



Instructions

Online Patient Portal - Caregiver

Table of Contents

Purpose	3
System Requirements	3
Health Insurance Portability and Accountability Act of 1996 (HIPAA)	3
Caregiver Designation	3
Create an Account	3
Login to Your Account	6
Forgot Password	6
Home Page Navigation	7
Accessing Your Caregiver Card	8
From a Computer	8
From a Mobile Device	8
Save Card Image.....	9
Android	9
Apple/iOS	9
Access Sales History	10
Submit Caregiver Application	10
Caregiver Application	10
Patient Information	10
Caregiver Information.....	10
Caregiver Signature	10
Review Application	10
Submit Application	10
Information Change Form.....	11
Replace	12
Appendix A – Application Status	13

Purpose

This document provides instructions for Caregivers on the use of the New Mexico Department of Health, Medical Cannabis Program Online Patient Portal.

System Requirements

The Online Patient Portal may be accessed from a desktop, laptop or mobile device (e.g., smartphone and tablets) using an internet browser (e.g., Chrome, Microsoft Edge, Firefox; Safari is not recommended).

You must have a valid email account as this will serve as your user login.

Health Insurance Portability and Accountability Act of 1996 (HIPAA)

The Online Patient Portal is compliant with the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) as amended by Health Information Technology for Economic and Clinical Health Act of 2009 (the “HITECH Act”), including the Standards of the Privacy of Individually Identifiable Health Information and the Security Standards at 45 CFR Parts 160 and 164.

Caregiver Designation

You must be designated as a Caregiver by:

- A new Patient enrolling in the New Mexico Department of Health, Medical Cannabis Program.
 - For a new or recertifying Patient, the Caregiver will be added to Patient application, so that the Medical Provider and Patient to approve.
- An existing Patient of the New Mexico Department of Health, Medical Cannabis Program.
 - For an existing Patient adding a Caregiver, you will need to visit the Patients Medical Provider to start a Caregiver application. Once the Patient approves you as their Caregiver, you will receive an email notification to complete the application.

Create an Account

1. Go to <https://mcp-patient-tracking.nmhealth.org>
2. Click the **Create an Account** button.



3. Click the **Create Patient / Caregiver Account** button.



4. Complete the **Create an Account** form by entering all the required information, then click the **Submit** button.
 - a. **First Name** (as it appears on your card)
 - b. **Last Name** (as it appears on your card)
 - c. **Date of Birth**
 - d. **I have a card and want access to the Sales and Unit History** – check this box if you currently have or have had a New Mexico Cannabis Program Patient Card.
 - e. **Barcode** (as it appears on your card) – if your card is not available, you can skip this step; however, please allow 24-48 business hours for Program Staff to manually link your account.
 - f. **Email** – use your personal email address you gave to your Medical Provider and plan to use for all future applications.
 - g. **Password** – create a unique password that you will use to access the Patient Portal.
 - h. **Password confirmation** – reenter the password.
5. Click the **Submit** button.



6. Check your email Inbox for account confirmation notification and confirm your email by clicking on the link in the notification.

TIP: To avoid issues receiving email messages from the Online Patient Portal, please add the email address no-reply@biotrackthc.org to your Safe Senders list.

Login to Your Account

1. Go to mcp-patient-tracking.nmhealth.org
2. Click the **Login To Your Account** button.

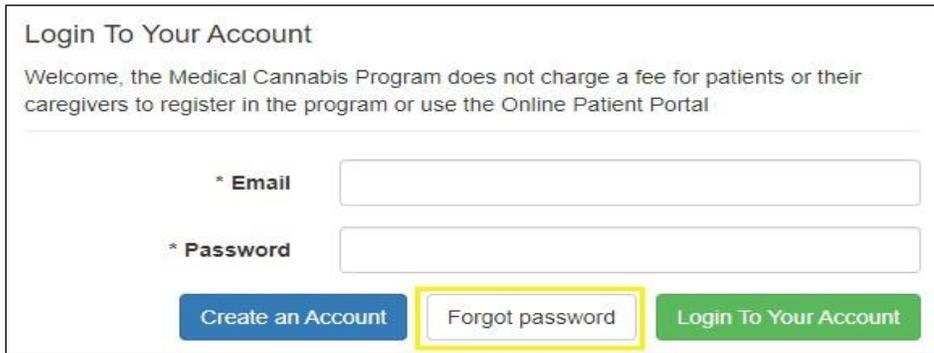


3. Enter email address and password you used when you created your account.
4. Click the **Login into Your Account** button.

