

Patient Registration Checklist

Locate a Registered Physician via this link:

[Physician Licenses_Website_05-12-2021.xlsx \(wv.gov\)](#)

Schedule an appointment with the registered physician. Upon completion of your appointment, a copy of the Patient Certification form will be sent directly to the Office of Medical Cannabis (OMC) by your physician. Please note that the physician must submit a copy of the completed Patient Certification form directly to the Office of Medical Cannabis.

Registering for a Patient Card from the Office of Medical Cannabis is a separate action from registering for a physicians' visit and acquiring a Patient Certification form.

To apply for the Patient Card, click on the link for Patient Registration:

<https://wv-public.mycomplia.com/#!/signin>

- In the upper right corner of the screen, click on Register to create an account.
- Once you have entered the registration information and submitted, you will receive an email from Complia with a link to verify your account.
- Once your account has been verified, log into Complia and create an Application for a New Patient Registration.
- Documentation needed for the application:
 - Digital photo of passport quality
 - Photo ID, such as a copy of your driver's license
 - Proof of West Virginia residency. Click this link to view acceptable documentation:
<https://transportation.wv.gov/dmv/drivers/pages/drivers-licenses.aspx>
 - Click on Acceptable Proof Documents
 - Then click on Proof of West Virginia Residency Documents
 - To upload patient certification, access the Physician/Condition Information page. Select "Online - Electronic Certification" and then "View Available Certifications". Select the newly uploaded certification and select "Update".
 - Once you have reviewed your application and documents to ensure they are correct, click "Pay & Submit". You will be prompted to select ACH payment or Mail payment.
 - If you choose to Mail your payment ensure the check or money order is payable to WV Department of Health and the Application ID number and patient name are in the memo line of the check or money order.
Mail to: WV Office of Medical Cannabis,
350 Capitol Street, Room 523,
Charleston, WV 25301
 - Click "Submit". A confirmation email will appear with the Application ID number.
 - If requesting a waiver of the fee based on financial hardship (income below 200% of the federal poverty level), provide a copy of an acceptable proof of income, such as W-2, recent pay stubs, proof of benefit eligibility, etc. Please do not send a payment if you are requesting the fee waiver. If the waiver is not granted, you will be notified to submit the fee at that time.
- You will be notified via email of the status of your application.

- Please allow at least 30 days from receipt of your application and payment in our office before checking the status of your application.
- **Registration does not mean that medical cannabis products can immediately be obtained.** The patient card is valid only in West Virginia and offers no legal protection for products obtained outside of the West Virginia medical cannabis system.