UTAH DEPARTMENT OF HEALTH
Center for Medical Cannabis

Qualified Medical Provider User Guide

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Registering

NOTE: You will need a Utah-ID to register. If you do not already have one, please refer to the Utah-ID tutorial.

1. Visit the Electronic Verification System login page.
   a. Click 'QMP Registration.'

Figure 1 - QMP Registration

2. Fill our registration page.
   a. Fields marked 'R' are required.
   b. Utah ID is the same Utah ID username you created earlier.
   c. When you are done, click 'Register.'

UTAH DEPARTMENT OF HEALTH

Medical Cannabis Electronic Verification System

Registration Type
QMP

User Information

Type of Qualified Medical Professional

[▼] **R**

Utah ID

[ ] **R**

First Name

[ ] **R**

Last Name

[ ] **R**

Suffix

[▼]

Last Four Digits of SSN

[ ] **R**

Date of Birth

[__/__/____] **R**

Email Address

[ ] **R**

[Register]　[Cancel]

Figure 2 - QMP Registration Form

You will now see the confirmation page.

Figure 3 - QMP Confirmation Page

Click 'Click Here' to continue.

3. Check your email for an email with the subject 'UTEVS User Registration.'

UTEVS User Registration Inbox ×

System Admin <AWS-UTEVS-NoReply@micropact.com>
to me ▾

CMC, thank you for registering with Utah Electronic Verification System

Below is your login information.

Username: CMCTest
Password: ZZE3s$MU - *Please type into Password field; do not cut and paste.*

Click here to login to continue.

Sincerely,

Utah Electronic Verification System

Figure 4 - QMP Registration Email

4. Copy the password and return to the EVS login page.
    a. Enter your username in the 'Username' box.
    b. Paste or type the password into the 'Password' box.
    c. Click 'Sign In.'

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Figure 5 - QMP Login

5. Create a new password.
    a. Enter the same password from your confirmation email in the 'Current password' box.
    b. Create a new password and enter it in the 'New password' and 'Confirm password boxes.'

    NOTE: Passwords must be at least eight characters long and must contain a combination of uppercase and lowercase letters, numbers, and special characters.

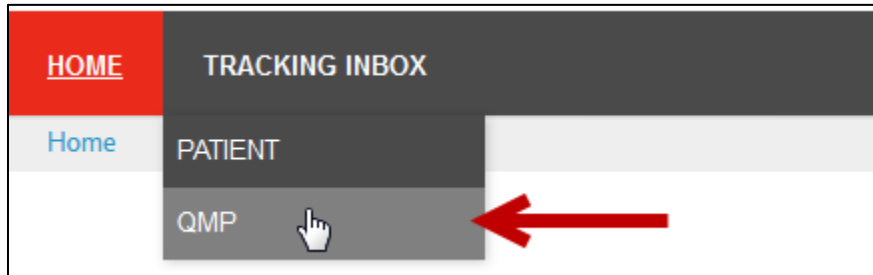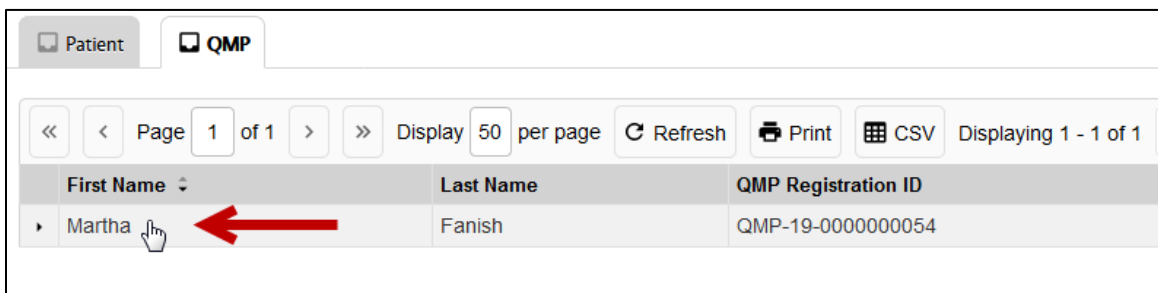   c. Click 'Change Password.'

Figure 6 - Change Password

Creating a QMP Application

1. Hover over the Tracking Inbox and click the QMP tab.

Figure 7 - QMP Tab

2. Click your name in the QMP listing.

Figure 8 - QMP Listing

3. The QMP page with the New Application form appears.
    a. Some fields are pre-populated.
    b. Fill out the rest of the form.
    c. Do not enter information into the Application Information (Official Use) section.

