

# Medical Cannabis Card Renewal Tips



## I received a "reminder email." What do I do now?

1. You'll receive this email 45 days before your card expires. You will need an appointment with your medical provider to renew your certification. Do not delay this step. It takes a few weeks to get your new card, see below!
2. If your provider renews your certification, the renewal application will be "pending" until the week that your current card expires. It remains as pending so cardholders get maximum usage out of their current card. Once we approve the renewal application, the current card becomes void.
3. If you have already submitted your renewal, you may disregard this email notice.

## I received an "approval email." Now what?

1. Once the renewal application is approved, you will receive an approval email and your card will be printed and placed in the mail. It may take 5-7 days to be delivered.
2. You may destroy your old card.

## IMPORTANT THINGS TO REMEMBER!

- ✓ Make sure all information is correct before you submit your application. If you log in and make any changes after it's been submitted, the system will place the application at the bottom of the list.
- ✓ Unless you intend to home cultivate, do not add 'home cultivation' to your application. If you are unclear what 'home cultivation' is, please research the requirements before completing your application.
- ✓ **NON-RESIDENT CARD HOLDERS, BE SURE TO INCLUDE:**
  - The names of two dispensaries (that you intend to shop at) on your application.
  - A copy of the original certification from your provider, which includes the debilitating condition and their signature, within the last 12 months. We cannot accept a photo-copy of your out-of-state medical card.
- ✓ **LOW-INCOME CARD HOLDERS:**
  - The copies of benefit letters must be from the agency issuing your benefits. We cannot accept written statements from patients.