



WV Medical Marijuana Card — New Patient Guide

CCC Patient Guide

Getting your medical marijuana card involves two separate steps: completing your certification appointment with CCC and then submitting your patient application with the WV DHHR. Please review this guide carefully before your visit.

Part 1: Your CCC Certification Appointment

Follow the steps below:

1. Submit Your Documents Beforehand

- Please submit the following before your appointment:
 - A color copy of your current driver's license or state-issued ID
 - Medical records showing your qualifying diagnosis, full name, date of birth, and doctor's information

Submit via one of the following:

- Email: intake@ccccenters.org
- Upload securely at: cccregister.com/intake
- Fax: 412-278-7255

2. Pay the \$75 Certification Fee

- Call [412-730-3983](tel:412-730-3983) to pay by phone, this ensures your discounted rate is applied correctly
- 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

- Need to reschedule? Please call us at least 24 hours in advance
- A \$45 fee applies for no-shows

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 2: After Your Appointment - WV DHHR Registration

Once your certification appointment is complete, you'll need to submit your patient application with the West Virginia Department of Health and Human Resources (DHHR), Bureau for Public Health, Office of Medical Cannabis.

1. Complete Your Patient Application Online

- Visit: wv-public.mycomplia.com
- For your state registration you will need to provide the following:
 - Digital photo of passport quality
 - Photo ID, such as a copy of your driver's license or state ID
 - Proof of West Virginia residency
 - A copy of the completed Patient Certification form provided by your physician, uploaded into your documents section

2. Check if You Qualify for a Fee Waiver

- If requesting a fee waiver based on financial hardship (income below 200% of the federal poverty level), provide acceptable proof of income such as a W-2, recent pay stubs, or proof of benefit eligibility

3. Pay the \$50 Application Fee

- Submit your \$50 application fee via ACH, check, or money order made payable to WV DHHR
- Mail payment to: Office of Medical Cannabis, 350 Capitol Street, Suite 523, Charleston, WV 25301
- **Do not send payment if requesting a fee waiver, if the waiver is not granted, you will be notified to submit the fee at that time**

Part 3: After You Apply

1. Processing Time

- The Office of Medical Cannabis will process your application in the order it was received, typically within 30 days
- If there are any issues with your application, you'll receive an email with instructions to correct it

2. Important Reminder

- The WV DHHR and CCC are completely separate entities. If you encounter any issues with your application or have questions about the process, please contact the DHHR directly at wv-public.mycomplia.com
- Questions about your CCC appointment? Call us at [412-730-3983](tel:412-730-3983)