

## How to Register with the Medical Use of Marijuana Program: Instructions for Healthcare Providers

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This document was issued originally by the Department of Public Health (DPH). As part of the transfer of the medical-use of marijuana program on or before December 31, 2018, the Commission adopted this document. We suggest that before you rely on the contents of this document, you check the applicable medical-use marijuana laws, which include M.G.L. c. 94I and 935 CMR 501.500, as they may provide or clarify the legal requirements related to this document. We also suggest that you periodically check for revisions to this document. Questions with regards to this document may be directed to CannabisCommission@Mass.gov.

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A healthcare provider who wishes to issue a certification to a qualifying patient for the medical use of marijuana must register with the Medical Use of Marijuana Program through the Medical Use of Marijuana Online System (“MMJ Online System”).

**Note that qualifying patients cannot initiate the patient registration process until they are certified by a healthcare provider registered in the MMJ Online System.**

A certifying healthcare provider must be one of the following:

- Massachusetts-licensed physician (Medical Doctor or Doctor of Osteopathy) who holds:
  - an active full license with no prescribing restrictions;
  - a Massachusetts Controlled Substances Registration (MCSR), and
  - has at least one established place of practice in Massachusetts.
- Massachusetts-licensed certified nurse practitioner (CNP) who holds:
  - an active full license with no prescribing restrictions to practice nursing in Massachusetts;
  - a board authorization by the Massachusetts Board of Registration in Nursing to practice as a CNP in Massachusetts;
  - a MCSR; and
  - has at least one established place of practice in Massachusetts.

Please read the following instructions before you begin the healthcare provider registration process.

### **REGISTRATION PROCESS**

The MMJ Online System is housed within the Executive Office of Health and Human Services Virtual Gateway (VG) portal. Healthcare providers will need to utilize a VG account to access the MMJ Online System.

*In order to register, please follow these steps:*

- **Step 1:** Contact the Medical Use of Marijuana Program at (833) 869-6820 to request the necessary VG paperwork. Please have your Board of Registration in Medicine number or your Board of Registration in Nursing license number and your Massachusetts Controlled



Substances Registration (MCSR) number available as you may be asked to provide these numbers over the phone.

The Medical Use of Marijuana Program will then forward the VG registration paperwork to you for your organization's Access Administrator to complete. Your Access Administrator will be asked to complete one or more of the following forms:

- **Access Administrator Designation Form.**

**Please write "Medical Use of Marijuana Online System" on the Virtual Gateway Business Service(s) line at the top of this form.**

An organization is required to designate at least one Access Administrator. An Access Administrator is a member of the organization who is responsible for arranging access to the VG for healthcare providers who are members of the organization. If you have questions regarding your organization's VG policies, please seek guidance from your organization.

- **Virtual Gateway Services Agreement ("VGSA").**

To establish a VG account, the Access Administrator will need to complete a VGSA.

- **User Request Form ("URF").**

This form is used to designate the healthcare provider(s) in your organization that will have access to the MMJ Online System.

- **Step 2:** Mail the completed and signed VGSA and Access Administrator Designation Form to:

**Cannabis Control Commission  
Medical Use of Marijuana  
101 Federal Street, 13th floor  
Boston, MA 02110**

- **Step 3:** Next, complete and save the URF in Excel format, and email the URF to [VirtualGatewayHelpDeskFaxes@MassMail.State.MA.US](mailto:VirtualGatewayHelpDeskFaxes@MassMail.State.MA.US) and C.C. [DPHonlineSystem@state.ma.us](mailto:DPHonlineSystem@state.ma.us).
- **Step 4:** Please note that the processing time to establish a VG account can take up to 2-3 weeks. Once your VG paperwork has been processed, the healthcare provider(s) listed on the URF will receive an email directing them to register with the VG.

Before registering with the VG, a physician should gather their Board of Registration in Medicine number and their MCSR number.

A certified nurse practitioner should gather their license number issued by the Board of Registration in Nursing and their MCSR number.

These numbers are entered in the MMJ Online System during the registration process.

- **Step 5:** The healthcare provider(s) must then log in to the VG with their user name and password and click on “Medical Use of Marijuana System.” **It is important that the healthcare provider makes note of their name and password in order to log back in to the VG and MMJ Online System as needed after registering.**
- **Step 6:** Click the “Register” link.
- **Step 7:** Enter the requested information.
- **Step 8:** At the bottom of the page is a list of attestations. Read the attestations. If the healthcare provider agrees with the attestations, they must check the box stating that they understand and agree to each of the attestations. Click on “Proceed” to continue to the next page.
- **Step 9:** The healthcare provider will then be taken to a Registration Confirmation screen that will contain their registration number. Click “Ok”.

The healthcare provider is now officially registered in the MMJ Online System and may certify patients. The healthcare provider will automatically be directed to their Home page where they will be able to certify a patient.

The healthcare provider will also receive confirmation of their registration via e-mail.

### **LOGGING IN TO THE MEDICAL USE OF MARIJUANA ONLINE SYSTEM**

Any time a healthcare provider wishes to return to the MMJ Online System, they must log in to the VG at <https://gateway.hhs.state.ma.us> and click on “Medical Use of Marijuana System”.

From the Home page of the MMJ Online System, a healthcare provider may certify a patient, search for patients, update the healthcare provider’s registration information, and generate reports.

### **CHANGE OF REGISTRATION INFORMATION**

If there is any change to the information submitted for registration (such as a change in a healthcare provider’s name, email, address, or phone number), the healthcare provider must update the information in the MMJ Online System within five business days after the date of the change.

*To update your registration information, please follow these steps:*

- **Step 1:** Log in to the VG at <https://gateway.hhs.state.ma.us> and select “Medical Use of Marijuana System”.
- **Step 2:** Click on the “My Registration” link at the top of the screen.
- **Step 3:** To update registration information, click “Edit” at the left side of the screen. Edit the necessary information and click the “Update” button.

### **QUESTIONS**

Should you have questions regarding the registration process, please contact the Medical Use of Marijuana Program at (833) 869-6820.