



MEDICAL MARIJUANA IDENTIFICATION CARD PROGRAM

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MEDICAL MARIJUANA IDENTIFICATION CARD PROGRAM – APPLICATION PROCESS

Purpose The purpose of this manual is to provide Department of Public Health (DPH) staff with procedures for the Medical Marijuana Identification Card Program (MMICP).

Applies to This manual applies to all staff of the MMICP.

Definitions

Leadership – Staff with Manager, Coordinator or Supervisor in their titles.

Staff – DPH employees, public service employees (PSE), contract employees, interns, externs, volunteers and work experience (WEX) workers.

Application process Staff will use the following table for procedures on processing MMICP applications.

Step	Action						
1	<p>Provide the MMICP application packet to any person who requests it. Download forms from the DPH website. Include:</p> <ul style="list-style-type: none"> • “How to Apply” instructions, • “Appointment Check List,” • “Application Form,” • “Written Documentation of Patient’s Medical Records,” and • “Release of Information Form.” <p>Note: Persons on probation or parole are permitted to obtain and submit applications.</p>						
2	<p>Receive the applicant’s completed application and supporting documentation, in person.</p> <table border="1"> <thead> <tr> <th>If the applicant ...</th> <th>Then ...</th> </tr> </thead> <tbody> <tr> <td>Has a primary caregiver that is also applying for a MMIC,</td> <td>The caregiver must accompany the applicant when applying for a Medical Marijuana Identification Card (MMIC).</td> </tr> <tr> <td>Is in a licensed facility,</td> <td>Up to three caregivers can receive a MMIC.</td> </tr> </tbody> </table>	If the applicant ...	Then ...	Has a primary caregiver that is also applying for a MMIC,	The caregiver must accompany the applicant when applying for a Medical Marijuana Identification Card (MMIC).	Is in a licensed facility,	Up to three caregivers can receive a MMIC.
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MEDICAL MARIJUANA IDENTIFICATION CARD PROGRAM – APPLICATION PROCESS, Continued

Application process, continued

Table continued from previous page.

Step	Action
3	<ul style="list-style-type: none"> • Mark the receipt date on the completed application, and • Provide the applicant with a copy. <p>Note: DPH has 30 days to verify the accuracy of information and approve or deny the application.</p>
4	<p>After the application is received:</p> <ul style="list-style-type: none"> • Review for completeness, • Request any missing information from the applicant or caregiver when applicable, and • Process the returned and completed application within 14 days, or • Deny the application.
5	<p>Use the MMICP Chart Checklist to document the requirements during the application interview.</p>
6	<p>Verify the identity of the applicant/legal representative, and/or designated primary caregiver (herein referred to as caregiver), if applicable, at the time of application. Acceptable forms of identification (ID) are a:</p> <ul style="list-style-type: none"> • Government issued photo ID, or • Certified birth certificate for applicants under age 18.
7	<p>Confirm the caregiver status as assuming responsibility for the applicant's:</p> <ul style="list-style-type: none"> • Housing, • Health, or • Safety. <p>Note: A caregiver with:</p> <ul style="list-style-type: none"> • One patient is not required to reside in the same city/county as the patient. • More than one patient must reside in the same city/county as the patients.

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MEDICAL MARIJUANA IDENTIFICATION CARD PROGRAM – APPLICATION PROCESS, Continued

Application process, continued

Table continued from previous page.