Figure 9 - QMP Application

4. For the Addresses and Phone Numbers Records sections, click the appropriate links to reveal the data panel where you can enter the information.

Figure 10 - New Address and New Phone Number Links
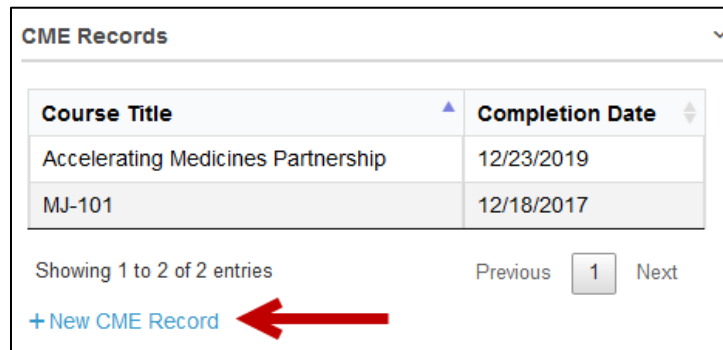
Figure 11 - New Address Panel

5. Click Save.

6. The new Addresses record appears in the Address section.

> **Note:** Before submitting the application for payment, you will need to enter an Office and Home Address.

Updated 2/27/2020

7. To add a CME, click the New CME Record link.
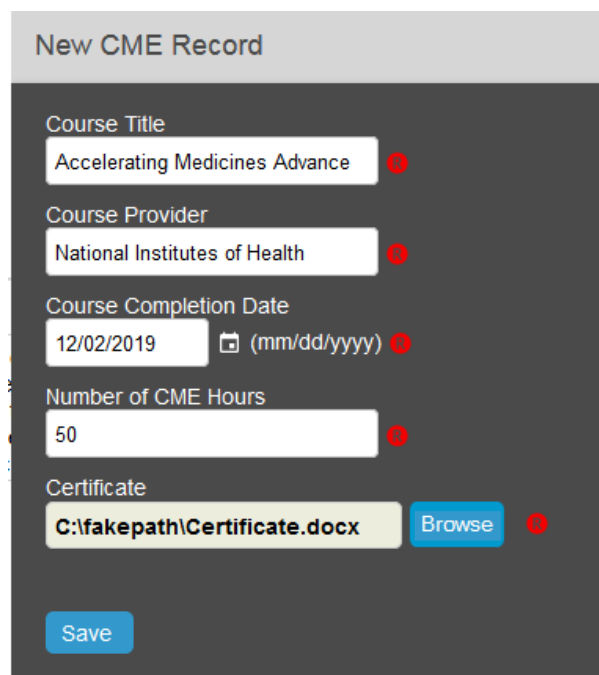

Figure 12 - CME Records

8. Complete the fields.

Figure 13 - CME Panel

9. Click Save in the panel.

10. The new CME record appears in the CME section.

11. Complete the other Required fields and Optional fields as needed.

Figure 14 - Completed QMP Application Form

Note:

If the American Medical Board Certification field = *No*, the patient limit is set to 175.

If the American Medical Board Certification field = *Yes*, you must complete additional fields:

And, patient limit is set to 300.

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12. In the QMP Acknowledgement section, read the text. Select the Patient Acknowledgment checkbox.

Figure 15 - Acknowledgement Section

13. Click Save & Keep in Draft.

14. Your application Status changes to *Draft*. You can still edit your application form.

Editing and Saving & Submitting a QMP Application

When you have reviewed and edited the application and are ready to submit the application to a QMP for certification, you can click the Save & Submit Registration button. You can edit the Application page until payment has been made and the application is in *Awaiting State Review*. Then only specific fields are editable.

To Save and Submit the Application:

1. Sign-on to EVS.

2. Hover over the Tracking Inbox and click the QMP tab.

Figure 16 - QMP Tab

3. Click your name in the QMP listing.

Figure 17 - QMP Listing

4. *Review and edit the application form as needed.*

5. *When you have completed revising the application, click the Save & Submit Registration button.*
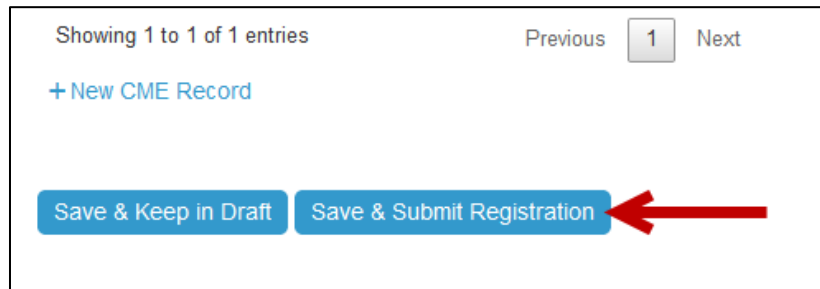
Figure 18 - Save & Submit Patient Registration button

After Saving & Submitting, the following occurs:

◼ *The Status changes to Awaiting Payment.*

◼ *The next step is for the QMP to make a payment.*

Making a Payment

After you Save and Submit your application, the next step is to make a payment.

