

## HOW DO I COMPLETE AND SUBMIT A NEW CERTIFICATION?

A video showing what a certification looks like can be found here:

[Patient Certification example](#)

### **Steps to complete a patient certification:**

1. Log in to your practitioner account and navigate to the '**Patient Certifications**' tab.
2. Search for the patient in the registry using their last name, DOB and patient ID# if known. Email address may also be used.
3. Once the patient record is found, check the box under **Select** and click '**Create New Certification.**'
4. Scroll down and fill out sections 1-8, and then click **Submit**.
  - a. It's important to note that if you do not complete all the sections or click 'Save' instead of 'Submit', the certification will be saved in 'Pending Practitioner Approval.'
5. When you click **Submit**, the certification will be saved as 'Active', and the system will generate a certification number. This number should be recorded in the patient's chart.
6. It's important to note that Medical Marijuana ID cards are post-dated to allow time for mailing so while the new certification is active, the start and end dates on the certification will always match the issue and expiration dates on the Medical Marijuana ID card.

## HOW DO I REOPEN A PENDING PRACTITIONER APPROVAL CERTIFICATION?

1. Login to your practitioner portal and navigate to the '**Patient Certifications**' tab.
2. Search for the patient in the registry using their last name, DOB and patient ID # if known. Email address may also be used.
3. Once the patient record is found, locate the Pending Practitioner Approval Certification, and check the box next to that certification under View Certification.
4. Scroll down and **complete sections 1-8, and then click Submit**.
5. The certification will be saved as 'Active', and you will then be given a certification number; this number should be recorded in the patient's chart.

## HOW DO I CANCEL A CERTIFICATION?

Send an email to [RA-DHMMDOCTORS@pa.gov](mailto:RA-DHMMDOCTORS@pa.gov) requesting that the certification be cancelled. Include the patient's name, DOB, and patient ID # if known.

## HOW DO I COMPLETE AND SUBMIT A RENEWAL CERTIFICATION?

1. Log in to your practitioner account and navigate to the '**Patient Certifications**' tab.
2. Search for the patient in the registry using their last name, DOB and patient ID# if known. Email address may also be used.
3. Click the '**Select**' button on the far right of the patient information.
  - a. Each certification for the selected patient will be displayed at the bottom of the page in a list with the status of expired or active next to each certification.
  - b. Locate the '**Active**' certification and check the '**View Certification**' box.
4. The date created is when the certification was submitted, but to know if the patient can be recertified, you must look at the **start and end date** of the current/active certification.
  - a. Verify that the current certification end date is **within 60 days**. If the current certification does not expire within 60 days, the system will not allow you to submit a new certification.
  - b. If the certification does expire within 60 days, click **Create New Certification**.
5. Scroll down and **complete sections 1-8, and then click 'Submit'**.
6. When you click '**Submit**' the certification will be saved as '**Pending Renewal**' and the system will generate a certification number. This number should be recorded in the patient's chart.
7. The '**Pending Renewal**' certification will become '**Active**' once the current certification has expired.

## HOW DO I LOCATE THE EXPIRATION DATE OF A CERTIFICATION?

- You can find the expiration date of the '**Active**' certification by looking at the patient's Medical Marijuana ID card. The certification **start and end dates** are the same as the patient's Medical Marijuana ID card **issue and expiration** dates.
- It's important to note that the patient's **annual card fee due date** may not match the Medical Marijuana ID card expiration date so while they may be notified that the card fee is due, it doesn't mean their certification needs to be renewed at the same time.
- Patients are notified via email 30 days and 15 days before their annual card fee is due and they can log in and pay the fee anytime in that 30-day window. Failure to pay the fee on time will cause their current card to become inactive.
- Patients are notified via email 60 days prior to the expiration date of their certification and Medical Marijuana ID card that they are due for a new certification. They can be recertified any time within that 60-day window. As long as their annual card fee is not overdue, their new card will automatically go to print once their new certification is submitted.