Step	Action								
8	<p>Receive written documentation or a Written Documentation of Patient's Medical Records form completed by the applicant's attending physician which states:</p> <ul style="list-style-type: none"> • Diagnosis of a serious medical condition, and • That medical use of marijuana is appropriate. 								
9	<ul style="list-style-type: none"> • Fax the "Physician Attestation" form to the physician to confirm the recommendation for use of medicinal marijuana. • Ensure the returned form is complete and signed by the attending physician. 								
10	<p>Verify the attending physician has a license in good standing in California (CA) by using the following license search options:</p> <ul style="list-style-type: none"> • Medical Board of CA, • Osteopathic Medical Board of CA or • CA Board of Podiatric Medicine. 								
11	<ul style="list-style-type: none"> • Verify the applicant's proof of residency in San Bernardino County. • Verify the residence of the caregiver, if applicable. <table border="1"> <thead> <tr> <th>Commonly Accepted Documentation</th> <th>Requirements</th> </tr> </thead> <tbody> <tr> <td>CA issued motor vehicle license or ID</td> <td> <ul style="list-style-type: none"> • Must be in the applicant's/ caregiver's name, and • Bear their current address (this includes a change of address certification card). </td> </tr> <tr> <td>CA motor vehicle registration</td> <td rowspan="3"> <ul style="list-style-type: none"> • Must be in the applicant's/ caregiver's name, and • Bear their current address within the county. </td> </tr> <tr> <td>Current rent or mortgage receipt</td> </tr> <tr> <td>Current utility bill</td> </tr> </tbody> </table> <p>Note: Consult with the MMICP Lead for proof of residency questions.</p>	Commonly Accepted Documentation	Requirements	CA issued motor vehicle license or ID	<ul style="list-style-type: none"> • Must be in the applicant's/ caregiver's name, and • Bear their current address (this includes a change of address certification card). 	CA motor vehicle registration	<ul style="list-style-type: none"> • Must be in the applicant's/ caregiver's name, and • Bear their current address within the county. 	Current rent or mortgage receipt	Current utility bill
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Current rent or mortgage receipt									
Current utility bill									
12	<p>Take an electronically transmissible photo of the applicant and caregiver (if the patient has a caregiver that is applying for a MMIC).</p>								
13	<ul style="list-style-type: none"> • Submit the approved data through Medical Marijuana Automated System (MMAS) within 5 business days, • Copy a screen print of the submitted information, and • Insert the screen print in the chart. 								

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MEDICAL MARIJUANA IDENTIFICATION CARD PROGRAM – APPLICATION PROCESS, Continued

Denials

DPH will notify applicants within 30 days of receipt of the application if an application is [denied](#) and will note the denial date on the application. Applicants may appeal the denial within 30 days using the [Denial Appeals Application](#) form. Applicants may not reapply for six months from the denial date unless authorized by DPH or a court of competent jurisdiction. DPH may deny a MMIC application for the following reasons:

- Applicant failed to provide all required information, and upon notice of deficiency, failed to provide the information within 30 days of the notice.
 - DPH determined that the submitted information was false.
 - Applicant did not meet the required criteria, as outlined in the Health and Safety Code.
-

Appeals

Applicants may appeal a denied application for themselves or their caregivers to the CDPH within 30 days from the denial notification date.

Step	Who does it?	Action
1	CDPH	Request a copy of the appellant's chart from DPH.
2	DPH	Supply CDPH with copies of all information and documents contained in the appellant's chart within 10 business days.
3	CDPH	Inform the appellant and DPH of the approval or denial of the appeal within 30 days of receipt of the appellant's chart.
4	DPH	<ul style="list-style-type: none">• Enter the date of an approved appeal in the MMAS within five business days from the date of notification from CDPH, and• Issue a MMIC to the appellant or caregiver (if applicable) within five business days of entering the data into the MMAS. <p>Note: All decisions on appeals by CDPH are final.</p>

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MEDICAL MARIJUANA IDENTIFICATION CARD PROGRAM – APPLICATION PROCESS, Continued

Photographs

A camera will be used to take photographs of applicants. The camera:

- Is stored on the shelf of the door in the safe.
- Cable is connected to the computer in the reception area.
- Charger is in the outlet behind the computer desk in the reception area.
- Has a second battery which is located in the charging unit.

Staff will take a photograph of each MMIC patient using the table below for instructions.

Step	Action
1	<ul style="list-style-type: none">• Create a folder for the photos in the MMP drive at the start of each business day, and• Use the current date to name the file.
2	Take two-three landscape photos that focus on the head from the upper shoulder. For correct position, the camera date should appear on the right side of the upper shoulder (cannot be on their person). Note: The patient may stand or sit in front of the background screen; glasses or hats cannot be worn.
3	Connect the cable from the computer to the camera.
4	Follow the computer prompts.
5	Name the file with the patient chart number.
6	Specify "P" for patient, or "C" for caregiver.
7	Save the photos in the folder created in the MMP drive for the current date.
8	Open patient photos in the folder with MS Office Picture Manager. Note: Office 2013 does not support MS Office Picture Manager.

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MEDICAL MARIJUANA IDENTIFICATION CARD PROGRAM – MEDI-CAL

Medi-Cal determination

To confirm a patient's Medi-Cal status, follow the steps below.