During the Application process and Renewal process you will need to pay for your Utah Medical Cannabis Card:

1. Hover over Payment and click New Payment.

Figure 19 - New Payment Tab

Note: Tabs, as shown above, will differ depending on your role.

2. Click the Click Here to Pay button.

Figure 20 - Click Here to Pay Button

3. The Credit Card Payment window appears. Notice some of the fields are auto-populated with your information.

4. Complete the Credit Card Payment form.

Figure 21 - Credit Card Payment page

5. The Total Amount Due is auto-selected in the How much would you like to put on this card section.

Figure 22 - Total Amount is Auto-Selected

6. Click the Continue button.

Figure 23 - Continue Button

7. The Verify page appears.

Verify Credit Card Payment Information

Please verify your Credit Card Information and click "Yes" to proceed with payment.

Credit Card Information

Card Type:	Visa
Card Number:	***************1111
Expiration Date:	05/2020

Account Holder information

Cardholder's Name:	John Clare
Address:	1502 Shelly Lane
City:	Park City
State:	UT
Postal Code:	84060
Country:	US
Email Address:	jclare@penny.com

Your Order

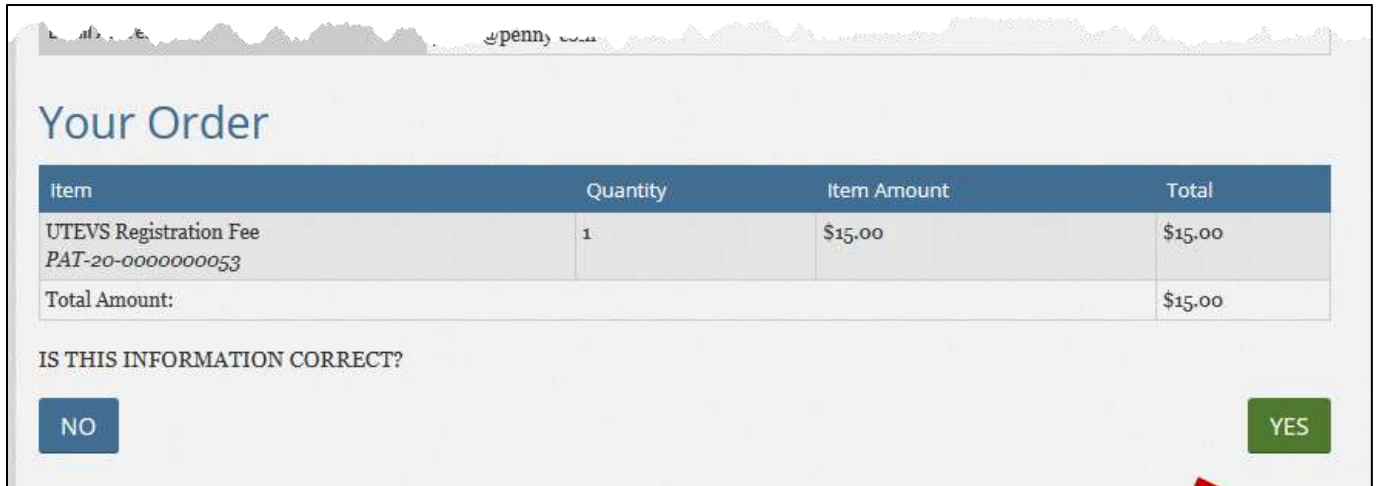| Item	Quantity	Item Amount	Total
UTEVS Registration Fee PAT-20-0000000053	1	$15.00	$15.00
Total Amount:			$15.00

IS THIS INFORMATION CORRECT?

NO   YES

Figure 24 - Verify Page

8. Review the information.
9. Click the Yes button.

Figure 25 - Yes Button

10. A Receipt page appears.

11. Click Continue to return to the Payment page.

After you make a payment:

After making a payment, The Status changes to *Awaiting State Review*.

