.

1. Submit the applicant's information into MMAS by logging into MMAS URL address.
2. Save screen shot of submission confirmation page in the applicant's folder.
3. Add the unique user identification (UUID) number to the folder's title and in the SR.

E. APPLICATION DENIAL & APPEAL

MMP Staff

Denial can happen at any step of the process and can be for any of the following reasons:

1. The applicant did not provide all the required information, and upon notice of the deficiency, did not provide the information within 30 days of notice.
2. Staff determines some of the submitted information was false.
3. The applicant/caregiver did not meet the criteria.

If the application has been denied, notify the applicant by mailing a *Denial Letter* and *Denial Appeals Application Form* (CDPH-9043) and save into applicant's folder. The applicant shall submit *Denial Appeals Application* directly to CDPH, should the applicant choose to appeal.

1. If appeal is approved, CDPH will inform staff.
2. Staff will enter on MMAS within 5 business days.
3. Save screen shot of submission confirmation page in the applicant's folder.
4. If appeal is denied, applicant cannot reapply for 6 months.

F. CARD DELIVERY

MMIC will be shipped to MMP within 5 business days of applicant's information being entered in the MMAS. Possession of the cards must always be securely maintained in accordance with confidentiality laws and requirements of the Health Insurance Portability and Accountability Act (HIPAA).

MMP Staff

Complete the following steps and document on the *Medical Marijuana Program Checklist*.

1. Upon receipt, review the cards for inaccuracies and damage. If a card is damaged or is unusable, destroy the card and contact CDPH.
2. Scan and save MMIC in applicant's folder.
3. Create a card delivery list for each DSE office.
4. Search in the MMP share drive by UUID number to obtain applicant's full name, and corresponding DSE office. Document applicant's full name, and UUID number on the card delivery list.
5. Attach card delivery list and distribute the cards to corresponding DSE offices promptly.
6. After DSE card delivery, notify applicant that the card is ready for pick-up.

DSE Staff

Upon receipt, store the cards with the card delivery list in the safe.

G. CARD ISSUANCE

DSE Staff

1. Verify the identity of the applicant/caregiver with government issued photo identification.
2. Obtain completed *Possession Receipt* from the applicant/caregiver, scan and save it into corresponding DSE folder and label applicant's last name, first name and DOB.
3. Provide MMIC to the applicant/caregiver.
4. Once all the cards from the delivery list have been picked up, the delivery list must be shredded.

MMP Staff

1. Once applicant/caregiver has received MMIC, retrieve the scanned *Possession Receipt* from the corresponding DSE folder and save into applicant's folder. File applicant's folder in the appropriate year and month of the date MMIC was entered into MMAS.
2. Close the SR.

H. CARD REPLACEMENT

A lost, stolen, or damaged card of either the applicant or the caregiver will result in both cards to be invalidated. The applicant (and caregiver if applicable), must reapply

for a new MMIC and repay the current fee. Proceed with the normal application process.

DSE Staff

Obtain the completed *Request to Invalidate* and scan into corresponding DSE folder and label with applicant's last name, first name and DOB. Return the original document to the applicant and proceed with the normal application process.

MMP Staff

Fax the completed *Request to Invalidate* along with the screenshot of submission confirmation page to CDPH. CDPH will confirm by email. Save the confirmation email into the applicant's folder and proceed with the normal application process.

I. CARD RENEWAL

Renewal applications can be accepted within 14 days or past the MMIC expiration date. Proceed with the normal application process.

If the applicant's request of renewal is more than 14 days of the MMIC expiration date, invalidation is required. The current MMIC should not be invalidated until the applicant receives the new MMIC.

MMP Staff

Once the new MMIC is received, check the applicant's folder for the current MMIC expiration date. If it has not expired, attach a blank *Request to Invalidate* to the applicant's MMIC and mark "Invalidation required" on the card delivery list.

Upon receipt of the completed *Request to Invalidate*, fax along with the screenshot of submission confirmation page to CDPH and save to the applicant's folder. Once email confirmation is received from CDPH, save it into the applicant's folder and close the SR.

DSE Staff

Request to Invalidate will be attached to the new MMIC for the applicant to complete. Scan it to the corresponding DSE folder and return the original document to applicant and label with applicant's last name, first name and DOB.

J. WALK-IN APPLICANT

DSE Staff

Inform the applicant that walk-in application process may exceed normal processing time. Contact MMP staff with doctor's name, license number, expiration date of medical documentation. If the applicant is a Medi-Cal or LA County No Cost/Low Cost Health Care Program participant, provide the expiration date. Upon confirmation from MMP staff, continue with the normal application process.

K. PHYSICIAN ATTESTATION

MMP Staff

In the case of an alleged complaint regarding the authenticity of an applicant's *Physician Attestation*, a formal complaint shall be generated to the CDCA. Proceed with the normal application process and document on *Medical Marijuana Program Checklist*.

L. EMERGENCY CARD

DSE Staff

If the applicant requests emergency card, proceed with the normal application process, stamp application with "emergency" stamp and notify MMP staff of emergency card request. Emergency card is valid for 30 days. It will be replaced by the new MMIC. When the applicant picks up the new MMIC make sure to collect and destroy the emergency MMIC.

MMP Staff

Upload emergency MMP application into the MMAS within 24 hours or by the next business day and proceed with the normal application process.

AUTHORITY:

California Health and Safety Code

CROSS REFERENCE:

Terri S. Williams, Director _____ (initials)