

# Frequently Asked Questions about the Medical Use of Marijuana Program

## 1. Where is my Medical Use of Marijuana Program ID card?

Patients and Caregivers should anticipate an average of at least two weeks' time from the date of their registration approval from the Cannabis Control Commission (Commission), to receiving the physical Patient or Caregiver Program ID card.

Several common mistakes may delay the issuance of a Program ID card:

- Failing to fully submit the registration application to the Commission.
  - When applying for a Program ID card, be sure to fully complete your application and select “submit.” It is a common mistake to not fully submit the application.
- Forgetting to include an apartment or unit number in your address when you submit your application.
  - Please check to ensure that all the information is filled out in the application address fields.
- Mistaking Program ID cards for “junk mail.”
  - Program ID cards will arrive in a plain, white envelope that often gets mistaken for “junk mail.” While you are waiting for your card, be sure to open all your mail. The envelope containing your card will list the Commission’s address in the upper left-hand corner:
    - Union Station
    - 2 Washington Square
    - Worcester, MA 01604



## Review and Submit Application

### Instructions:

Please take the time to review the information you have entered. If any information is incorrect, you may edit it by clicking on the link on the piece of information. Once done editing the information, return to the submit page by proceeding through the application.

### Demographic

Name:	Test Patient
Mother's Maiden Name:	<a href="#">Mom</a> 
Date of Birth:	01/01/1980
Gender:	<a href="#">Male</a> 
Residential Address:	<a href="#">1 Main Street</a> <a href="#">Abington, MA 11111</a> 
Mailing Address:	<a href="#">1 Main Street</a> <a href="#">Abington, MA 11111</a> 
Social Security Number (Last 4 Digits):	1111
Home Phone Number:	<a href="#">444-444-4444</a> 
Mobile Phone Number:	<a href="#">444-444-4444</a> 
Email:	<a href="#">example@example.com</a> 
Notification Type:	<a href="#">Email</a> 

### Identification

Valid Form of Identification:	<a href="#">Massachusetts Driver's License</a> 
Number on Valid Form of Identification:	<a href="#">s1234567</a> 
Expiration date of Valid Form of ID:	<a href="#">01/01/2025</a> 



