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## **IDPH Medical Cannabis Bulletin**

### **December 2019 – Updates**

*The information in this bulletin is designed to provide information about changes, upgrades and new procedures associated with the Medical Cannabis and Opioid Alternative Programs. This bulletin should be shared with all staff who interact with patients and caregivers.*

#### ***Dispensary Change Requests Update – effective immediately***

Patients wanting to change their dispensary will now be able to do that themselves online for both the MCPP and OAPP programs. Requests are no longer to be sent to IDPH. Following are the procedures for both programs:

##### **Opioid Alternative Pilot Program**

- Patients registered in OAPP can now sign in with their User Name and Password. The current dispensary is listed in the “Patient Information” on the Patient Registration page. They would need to simply click on the arrow in the dropdown box to see an alphabetical list of all dispensaries. Once one is selected, they will scroll down to the very bottom and click on the “Save” button.

##### **Medical Cannabis Patient Program**

- Those who have an account in the system will log in with their User Name and Password. “Online Services” will be in the upper right corner and once opened, “Change Dispensary” should be selected under “Activities”, then “Start”. The current dispensary will be displayed with an alphabetical list of all dispensaries to select for the change. Anyone with provisional access will need to print another letter showing the new dispensary.
- Patients who have never set up an online registration will need to do that in order to have a contact with a User Name and Password in the system. Once that is done, a dispensary change can be submitted as above.

An additional benefit to this process is that patients will now be registered at their new dispensary within minutes of the change instead of the previous 24-hour wait time.

**Please note that as of January 6, 2020, IDPH will no longer accept paper or email requests for dispensary changes. It must be done online.**

### ***Additional Reminders for Application Completion***

*Because you are an organization that offers assistance to Medical Cannabis Registry applicants, we would like to share some tips that may be helpful. We do appreciate the service you provide.*

- IDPH receives frequent calls/emails from dispensaries requesting assistance with patient applications. Patients enrolled in our program are protected under HIPAA. We cannot answer any patient-specific questions over the phone unless we can speak to the patient. Answers to email requests will be sent to the patient. They can forward the information to the dispensaries if they wish.
- Beginning January, 2019, MCPP patients who apply online for a Medical Cannabis Registry card receive provisional dispensary access letters to use while their applications are being processed. Please note that it can take **up to 48 hours** for emails to be sent to applicants with instructions on how these letters can be printed. They should not be told to call us the following morning if not received.
- Listing the same email address for both the patient and the caregiver on an application will stop generation of the provisional access email. The email address of the patient must be unique.  
If the caregiver shares the email address with the patient, please leave the caregiver email field blank.
- In order to avoid deficiencies which add additional time to application processing, please ensure that the address on the required proof of residency documents matches that on the application.  
If the applicant has a PO Box, please also list that in the application address. Numerous cards are returned to us when the Post Office is unable to deliver to the physical address.
- Please do not list a State ID number in the application field that specifically asks for Driver's License number. The preceding question asking if the patient has a Driver's License should be answered "No" and the number field be left blank.