



Lee E. Orr
Interim Director

MEMORANDUM

DATE: December 16, 2024
FROM: Office of Medical Cannabis
RE: Office of Medical Cannabis Patient Card Update

The Office of Medical Cannabis is pleased to announce the release of redesigned medical identification cards for both patients and caregivers. The updated identification cards will now provide a heightened level of security to deter fraudulent card production. It offers a scannable QR code used to establish validity of identification cards for Law Enforcement or employers. Along with the adult patient and caregiver cards, minor patient cards have also been redesigned to assist dispensaries in preventing sales to a minor without a caregiver present. With the redesign, the new West Virginia Department of Health name and logo is also added to the identification cards.

New patients, new renewal patients as well as patients relying on their Complaia accounts to house their cards will be the first cards to feature the updates. Patients with existing cards, cards saved to their phones or previously printed cards, may download the updated card if they wish. The previous card format is still valid. Licensees should continue to check the status of patient and caregiver identification cards through Metrc.

Attached are examples of updated adult patient, caregiver and minor patient cards for your reference.



Adult Patient Identification Card



Caregiver Identification Card



Minor Patient Identification Card