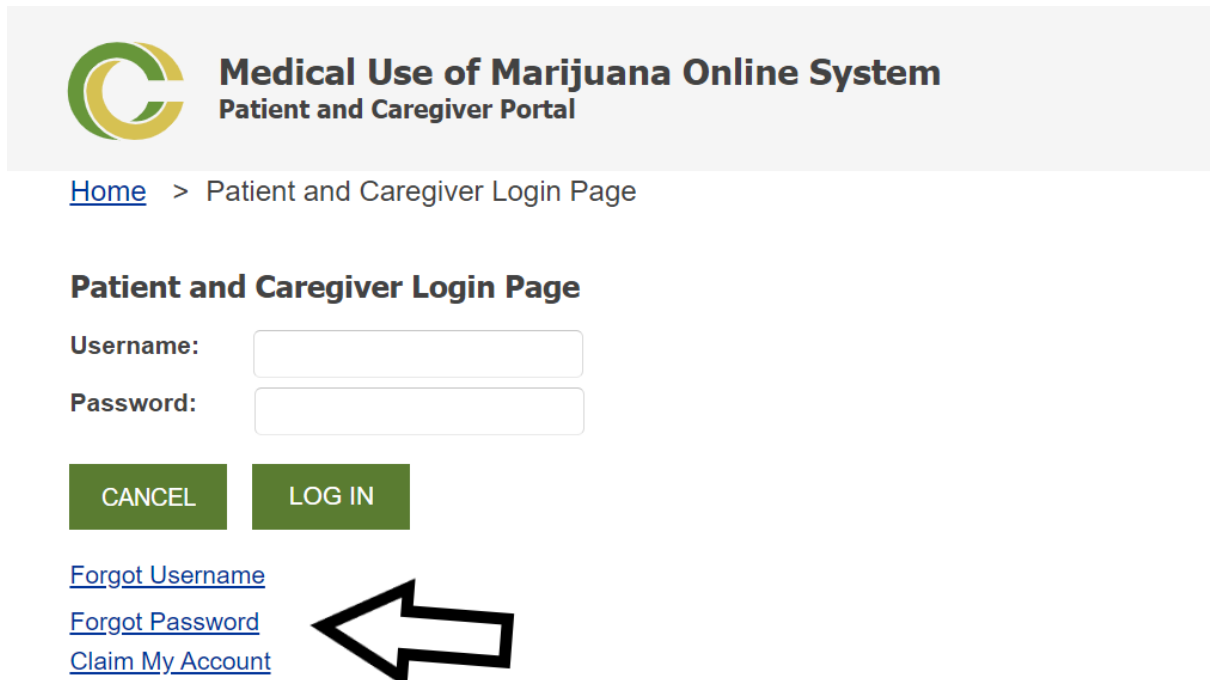
Back


Submit



## 2. How do I reset my password? How do I find my username?

Go to the Medical Use of Marijuana Program Online System at [MassCIPortal.com](https://MassCIPortal.com) and select “Forgot Password” or “Forgot Username.”



 **Medical Use of Marijuana Online System**  
Patient and Caregiver Portal

[Home](#) > Patient and Caregiver Login Page

**Patient and Caregiver Login Page**

Username:

Password:

**CANCEL** **LOG IN**

[Forgot Username](#)  
[Forgot Password](#)  
[Claim My Account](#)

## 3. I lost my Patient or Caregiver Program ID card. How do I replace it?

You can submit a replacement card application to the Commission using your online account through the Medical Use of Marijuana Program Online System at [MassCIPortal.com](https://MassCIPortal.com). There is a \$10.00 replacement fee. There are no paper applications available for a lost card.



#### **4. Do I have to see the doctor every year?**

Yes, Patients must recertify with the Medical Use of Marijuana Program through a Certifying Healthcare Provider at least once a year.

Certifying Healthcare Providers can certify Patients for periods ranging from 15 to 365 days. If your certification is active for less than 365 days, you need to see your Certifying Healthcare Provider before it ends.

Under current Commission [order](#) and [regulations](#), some Certifying Healthcare Providers may offer telehealth appointments for you to become certified or renew your certification. For best advice on whether your Provider offers appointments by telehealth, please consult them directly.

#### **5. Do I have to apply for a new card every year?**

Yes, after renewing your certification with your Certifying Healthcare Provider, log into your account with the Medical Use of Marijuana Program Online System at [MassCIPortal.com](https://www.mass.gov/info-details/mass-cip-portal) to complete the Commission's renewal process.

#### **6. My Program ID card is not expired, but the dispensary says it is. What is going on?**

The date on which your Certifying Healthcare Provider certified you may be different from the date that your physical Program ID card expires. If your medical certification has expired, you will not be able to purchase medical marijuana.

#### **7. I visited my Certifying Healthcare Provider, and they provided a medical certification. Why haven't I received my card yet?**

There are two steps to either register as a new Patient or renew your registration:

1. Become certified, or renew your certification, through a Certifying Healthcare Provider.



2. Create a new account, or log into an existing account, with the Medical Use of Marijuana Program Online System at [MassCIPortal.com](https://www.mass.gov/info-details/mass-cip-portal) to complete the Commission’s registration or renewal process.\*

\*Remember: complete all fields that are available on all screens and hit “Submit” on your registration application after reviewing your information.

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Mobile Phone Number:	<a href="#">444-444-4444</a> 
Email:	<a href="#">example@example.com</a> 
Notification Type:	<a href="#">Email</a> 

### Identification

Valid Form of Identification:	<a href="#">Massachusetts Driver's License</a> 
Number on Valid Form of Identification:	<a href="#">s1234567</a> 
Expiration date of Valid Form of ID:	<a href="#">01/01/2025</a> 

Back

Submit



## 8. How do I change or update my name, email, phone number, or address?

Log into your account with the Medical Use of Marijuana Program Online System at [MassCIPortal.com](https://www.mass.gov/info-details/masscip-portal) (MassCIP) to update information.

