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## Patient & Caregiver Newsletter - March 2021

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### Incorrect Patient Information

When patients register or renew with the Ohio Medical Marijuana Control Program, they should verify that all information on their patient profile is correct (e.g., name spelling, address, date of birth, phone number, etc.). **Errors on a patient's profile may prevent the patient from purchasing when they visit a dispensary.**

To verify your information, visit: [www.ohiomedicalmarijuanaregistry.com](http://www.ohiomedicalmarijuanaregistry.com) and log in using your email address and password.

If a patient notices a mistake in their address, phone number, or email address fields under the patient information section, they can correct the error by completing the following steps:

- (1) Click the "EDIT" button on the right-hand side below their patient demographics
- (2) Enter the correct information in the appropriate field
- (3) Click "SAVE CHANGES"

For all other patient profile errors (e.g., name misspelling, incorrect driver license number, incorrect date of birth), patients should contact their recommending physician.

### Payment

The Board encourages patients to renew their registrations anytime during the month the registration expires, not in an earlier month. A renewal is valid for one year from the date of payment, through the end of the month. For example, if a patient's registration expires on March 31, 2021 and the patient paid the renewal fee on March 1, 2021, the registration will be valid through March 31, 2022. However, if a patient paid the renewal fee on February 28, 2021, the registration would only be valid through February 28, 2022 rather than March 31, 2022.

Also, while some payments process immediately and registration cards are activated or renewed shortly after payment, processing can take up to 24 hours. If you have activated or renewed your card, your payment has processed, and your card has not activated or renewed, please wait 24 hours and check your account. If your card has still not activated or renewed and you believe your payment has processed, please email [mmcpreistry@pharmacy.ohio.gov](mailto:mmcpreistry@pharmacy.ohio.gov) for a check on the payment processing status.

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## Rule Reminder

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### Caregiver Registrations

Registered caregivers may only purchase medical marijuana following the successful completion of a caregiver background check. This check includes a review of the following databases:

(1) The system for award management (SAM) maintained by the United States general services administration;

(2) The list of excluded individuals and entities maintained by the office of inspector general in the United States department of health and human services pursuant to 42 U.S.C. part 1320a-7 (as effective on January 3, 2017) and 42 U.S.C. part 1320c-5 (as effective on January 3, 2017);

(3) The Ohio department of developmental disabilities (DODD) online abuser registry established under section [5123.52](#) of the Revised Code;

(4) The internet-based sex offender and child-victim offender database established under division (A)(11) of section [2950.13](#) of the Revised Code;

(5) The national sex offender public website established under 18 United States Code 16918;

(6) The internet-based database of department of rehabilitation and correction inmates established under section [5120.66](#) of the Revised Code; or

(7) The state nurse aide registry established under section [3721.32](#) of the Revised Code, and there is a statement detailing findings by the director of health that the provider applicant or employee neglected or abused a long-term care facility or residential care facility resident or misappropriated property of such a resident.

The caregiver background check will not be completed until AFTER the caregiver:

- (1) Is "linked" to the appropriate patient (NOTE: If the caregiver logs in and does not see the patient listed under the patient tab or if the patient logs in and does not see the caregiver under the caregiver tab, the accounts have not been "linked." If the accounts are not "linked," the patient or caregiver must contact the registering physician to "link" the accounts.).
- (2) Has activated or renewed their registration.
- (3) Has paid the required fee. The caregiver will then remain in "PENDING" status on the registry until the caregiver background check is successfully completed. The caregiver will receive an email notification once approval has been made and the status will change to "APPROVED."

If a caregiver registration has been activated/renewed and a patient is unable to purchase medical marijuana without a caregiver or has terminal status, please email [mmcpreistry@pharmacy.ohio.gov](mailto:mmcpreistry@pharmacy.ohio.gov) and the Board will make every effort to expedite caregiver review.