Step	Action
1	Go to the Medi-Cal eligibility website
2	Enter the user ID: 1578535845
3	Enter the password: 8943239
4	Click on <i>Single Subscriber</i>
5	<ul style="list-style-type: none">• Ask the patient for their Medi-Cal card, and• Enter the requested information, including:<ul style="list-style-type: none">- Subscriber ID number,- Date of birth,- Card issue date, and- Service date (today's date). <p>Note: Conduct a patient search by Social Security Number if the patient does not have their Medi-Cal card.</p>
6	Press submit

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MEDICAL MARIJUANA IDENTIFICATION CARD PROGRAM – FEES AND CASH MANAGEMENT

Fees

Fees are non-refundable and must be:

- Collected at the time of application submission.
- Exact change.
- Paid with:
 - Cash,
 - Money order, or
 - Cashier's check.

Use the following table to calculate MMIC fees.

Type of Application	Fee Information	
Non Medi-Cal recipients	\$100 per person.	
Medi-Cal recipients	Medi-Cal recipients and their caregivers may qualify for a reduced fee per the table below.	
	If the ...	Then ...
	Applicant is Medi-Cal eligible at the time the completed application is submitted,	They will receive a 50 percent reduction in fees.
	Medi-Cal qualified applicant has a caregiver,	The fee for the caregiver's MMIC will also be reduced.
	The fee is \$50 per person.	

Cash management

Cash management will be handled according to the DPH [Fiscal and Administrative Services \(FAS\) Cashiering Procedures Manual](#).

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MEDICAL MARIJUANA IDENTIFICATION CARD PROGRAM – FEES AND CASH MANAGEMENT, Continued

Safe MMICP fees and receipts will be stored in a safe with an electronic key pad and key. The safe instructions and one key will be maintained by a FAS Accounting Technician. The other key will be maintained by the MMICP manager. The safe details are as follows:

- The factory default code opens the safe and cannot be changed.
- MMICP staff will have a unique user code for safe access.
- The safe user code will be changed annually per the [Security of Safe Combinations policy](#).

Note: The FAS Accounting Technician will:

- Maintain a tracking log of unique user codes and safe user codes, and
 - Update the log as changes occur.
-

Receipts Blank receipts will be obtained from FAS and issued to MMICP staff in numerical order. Receipts will be used in consecutive order, will be stored in an employee issued zippered pouch, and will be locked in the MMICP safe when not in use. FAS will use a receipt log to document the:

- Employee name,
 - Receipt numbers, and
 - The date of issuance.
-

Collection of fees When fees are collected from the patient/caregiver, a written receipt will be issued to document the amount received. The receipt must include the:

- Date,
- Employee name,
- Patient name,
- Chart number,
- Payment type,
- Payment amount,
- Site code (#498), and
- “MMICP” in the check box.

Note: At the close of business each day, the zippered pouch (including collected fees and receipts) will be stored in the safe.

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MEDICAL MARIJUANA IDENTIFICATION CARD PROGRAM – FEES AND CASH MANAGEMENT, Continued

Receipt copies Receipt copies will be processed using the table below.

Receipt Copy	Action
White	Issue to the patient.
Pink and Goldenrod	<ul style="list-style-type: none"> Place in the zippered pouch with collected fee, Attach to the Summary Sheet, and Place in the Summary Sheet folder.
Canary	Submitted to FAS with the deposit.

Note: Receipt corrections are permitted with staff initials, however, cash totals written on receipts cannot be altered for any reason. If necessary, the receipt may be voided and a new receipt issued. Receipts may be voided by writing the word “VOID” over a diagonal slash across the receipt. Voided receipts must be initialed by the supervisor and placed in the zippered pouch.

Fee reconciliation

Fees will be reconciled using the instructions in the table below.

Step	Action
	Reconcile fees after the final patient is processed each day.
	Summarize the receipts issued each day using the green MMICP Daily Collection Summary form .
	Include the date and the employee’s full name on the form.
	Ensure the itemized patient data includes: <ul style="list-style-type: none"> The receipt number, Full name, Application number, and The total amount received.
	Total the form columns where indicated on the form.
	Ensure a second employee: <ul style="list-style-type: none"> Verifies the data summary, and Legibly signs their full name where indicated.
	Summarize the data on the receipts using the green DPH/FAS Collection Summary form.