An Approver will review your application.

If you are Approved, you will receive an email and your Status changes to *Active*.

The Approver may request more information. You will receive an email with the request. The Status changes to *Incomplete*.

If the Approver Denies your application, your Status changes to *Denied* and you will receive an email.

Making a Name, Address, or Driver's License/State ID Number Change Request

You can update your address and other contact information via the Change of Information tab.

To change your patient information:

1. Sign-in to the system.

2. Hover over the Tracking Inbox and click the QMP tab.

Figure 26 - QMP Tab

3. In the QMP Listing, click your name.

4. Hover over the Change of Information tab and click New Change of Information.

5. Enter changed information.

   Note: If you do not enter information into a field, the current information will not be updated.


Figure 27 - Change of Information Page

6. Click Save.

Corrected Documentation

When an EVS Approver finds an error with any of a QMP's uploaded documents (*Photo ID, State Driver's License/State ID Card, Proof of Residency document, etc.*), the QMP will supply the correct valid identification.

To provide corrected information:

1. Sign-in to the system.
2. Hover over the Tracking Inbox and click the QMP tab.
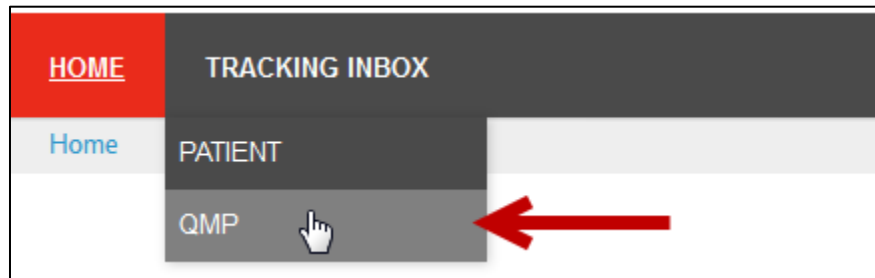
Figure 28 - QMP Tab

3. In the QMP Listing, click your name.
4. In the Corrected Documentation page, upload the requested corrected file(s).
5. Click the Browse button to upload the file.

Figure 29 - Corrected Documentation Page

6. Click Save. The system sends an email to the approver informing him or her that the corrected documentation has been uploaded.

Address Tab

To add a new address:
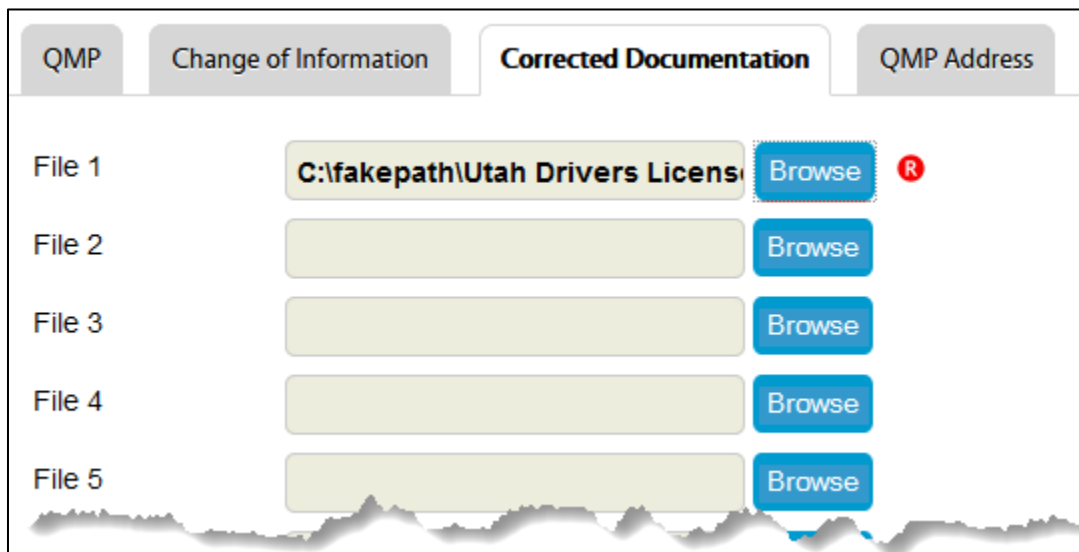
1. Sign-in to the system.
2. Hover over the Tracking Inbox and click the QMP tab.

