

Patient FAQs
The Medical Marijuana Assistance Program (MMAP)
Phase 3 and Phase 3 pilot: Monthly Financial Benefit for
PACE/PACENET Patients

1. What is MMAP Phase 3?

- a. Phase 3 of the MMAP will distribute a monthly financial benefit to eligible patients to assist with the cost of their medication.

2. What is the MMAP Phase 3 pilot?

- a. The Phase 3 pilot of the MMAP distributes a \$50 monthly financial benefit to patients who are registered in and selected PACE/PACENET as their financial hardship program.

3. Why are we starting with a pilot?

- a. Current law dictates the percentage of Medical Marijuana revenue that can be dedicated to fund the MMAP, and current funding only allows for a subset of financial hardship patients to receive a monthly financial benefit.
- b. As a result of the funding constraints, the Office launched a pilot program as an initial step toward implementing MMAP's Phase 3.
- c. Starting with a pilot allows dispensaries to become familiar with MMAP's new system and procedures.

4. Why are we giving patients \$50 per month?

- a. \$50 per month represents the average price for 5 to 6 days of medication, which provides some needed relief in the lives of MMAP patients.
- b. Patients spend an average of \$275 per month on medical marijuana. Ideally, the Office would give each financial hardship patient that amount monthly. Unfortunately, available funding does not make that a realistic option.
- c. Keep in mind, the fund that supports Phase 3 is the same fund providing free ID cards and Caregiver background checks, as well as the infrastructure and support systems required to operate the Phase 3 dispensary benefits.

5. Why was PACE/PACENET selected as the financial hardship program for the pilot?

- a. Funding is currently not sufficient to allocate a benefit to all financial hardship patients.
- b. Using a single financial hardship program for the pilot allowed the Office to offer meaningful relief to all participants in that financial hardship program.
- c. Given the current budget, PACE/PACENET was the only financial hardship program that allowed the Office to serve all the participants in one program.

6. Will MMAP Phase 3 be available in all dispensaries?

- a. Yes, all PA permitted Dispensaries are expected to be able to serve and dispense to any registered patient, including those eligible for MMAP Phase 3.

7. When will MMAP be expanded to include all hardship programs?

- a. The infrastructure required to expand the program is in place. Expanding this program to additional participants is dependent on the funding that will be allocated to the program in the future.

8. How will dispensaries know I am an MMAP patient?

- a. Patients will not need to provide any additional information at the dispensary to be identified as a MMAP Phase 3 participant. If a patient is eligible to receive MMAP Phase 3 benefits, the patient's medical marijuana ID card will automatically indicate the patient's eligibility when it is scanned at the point of sale.

9. How will my MMAP benefit work at the dispensary?

- a. When a patient's medical marijuana ID card is scanned at the point of sale, the system will identify whether the patient is a MMAP participant.
- b. If the patient wishes to use their available MMAP funds, the Dispensary will use a tool to determine how much funding the patient has available to them.
- c. After the benefit is applied, any remaining balance due is payable by the patient.

10. If a patient uses the MMAP benefit, do they lose other discounts and savings?

- a. No. Receiving MMAP benefits should not preclude a patient from receiving other discounts and savings.

11. Will patients receive a financial benefit every month?

- a. Yes. If the patient continues to participate in the medical marijuana program and maintains their eligibility, they will continue to receive a monthly financial benefit.

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12. Can patients save their financial benefit or allow it to rollover month-to-month?

- a. A patient's balance will rollover up to 12 months from when they paid their annual fee. After the 12-month period, any unused benefits that remain will be forfeited.

13. How much of a financial benefit will patients receive each month?

- a. Through the remainder of the MMAP Phase 3 Pilot, patients will receive \$50 per month as a financial benefit.

14. If I am in the MMAP Phase 3 pilot, when will I receive my MMAP financial benefit each month?

- a. Your benefit will be made available to you monthly, on or about the anniversary date of when you selected PACE/PACENET as your financial hardship program to reduce your annual medical marijuana card fee.
- b. Patients can log into their patient account to check this date:
 - i. Login here: <https://padohmmp.custhelp.com/app/login>
 - ii. After login, go to the "Profile Settings" page.
 - iii. There is a box at the top of your Profile Settings titled "Current ID Card Information."
 - iv. Look for your "Annual Fee Due Date." The day of the month shown there is when you can expect to receive your monthly disbursement.
 - EXAMPLE: If your Annual Fee Due Date is 3/2/2023, you can expect to receive your monthly disbursement on or about the 2nd of each month.

15. What can patients use their monthly financial benefit for at the dispensary?

- a. Patients can use their monthly financial benefit on all forms of medication permitted under their patient certification.
- b. Patients cannot use their financial benefits for devices or accessories.

16. Can patients check their own balance?

- a. For balance inquiries, a patient can either call the dedicated helpdesk at 833-605-0628 or, at the time of sale, request that the dispensary provide the balance.

17. Where can I go for support if something doesn't seem right or if I have other questions?

- a. If you have MMAP related questions, please call the dedicated MMAP helpdesk for assistance at 833-605-0628 Monday through Friday from 9am till 5pm.