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MEDICAL MARIJUANA IDENTIFICATION CARD PROGRAM – FEES AND CASH MANAGEMENT, Continued

**Fee
reconciliation**

Fees will be reconciled using the instructions in the table below.

Step	Action
8	Ensure the collection summary form includes the: <ul style="list-style-type: none"> • Date, • Site code (#498), • Employee name, • Receipt numbers, • Cash type, and • Amount.
9	Subtotal the fund type using the following code: 1002 / 9440 = MMICP program fee.
10	Paperclip and place the following in the zippered pouch: <ul style="list-style-type: none"> • Collection summary form, and • Canary receipt copies.
11	<ul style="list-style-type: none"> • Staple together the goldenrod and pink receipts and a copy of the MMICP Daily Collection Summary form, • Place in a file folder marked with the current date, and • File in the designated cabinet drawer.
12	Deliver the pouch to FAS at 172 East Third Street, 6 th floor, in San Bernardino: <ul style="list-style-type: none"> • Within one week, or • When the dollar amount exceeds \$1,000. <p>Note: When the dollar amount exceeds \$1,000, the pouch must be submitted no later than the following business day.</p>

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MEDICAL MARIJUANA IDENTIFICATION CARD PROGRAM – FEES AND CASH MANAGEMENT

Monthly log MMICP staff will enter all processed applications in a monthly log and submit it to the FAS Accountant. The log will document the following:

- Patient’s name,
 - Date of service,
 - Application ID,
 - New or renewal MMIC,
 - Medi-Cal or full pay, and
 - Date the:
 - Physician Attestation was received, and
 - Application was submitted to MMAS.
-

Receipt of MMIC DPH will receive the MMIC within three business days of the cutoff date. MMICs will be processed using the table below.

Step	Action
1	<ul style="list-style-type: none"> • Review the MMIC for inaccuracies or damage, and • Reconcile the: <ul style="list-style-type: none"> – Photograph, – Unique User Identification Number (UUID) number, – DPH Name and phone number, and – Expiration date.
2	Destroy and replace inaccurate or damaged MMIC at no cost to the patient by: <ul style="list-style-type: none"> • Notifying the MMP Operations Coordinator via fax. • Including a copy of the confirmation screen for deactivation of the UUID number.
3	Notify the patient of any delay in issuing the MMIC, and if: <ul style="list-style-type: none"> • A new photo will be needed, and/or • The card must be reprinted.

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MEDICAL MARIJUANA IDENTIFICATION CARD PROGRAM – FEES AND CASH MANAGEMENT, Continued

Distribution of MMIC

The MMIC is valid for one year from the date the application was submitted to CDPH. The MMIC should be picked up by the patient and/or caregiver, if applicable, in person within five business days from the application approval date. If the patient/caregiver fails to pick up the MMIC, DPH will retain it until it expires, at which time DPH will destroy it. Use the table below for distribution instructions.

Step	Action
1	<ul style="list-style-type: none"> Obtain the key for the MMICP chart file cabinet, Enter the safe and obtain the key that is hooked on the safe door, and Ask the patient for their full name.
2	<ul style="list-style-type: none"> Unlock the MMICP chart file cabinet, and Select the chart from the appropriate cabinet (in alphabetical order by last name) from the section titled “Ready for Card Pick-Up”.
3	<ul style="list-style-type: none"> Remove the brown envelope containing the MMIC from the chart, and Compare the ID number with the number written on the verification form in the chart.
4	<ul style="list-style-type: none"> Complete the Acknowledgement of Card Receipt form, and Ask the patient to date and initial the card receipt.
5	Provide the patient with the MMIC.
6	<ul style="list-style-type: none"> Obtain any expired cards from the patient, Destroy the card, and Allow the patient to leave.
7	Enter the date the patient picked up the card in the MMICP Chart Timeline Excel spreadsheet located in the MMP drive.
8	<ul style="list-style-type: none"> File the chart in the appropriate MMICP chart cabinet in alphabetical order by last name of the in alphabetical order, Lock the cabinet, and Return the key to the safe.

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MEDICAL MARIJUANA IDENTIFICATION CARD PROGRAM – FEES AND CASH MANAGEMENT, Continued

Replacement and renewal of MMIC

Staff will use the table below to process replacement and renewal cards.