Figure 30 - QMP Tab

3. In the QMP Listing, click your name.
4. Complete the Required fields and Optional field as needed.

Figure 31 - QMP Address

5. Click Save. The new address is added to the Addresses section in the QMP page.

CME Tab

To add CME information:

1. Sign-in to the system.
2. Hover over the Tracking Inbox and click the QMP tab.

Figure Error! No text of specified style in document.2 - QMP Tab

3. In the QMP Listing, click your name.
4. Hover over the CME tab and click New CME.
5. Complete all of the Required fields.

Figure Error! No text of specified style in document.3 - CME Page

6. Click Save. The new CME is added to the CME section in the QMP page.

Note: You can also use the New CME Record link in the QMP page.

Adding a New Phone Number

To add a phone number:

1. Sign-in to the system.
2. Hover over the Tracking Inbox and click the QMP tab.

Figure Error! No text of specified style in document.4 - QMP Tab

3. In the QMP Listing, click your name.

4. Hover over the Phone Number tab and click New Phone Number.

5. Complete the Required and Optional fields.

6. Click Save. The new phone number is added to the Phone Numbers section in the QMP page.

Cancelling an Application

A QMP has the option to Cancel an Application if the applications has the following statuses:

- Awaiting Payment
- Awaiting State Review
- Active
- Pending Renewal
- Renewal Completed

If the QMP cancels his or her application, the Designated QMP name is removed from the Patient's page.

To cancel an application:

1. Open the Application page.

2. Click the Cancel My Registration button.

3. A confirmation email is sent to the QMP.

Patient Certification: Reviewing and Certifying a Patient

The QMP completes the Certification/Recommendation page. The QMP can select a Qualifying Condition or a Non-Qualifying Condition for the patient. This section describes how to do both.

Reviewing a Patient's Information and Selecting a Qualifying or Non-Qualifying Condition for the Patient

The QMP will review the Patient information.

4. Sign-in to the system.

5. In the Enhanced Inbox section, ensure that Patients is selected in the Inbox Group Selection dropdown.

6. Select a patient.

*Figure 35 - Enhanced Inbox*

7. Review the Patient page.

Figure 36 – Patient Page

8. Record the following information from the Patient page since you will need it for the Certification/Recommendation page:

- Last four digits of the Patient's SSN
- Patient's First and Last Names
- Patient's Date of Birth

■ **NOTE: If you do not wish to define medical cannabis dosage parameters for your patient**, you may now upload Medication and Treatment History information as documents into the "Notes" tab on this page.
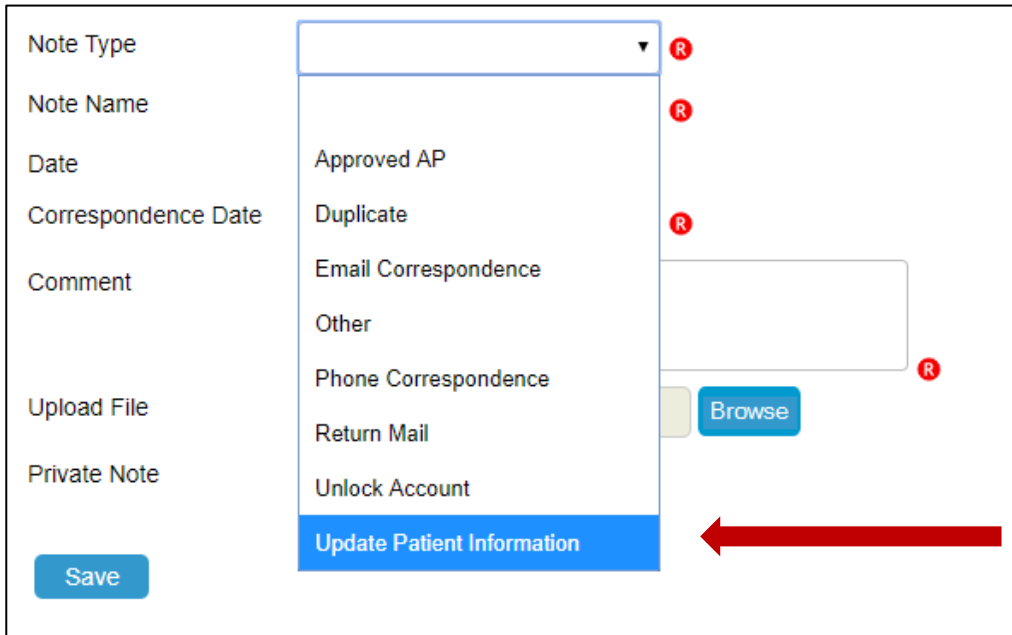
Uploading Medication and Treatment History in the Patient profile (accessed from Enhanced Inbox)

