



Patient & Caregiver Newsletter - February 2022

Updated Guidance Regarding Identification Requirements

Patients and Caregivers Using Identification Issued by the Ohio Bureau of Motor Vehicles (BMV)

- Except as discussed in the next paragraph, the address listed in the Patient and Caregiver Registry must match the address on the Ohio BMV issued driver license or non-driver identification card.
- If the address listed on the on the Ohio driver license or non-driver identification card does not match the address listed in the Registry, the patient or caregiver must present both the license/ID and the Ohio BMV postcard or other BMV correspondence demonstrating that they have changed their address with the BMV. The address on the postcard or correspondence must match the address listed in the Registry.
- **REMINDER:** Patients and caregivers can update their addresses by logging into their registry accounts at www.ohiomedicalmarijuanaregistry.com, clicking on the EDIT button, updating the address, and then clicking SAVE CHANGES at the bottom of the screen.

Patients and Caregivers Using Other Forms of Identification Approved by the Board of Pharmacy

- Patients and caregivers may register using other forms of identification besides Ohio BMV issued driver licenses and non-driver identification cards, including birth certificates, passports, and driver licenses or other identification issued by another state. The Board of Pharmacy's resolution identifying other forms of permissible identification that can be used to register a patient or caregiver can be found [here](#). **Patients and caregivers using another form of approved identification to register must also demonstrate Ohio residency and the Ohio address must be listed as the patient or caregiver address in the Registry.**
- When a patient or caregiver presents another form of approved identification (e.g., not an Ohio BMV issued driver license or non-driver identification card) at a dispensary, they must also produce the two forms of proof of Ohio residency that were presented to the physician at the time the registration was created.

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 MMCPRegistry@pharmacy.ohio.gov for a check on the payment processing status. The Board of Pharmacy has no control over declined payments. The security level is set by

the payment processor responsible for verifying and transferring funds from your bank to the State of Ohio. Processors may reject payments if the personal information entered at checkout does not exactly match the name or address the banking institution has on file for your account or credit card. Be sure to enter your name and address at our website **exactly** as it is represented in your billing statement, line per line, copying all punctuation, capitalization, and any abbreviations (Jr., Sr., etc.). This information should be verified by reviewing your billing statement.

Rule Reminder

Pursuant to rule [3796:7-2-07\(C\)](#), patients must notify the Board of any information changes within 30 calendar days of the change. These changes include: name, address, telephone number, and email address.

To make changes to their address, telephone number, or email address, patients may: (1) go to www.ohiomedicalmarijuanaregistry.com and log in with their email address and password, then click "edit" and update the information; (2) contact their physician's office to request that their information be updated; or (3) email mmcpreistry@pharmacy.ohio.gov to request that the information be updated, including the full name and date of birth in addition to the changing information.

To change your name on your registry account due to a legal status change (e.g., marriage, divorce, or legal name change), please contact your physician or email mmcpreistry@pharmacy.ohio.gov and provide proof of the name change, e.g. marriage license or court order granting name change.

The dispensaries and the helpline CANNOT update patient registration information.