If ...	Then ...
A MMIC is: <ul style="list-style-type: none"> • Lost, • Stolen, or • Damaged, 	Invalidate the MMIC.
The patient returns a card that is not yet expired,	
The patient needs to renew or replace a MMIC,	They must follow the application process.
The patient returns an old/expired MMIC,	Immediately shred the card.

Note: For renewals, advise the patient to:

- Make an appointment within one month of the original card's expiration date, and
- Return the old card to the office for destruction.

Invalidating a MMIC

To invalidate a MMIC, use the instructions in the table below.

Step	Action
1	<ul style="list-style-type: none"> • Retrieve the patient chart from the MMICP file cabinet after notification by the patient, • Locate the MMAS confirmation screen copy, and • Remove it from the chart.
2	<ul style="list-style-type: none"> • Locate the DPH Fax Template from the MMP common drive. • Address the fax cover sheet to the CA Medical Marijuana Program Unit; attention Operations Coordinator. Include: <ul style="list-style-type: none"> – A request to deactivate the MMIC. – An explanation of the reason for deactivation. – The MMIC number, without the patient's name. • Fax the cover sheet and copy of the MMAS confirmation screen to (916) 440 – 5591.
4	<ul style="list-style-type: none"> • Send a letter to the patient advising that the deactivation request has been submitted. • Advise the patient to return the MMIC for destruction.
5	Place the following copies in the MMICP chart and return it to the file cabinet: <ul style="list-style-type: none"> • Fax, • Patient letter, and • Confirmation screen copy.

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MEDICAL MARIJUANA IDENTIFICATION CARD PROGRAM – RECORDS

Maintenance of MMICP records

DPH will safeguard confidential data and comply with federal, state, and County privacy requirements as outlined in the table below.

Step	Action
1	Obtain a file folder with a 2-pronged attachment on each side.
2	<ul style="list-style-type: none"> • Place a blank label on the file folder tab, • List the: <ul style="list-style-type: none"> - Patient's name in bold letters in last name, first name format, and - Chart file number on the right front corner of the folder. <p>Note: The chart file number will be the last 2 digits of the current fiscal year, and the consecutive 3 digit number of the case processed that year (e.g., 09-001).</p>
3	Place the <u>patient's</u> documents on the right side of the chart, including: <ul style="list-style-type: none"> • Patient's chart checklist, • Application, • Physician recommendation, • Physician verification, • Photo, • Fee receipt, • Medi-Cal verification (if applicable), • MMAS screen print, and • Any other correspondence.
4	Place the <u>caregiver's</u> documents on the left side of the chart, if applicable, including: <ul style="list-style-type: none"> • <u>Caregiver's</u> application, • Photo, • Fee receipt, • MMAS screen print, and • Any other correspondence.
5	Lock charts in the appropriate file cabinet in alphabetical order.
6	Move completed charts to the cabinet marked " Ready For Pick Up " second drawer and store in alphabetical order by last name.
7	Destroy charts one year after the card expires.

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MEDICAL MARIJUANA IDENTIFICATION CARD PROGRAM – RECORDS, Continued

Confidentiality and disclosure

Staff will protect confidential information contained in patient charts. Information must not be disclosed without a valid authorization except as authorized by the patient or by law. Confidential information includes, but is not limited to, information that identifies the patient's:

- Name,
- Address,
- Social Security Number,
- Medical condition, or
- Primary caregivers.

Note: Contact the DPH Compliance Officer with disclosure questions prior to releasing information.

Change in physician or caregiver

A patient with a MMIC must notify DPH within seven days of a change in their attending physician or caregiver. Failure to comply may result in the immediate expiration of the card. See the table below for further information.

If the ...	Then the ...
Card expires,	MMIC of any designated caregiver of the patient will also expire.
Caregiver has changed,	Previous caregiver must return their MMIC to DPH for destruction.

Manual review

MMICP staff will:

- Review and update this manual on an annual basis, or as needed.
 - Obtain the approval of the MMICP Manager prior to publication of a revised manual.
-

Subpoenas

Immediately notify Leadership if a subpoena for MMICP records is received. Leadership must:

- Give the patient at least 10 days' notice prior to releasing their information, and
 - Follow the [DPH Subpoena Policy](#) when processing the request.
-

Adherence

Failure to comply with this procedure manual may result in disciplinary action, up to and including termination.