8a.   Hover over Notes and then click "New Notes"
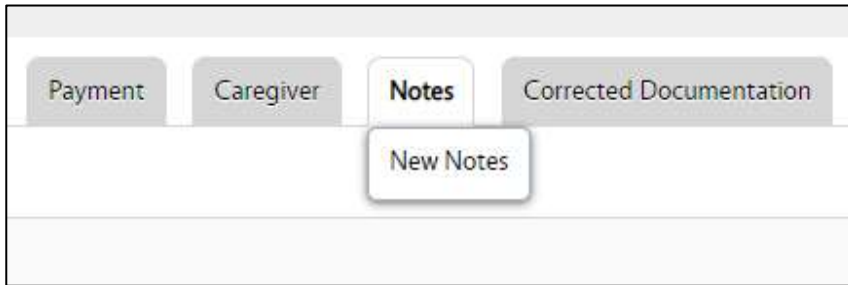
Figure 36a – Patient Page – Notes Tab

8b.   Select "Update Patient Information" as Note Type

Figure 36b – Patient Page – New Note

8c.   Input a note name, date of correspondence, and a comment. You may then upload a file. Select "No" for the Private Note selection.

Figure 36c – Patient Page – New Note

8d.   Click "Save." **You may repeat this process and add as many patient notes as is necessary** to provide full medication and treatment history for medical cannabis pharmacy reference purposes.

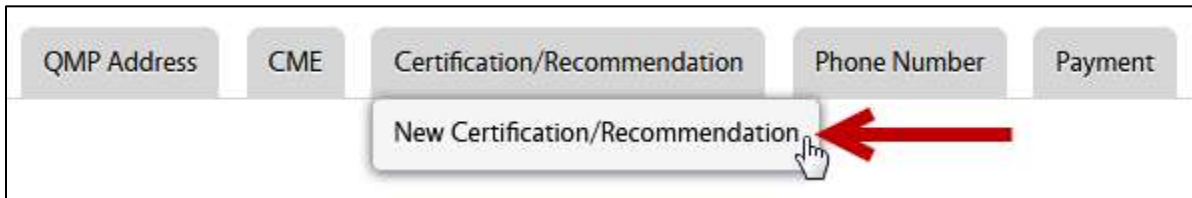9.   Hover over Tracking Inbox and click QMP.

Figure 37 - Tracking Inbox QMP Tab

10. From the QMP listing, select your name.

Figure 38 - QMP Listing

11. Hover over Certification/Recommendation and click New Certification/Recommendation.

Figure 39 - New Certification/Recommendation Tab

Selecting a Qualifying Condition

12. Select a Qualifying Condition.

Figure 40 - Qualifying Condition

13. In the Certification/Application page, complete the Required and Optional fields as needed.

Figure 41 - Certification/Recommendation Page

Notes:

If the Terminal Illness field = Yes, the Patient's Card will not expire.

The Length of Program Participation is entered when the patient should participate in the program for a less amount of time than the Card's default of 30 days (initial card) or 6 months. You should enter the number of days the patient is to participate in the program. If a number larger than the default amount of time is entered, they system uses the default.

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14. Click Save. The Status changes to *Eligible*.

15. The following appear:

   ▪ The Recommendation tab

   ▪ The Recommendations section.

   ▪ The Withdraw button.

- ■ **NOTE: At this point, the recommendation is complete. If you would like to add dosage parameters to a recommendation, click the "New Recommendation" link. Otherwise, leave this section blank and refer to page 28 of this guide for "uploading Medication and Treatment History" instructions.**

16. Click the New Recommendation link.
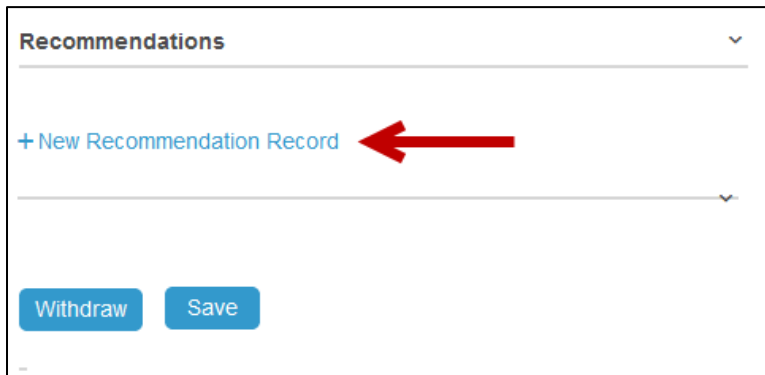
Figure 42 - New Recommendation Link

17. Complete the fields in the Recommendations panel.

Figure 43 - Recommendation Panel

18. The information appears in the Recommendations section

Figure 44 - Recommendations Section

Selecting a Non-Qualifying Condition

The patient's illness may require you to add select a Non-Qualifying Condition. To select a Non-Qualifying Condition:

