

## Patient Application FAQs

### 1. Before I start an application, what should I do?

A potential applicant should:

1. Review the application instructions and video tutorials (found [here](#)).
2. Have a valid email address. If you do not have an email address, you will need to create one.
3. Use this link to create an account: <https://mmregistration.health.nd.gov/>
  - a. Create an account by entering your email address and a password. The password must contain at least 8 characters with at least 1 character being capitalized, 1 character being lower case, and 1 character being a number.
  - b. Once the account has been created, the system will send a confirmation email to your email address. You must click on the link in that email to validate (activate) your account. You won't be able to login to the registration system until your account is activated.

### 2. I created an account and never received a verification/validation email. What should I do?

Be sure to check your spam/junk folder in your email account. If, after checking your spam/junk folder, you are unable to find the email, please call 701.328.1311.

### 3. How do I complete an application?

After creating an account, you can log into the registration system. Under the "applications" tab, choose the appropriate application to complete. If you have not completed the entire application, you can save what has been entered and come back to it later to finish.

An application will not be reviewed by the Division until the application is complete.

### 4. I am unable to access the online application or need help in completing the application. What can I do?

If you are unable to do the application on your own, the Division encourages you to ask a trusted friend, family member, or neighbor for help. Because the

application is online, the individual helping you could even be in another city or state.

**5. I submitted my application and realized I had an error that needs to be corrected. How can I make a correction to a submitted application?**

Once an application has been submitted, you will need to contact the Division of Medical Marijuana by email at [medmarijuana@nd.gov](mailto:medmarijuana@nd.gov) or phone at 701.328.1311 to have them correct any information.

**6. Can I submit an application without my health care provider's name or email address?** No. You must enter your health care provider's name and email address. Your application will not be complete without it.

**7. I am a veteran and receive my health care through a federal VA facility. What do I do?** On the patient application, you will be asked to answer one or two questions about veteran status. Based on your answers, you may qualify for an alternative written certification process. Division staff will be notified by the registration system if you potentially qualify and will make contact with you to further discuss.

**8. I submitted an application and am wondering what the status of my application is. How do I review my status?**

You can log into your account any time to review the status of your application. For a guide to the different statuses, click [here](#).

**9. Have the photos submitted by applicants been considered sufficient?**

Not in all cases. The photo uploaded on your application is what will go on the ID card should your application be approved. A photo submitted that does not meet the requirements will slow down the review and approval process.

Some common reasons that photos have been rejected include:

1. Photo is blurry.
2. Photo is a snippet from a state issued ID (these generally have images across the face).
3. A filter (such as with Snapchat) is used.
4. Photo is tilted and not straight on (i.e. the camera or phone was turned to the side).
5. Applicant is wearing sunglasses.
6. Applicant is looking down (cannot see eyes).
7. Photo is too dark.
8. Photo is too light and washed out.
9. Photo is cut off or cropped too much.

**10. My current health care provider has informed me they will not complete a written certification. Now what should I do?**

To complete or not complete a written certification is the decision of the health care provider. Qualifying patients should evaluate what course of action to take, if any.

Qualifying patients should determine what is in their best interests to obtain the amount of care necessary for their debilitating medical condition(s). State laws for the Medical Marijuana Program do not prohibit a qualifying patient from establishing care with a different health care provider. However, it is important to keep in mind that a bona fide provider patient relationship must be in existence.

**11. What exactly does a bona fide provider patient relationship mean?**

There are a few different parts to a bona fide provider patient relationship. To read the full definition, see NDCC Section 19-24.1-1. To summarize, the following things must occur in the bona fide provider patient relationship:

1. The provider has reviewed past medical records and created and maintained their own medical records for the patient.
2. The provider has completed an in-person medical evaluation of the patient.
3. The patient is under the provider's continued care for the debilitating medical condition(s) that qualified the patient for the program.
4. The patient will have follow-up care and will be monitored while in the program.
5. The patient is not seeing the provider for the sole purpose of having a written certification completed. Instead, the patient has established care with the provider for care of their debilitating medical condition(s).

**12. Is there a mandated amount of time I need to be seeing my health care provider before the health care provider would be eligible to complete a written certification?**

No. However, the requirements for a bona fide provider-patient relationship must be met.

**13. My current health care provider is willing to complete a written certification but does not want to give me their email address. What can I do?**

The health care provider is welcome to contact the Division at 701.328.1311 with questions regarding providing an email address or to discuss additional options to consider.

**14. Is the health care provider name and email address going to be provided to others?**

No. The health care provider's name and email address are confidential under state law.

**15. A health care provider who will complete a written certification may be difficult to find. Is anything being done to help with this?**

Yes. The Division of Medical Marijuana has provided information to the medical community through a variety of means including conducting presentations at health care facilities, providing information at conferences/seminars, reaching out to professional organizations in the state, having information for health care providers on the Division's website, and responding to emails and phone calls from the medical community. The Division will continue these outreach efforts.

In addition, dispensary personnel are also attempting to reach out to the medical community to provide beneficial information, discuss dispensing operations, and answer questions related to products and dosing.

Ultimately, whether or not a health care provider is willing to complete a written certification is the decision of the health care provider.

**16. I have a medical marijuana card from another state. Is this card valid in North Dakota?**

No. North Dakota does not recognize other states' medical marijuana cards. Whether or not other states recognize the North Dakota medical marijuana card is the determination of those other states.

Individuals moving to North Dakota that want to obtain a North Dakota medical marijuana card, must complete our application. The applicant is required to have a state issued ID from North Dakota.

Without a valid North Dakota medical marijuana card, an individual in possession of marijuana has no protections under the North Dakota medical marijuana laws. A valid medical marijuana cardholder in North Dakota may only purchase and possess products dispensed from one of the registered dispensaries in our state. Marijuana products should not be transported across state lines.

*Questions on the application forms or process?*

Contact us at 701.328.1311 or [medmarijuana@nd.gov](mailto:medmarijuana@nd.gov)