A name change requires uploading:

- A legal document proving your name change, and
- Updated proof of identification that reflects the name change.

To change your email address or phone number, please log into your account.

A change of residential address requires upload of a proof of residency document. See question 10 for examples of proof of residency documents. See the Patient guide in [MassCIP](https://www.mass.gov/info-details/masscip-portal) for step-by-step instructions on how to upload documents.

A change to a mailing address does not require upload of any documents.

## 9. I just moved from out of state. Do I need a Massachusetts driver's license or Massachusetts government-issued identification to register as a Patient?

No, you may use a current U.S. passport, U.S. military identification card, or Permanent Resident Card for proof of identification, if you do not yet have your Massachusetts driver's license or Massachusetts ID card. If you are using a U.S. military identification card, the card must have an expiration date.

If you use a U.S. passport, U.S. military identification card, or Permanent Resident Card for proof of identification, you will need to upload a recent photo and proof of residency in Massachusetts. See question 10 for examples of documents that can provide proof of residency.

See the Patient guide in [MassCIP](https://www.mass.gov/info-details/masscip-portal) for step-by-step instructions on how to upload documents.

## 10. What documents can I upload to demonstrate proof of residency?



- Utility bill (less than 60 days old)
- Current Massachusetts motor vehicle registration card
- Tuition bill (due date less than 6 months old)
- U.S. marriage certificate (dated within the past 6 months)
- Property tax or excise tax bill
- First-class mail from a federal or state agency (less than 60 days old)
- Car insurance policy or bill (less than 60 days old)
- Current Massachusetts-issued professional license
- Mortgage, lease, or loan (dated within the past 6 months)

Documents that are larger than 3 MB will not upload.

See the Patient guide in [MassCIP](#) for step-by-step instructions on how to upload documents.

#### **11. Why can't I upload my photo to my Medical Use of Marijuana Program application?**

See the Patient guide in MassCIP for step-by-step instructions on how to upload documents.

Documents that are larger than 3 MB will not upload. If your photo is large and you are using a smartphone, we recommend that you take a screenshot of your photo and resize the margins to help reduce the file size.

#### **12. How do I find a medical marijuana doctor, known as a Certifying Healthcare Provider?**

Certifying Healthcare Provider privacy is protected by law. While some clinicians may choose to advertise their services, the Commission is prohibited from sharing the identity of any provider who is registered with us.



Patients and Caregivers may conduct their own research to find a Certifying Healthcare Provider who may issue Medical Use of Marijuana Program certifications in Massachusetts.

### 13. Why can't I use telehealth to get my card?

Patients can register or renew their certifications via telehealth if their Certifying Healthcare Provider offers that service and has an approved waiver from the Commission to do so.

For best advice on whether your clinician offers appointments by telehealth, please consult them directly.

### 14. How do I increase my purchase limit?

Contact your Certifying Healthcare Provider. The Commission is not authorized to increase your purchase limit.

### 15. How do I get a Caregiver?

Patients can add a Caregiver through their online account with the Medical Use of Marijuana Program Online System at [MassCIPortal.com](https://www.mass.gov/info-details/mass-cip-portal), or print an application from the Program's website and mail it to the Commission at the following address:

Cannabis Control Commission  
Union Station  
2 Washington Square  
Worcester, MA 01604

Information for new Caregivers is available [here](#).

Information for renewing Caregivers is available [here](#).





**16. How do I get my money back after spending it to become a Patient with the Medical Use of Marijuana Program in Massachusetts?**

Registering and renewing your Medical Use of Marijuana Program registration through the Commission is free.

However, Certifying Healthcare Providers may charge for consultations to certify or renew your certification. You need to work directly with your Provider to obtain a refund.