19. In the Qualifying Condition dropdown, click *Other*.

Figure 45 - Qualifying Condition = Other

20. Enter the Non-Qualifying Condition.

21. In the rest of the Certification/Application page, complete the Required and Optional fields as needed.

| QMP | Change of Information | Corrected Documentation | QMP Address | CME | **Certification/Recommendation** |

QMP Certification Number

Date of Certification   01/07/2020   🗓 (mm/dd/yyyy) Ⓡ

Last four of Patient's SSN   1488   Ⓡ

Patient First Name   Jane   Ⓡ

Patient Last Name   Jones   Ⓡ

Patient Suffix   [▼]

Patient DOB   11/12/1968   🗓 (mm/dd/yyyy) Ⓡ

Qualifying Condition   [▼] Ⓡ

Terminal illness   ○ Yes ◉ No Ⓡ

Length of Program Participation   [ ]

QMP PIN   4048   Ⓡ

Certification Status

Save

*Figure 46 - Certification/Recommendation Page*

22. Click Save.

23. The following appear:

- The Recommendation tab
- The Recommendations section.
- The Withdraw button.

■ **NOTE: At this point, the recommendation is complete. If you would like to add dosage parameters to a recommendation, click the "New Recommendation" link. Otherwise, leave this section blank and refer to page 28 of this guide for "uploading Medication and Treatment History" instructions.**

24. Click the New Recommendation link.
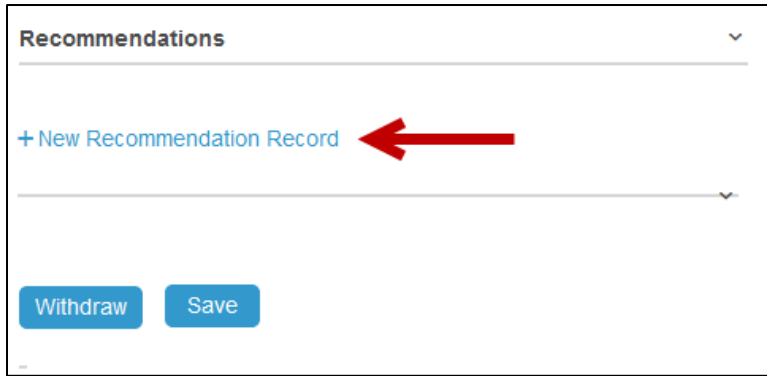
Figure 47 - New Recommendation Link

25. Complete the fields in the Recommendations panel.

Figure 48 - Recommendation Panel

26. The information appears in the Recommendations section

Figure 49 - Recommendations Section

27. Click Save.

28. Click the Withdraw button to remove the recommendation.

The Recommendation Page

You can add recommendations in the Recommendations page as well.

- ■ **NOTE: This step is only required if you would like to add dosage parameters to a recommendation. Otherwise, leave this section blank and refer to page 28 of this guide for "uploading Medication and Treatment History" instructions.**

29. Hover over Recommendation and click New Recommendation.
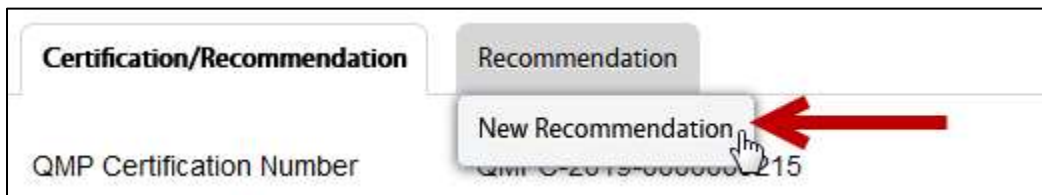
Figure 50 - New Recommendation Tab

30. Complete the Required field and Optional fields as needed.

Figure 51 - Recommendation Tab

31. Click Save. The Recommendation information will appear for the patient.

Caregiver Tab

To view the Caregiver records:

1. Click the Caregiver tab.
2. Select a Caregiver.
3. Review the information.

Patient Petition for Compassion Use Board

To apply to the Patient Petition Compassionate Board:

