PA Medical Marijuana Card — New Patient Guide

CCC Patient Guide

Renewing your medical marijuana card involves two separate steps: updating your registration with the PA Department of Health (DOH) and completing your recertification appointment with CCC. Please review this guide carefully before your visit.

Part 1: Before Your Appointment - Register with the DOH

It's important to complete your registration with the PA Department of Health (DOH) before your appointment with the doctor.

1. Create Your DOH Patient Account

- Visit: padohmmp.custhelp.com
- Under the "NEW USER" section, select either "Adult Patient" or "Caregiver"
- **Note: Register the patient first, then the caregiver, for smoother registration**
- Fill out the form and double-check all your information before submitting
- Create a username and password and be sure to save them in a secure place

2. Save Your Patient ID Number

- Write down your patient ID number, you'll need it for your CCC appointment

3. Gather Your Required Documents

- Valid PA driver's license or state ID
- Medical records or documentation of your qualifying condition (diagnosis letters, patient portal records, discharge summaries)
- No documentation? CCC offers an affordable evaluation service, ask when booking

4. Check if You Qualify for a Fee Reduction (MMAP)

- If you're enrolled in Medicaid, PACE, CHIP, SNAP, or WIC, you may qualify for a fee reduction
- Be sure to select the appropriate program during registration

Part 2: Your CCC Certification Appointment

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1. Submit Your Documents Beforehand

- Email: intake@cccenters.org
- Or upload securely at: cccregister.com/intake
- Examples: valid ID, medical records

2. Pay the $150 Certification Fee

- Online: cccregister.com/paynow
- Phone: 412-730-3983
- Credit cards accepted online/by phone (small surcharge applied)
- Charges will appear as "Syndikos Investments LLC"

3. Joining Your Appointment

- Your telehealth join link will be included in your appointment reminder emails and texts from CCC
- Watch for those closer to your visit date and follow the link to connect

4. Attend Your Virtual Physician Appointment

- Meets via secure video, typically 10–15 minutes
- The physician reviews your condition, discusses symptoms, and builds a personalized cannabis treatment plan with you
- CCC physicians are background-checked and state-approved

5. Cancellation & No-Show Policy

- To reschedule, call 412-730-3983 (option 1)
- A $45 fee applies for no-shows without at least 24 hours' notice

6. Privacy Acknowledgment

- By proceeding with care at our practice, you acknowledge our HIPAA Data Use Agreement and, when applicable, our Telemedicine Consent Notice. (both available at compassionatecertificationcenters.com)

Part 3: After Your Appointment

What to expect once your certification is complete:

1. Your Physician Submits Your Certification

- Once approved, your CCC physician enters your certification directly into the PA DOH system
- You'll receive an email confirmation, no paperwork needed on your end

2. Pay the $50 State Registration Fee

- Log back into your DOH account and pay the $50 registration fee directly to the state
- This is separate from CCC's certification fee
- Financial assistance may be available through MMAP, ask our team for details

3. Wait for Your Card to Arrive

- **Please allow up to 21 business days for your medical marijuana card to arrive**
- You will not be able to visit a PA dispensary until your card is received
- Annual renewal is required, CCC will remind you 60 days before expiration

4. Important Reminder

- The DOH and CCC are separate entities. If you encounter any issues with the registration process or the delivery of your card, please contact the DOH directly through their website
- Questions about your CCC appointment? Call us at 412-730-3983