Step by Step Instructions for Creating a Physician Account and Application

Step 1: Register

1. Go to mo-public.mycomplia.com .
2. The information entered must be for the registering physician.
3. Choose "Patient/Caregiver" for the application type.
4. Create a password.
5. Read and accept the terms & conditions.
6. Select "I am not a robot", and follow the prompts.
7. Click Register.

A confirmation email will be sent to the email address used to register. Once the email address is verified, users may log in to complete an application.

Step 2: Log-in

1. Follow instructions in the account verification email, or go to mo-public.mycomplia.com
2. To log-in, use your email address as the username and the password created when registering for an account.
3. Once logged in, users can manage their account and submit applications by using the options listed on the dashboard Users can navigate through their account by using the options on the left side of the screen.

For more information, see **Registering & Logging in to a Physician Account**.

Passwords can be reset by going to https://mo-public.mycomplia.com/#!/forgotPassword. For more information, see **Resetting a Password**.

Step 3: Submit a Physician Registration Application

1. From the dashboard – click "+Create New Application".
2. From the drop-down, choose "Physician".
3. When it appears, click "Physician Registration".
4. Click "Create Application".

For more information, see **Creating & Submitting a Physician Registration Application.**

Important notes about the application:

- The application has four pages. The first three pages must be completed; the fourth is the application submission page. Users should review the application information listed on this page prior to submitting.
- The first page asks for contact information for the physician.
- The address must be verified before submitting. This can be done by clicking "Verify Address", choosing one of the two options, and clicking "verify".
- To save your progress and exit the application, click "save".

- To save your progress and move to the next page of the application, click “Save & Next”.
- The headers at the top of each page can also be used to jump between pages of the application.

The Questions Tab

The Questions tab contains all the required attestation agreements.

- There is a question on this page that asks if you will be granting access to authorized users.
  - This means allowing office staff and other designated individuals to access your account to submit Physician Certification Forms on behalf of the physician. We advise using caution when letting outside entities access your account since your date of birth and social security number are required for registration and viewable at any time when logged into the account.
  - Answering “yes” to this question requires providing follow-up information that will be requested when the Department is verifying the application.

The Documents Tab

- Users must select the “Documents” tab to upload a copy of the physician license.
- Click “Upload”, select the “click here or drag a file” to select your file. Once it is selected, click “Upload!” to attach it to the application.

Notes Regarding the Documents Tab:

- Accepted file types include PDF, JPEG, PNG and other common file types.
- We cannot accept .heic files, which are file types most commonly generated from a “Live” photo on an IOS Apple device.
- Users should preview the uploaded file to ensure it is legible. If the preview does not show the full license or is too blurry or small to read, please upload a new version before submitting.

Reviewing and Submitting

- All items on the review tab must have a green check mark. If there is a red “X”, that means there is missing information in the application.
- All items on the review page correspond with previous pages of the application.
- Once all check marks are green, scroll to the bottom and click “Submit”. There is no fee required for physician account registrations.
- A confirmation email will be sent from MMMP, to verify the registration submission and provide an application ID.

Step 4: Application Processing and Account Verification

Physician Registration Applications will be processed by the Department in the order they are received.

1. If information is missing or the application is incomplete, the applicant will receive notice that the application was rejected and requires corrections.

- A list of required corrections and instructions to successfully correct and resubmit will be included with this notice.
- If applications requiring corrections are not returned within 10 calendar days, the application will be denied.

NOTE: If a physician registration application is denied, the physician may reapply at any time as there are no fees associated with this registration type.

2. If the application is complete, a patient services representative will contact the applying physician by phone to verify the following before approving the registration:
    - Intent of application, to ensure the physician is requesting the account for the purpose of certifying Missouri medical marijuana patients.
    - Identifiable information about the physician, including date of birth and social security number, to confirm that the physician is the person who registered the account.
    - If applicable, a list of authorized users will be requested in writing during the verification call.

Account Updates and Maintenance

1. Any time information needs to be updated – such as contact information, a change to the list of authorized users or updating a physician license – the physician will need to contact the Department to have the updates made to the account.
2. Physicians can contact the Department by email Monday - Friday, 8am-5pm at MedicalMarijuanaInfo@health.mo.gov or by phone, Tuesday-Thursday, 9am-3pm at 1-866-219-0165
   When contacting the Department, please have the following information available:
    - Physician Account Number
    - Physician Name and the name of the person making contact
        - If not the physician, the person making contact will need to be verified as an authorized user before account details can be discussed.
    - Nature of the update/request/topic of discussion.

Once the person contacting the Department has been verified, a patient services representative will assist with the request.

Authorized Users

There are two ways that authorized users can access the physician's registration account:

1. Using the physician's email username and password to log in and act on the physician's behalf.
2. Being added as a user to the physician's account, logging in with their own username and password.
    - Users can be removed and added as needed. However, we advise caution using this method as all users will have access to the main account holder's information, such as social security number and date of birth.

If a physician wants to allow specific individuals the ability to discuss the physician's account with the Department, then the physician is required to provide the Department with a list of authorized users.

The physician must provide the Department with an updated list anytime an authorized user is to be added or removed to prevent unauthorized users from accessing the physician's account information.

The Department would like to caution physicians allowing anyone outside of their immediate staff to access their registration account. Personal information, such as social security number and birth date, will be accessible to anyone that has access. In addition, all patient certifications submitted through the account are the physician's responsibility, no matter who is accessing the account and submitting on behalf of the physician.

For more information, see **Setting up Multiple Users on a Physician Account**.