1. Sign-in to EVS.
2. In the Home Dashboard, go to the Enhanced Inbox and select a patient.

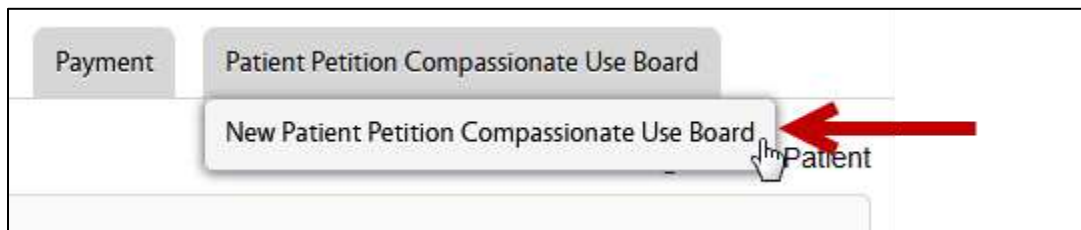***Figure 52 - Enhanced Inbox***

3. Sign-in to EVS.

4. Hover over the Patient Petition Compassionate Use Board tab and click New Patient Petition Compassionate Use Board.

Figure 53 - Patient Petition Compassionate Use Board Tab

5. Click the Browse button and search for the file.

Figure 54 - Browse Button

6. The file is added to the Upload field.

Figure 55 - Browse Button

7. Add a note to the Note for Petition field.

8. Click Save.

9. A link for the file appears. To open the file, click the link. Click the Replace link to replace the file.

Figure 56 - File Links

Patient Purchase History

1. Sign-in to EVS.

2. In the Home Dashboard, go to the Enhanced Inbox and select a patient.

Figure 57 - Enhanced Inbox

3. Click the Patient Purchase History tab.
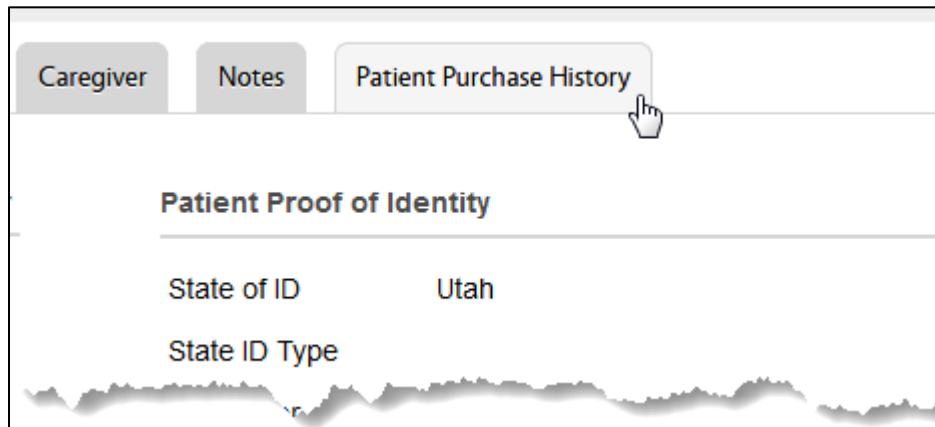
Figure 58 - Patient Purchase History Tab

4. Select a record. The page displays purchase details.
5. Review the read-only records.

QMP Denied Application

If a QMP Application is denied, you will receive an email about the denial. You can discuss the decision by calling the number in the email.

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Dear Mary Clark,

This is to inform you that your medical cannabis card application has been denied by the Utah Department of Health. If you would like to discuss this decision, please contact our office at 801-538-6504.

Thank you,

Center for Medical Cannabis
Utah Department of Health
801-538-6504
medicalcannabis@utah.gov

Figure Error! No text of specified style in document.-1 Application Denied Email

The Status of your Application changes to *Denied*.

After your application is denied, your record remains in EVS. You can still apply to participate in the Medical Cannabis program. To apply, you would open the patient application page again, edit your information as needed, and click the Save & Submit button. The application will proceed through the entire approval process.

Requests for More Information

When an Approver reviews an application and wants more information from the applicant, he or she will make a request for more information. The application Status changes to *Incomplete* and an email is sent to the applicant.

The applicant will edit the application and Save & Submit the application for another review.

To edit to your application:

1. Sign-in to EVS.
2. Hover over the Tracking Inbox and click QMP.
3. The New Application page appears.
4. Make the edits.
5. Click the Save button.