Forgot Password

If you can't remember your password, you can reset it.

1. Click the **Forgot password** button.



Login To Your Account

Welcome, the Medical Cannabis Program does not charge a fee for patients or their caregivers to register in the program or use the Online Patient Portal

* Email

* Password

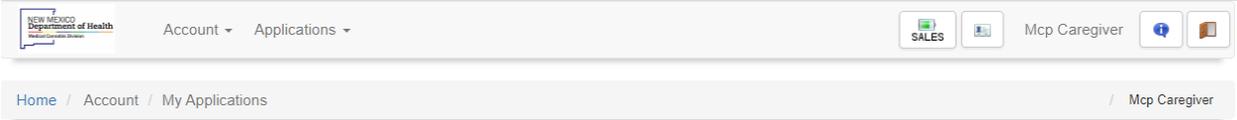
[Create an Account](#) [Forgot password](#) [Login To Your Account](#)

2. Enter your email address and click the **Submit** button.
3. Check your inbox for an email notification.
4. Follow the instructions to reset your password.

NOTE: You can request a new password once per hour.

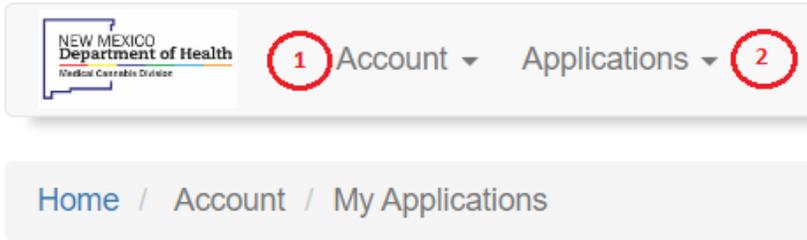
Home Page Navigation

The Home page is the page that is displayed when you first login to the Online Patient Portal. From here you can access different items and resources within the portal.



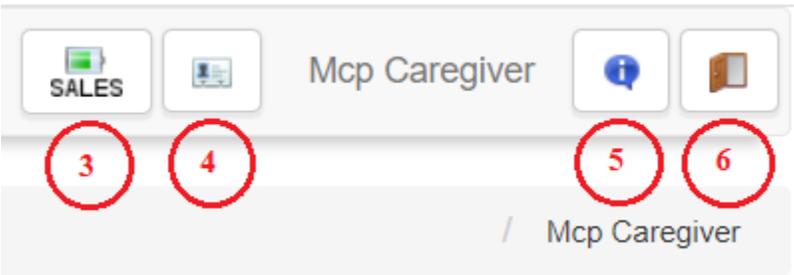
From left to right:

Menu Items



1. **Account** - from here you can:
 - a. Change password - update your account password.
 - b. My Applications – access your application and see the status of the application throughout the process. See Appendix A – Application Status for definitions.
2. **Applications** – from here you can:
 - a. Access Information Change Application (e.g., legal name change, address change menu).

Action Icons



3. **Sales** – see how many units are available and review prior purchases.
4. **Electronic Card** - access your Caregiver Card when needed to make purchases.



5. **Notifications** – view notifications from the Online Patient Portal; the number designation shows how many notifications there are to view.



6. **Logout** – logout of the Online Patient Portal.

Accessing Your Caregiver Card

From a Computer

1. Go to <https://mcp-patient-tracking.nmhealth.org>
2. Login using the login you created.
3. Once you login, if you look in the upper right-hand corner, you will see three icons. One of the icons looks like a small image of driver's license.

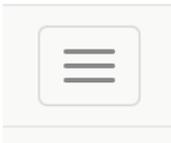


4. Click this icon, to access your Caregiver Card.



From a Mobile Device

1. Go to <https://mcp-patient-tracking.nmhealth.org>
2. Login using the login you created.
3. Click on the menu icon in the upper right-hand corner.



4. Scroll down until you see the icon that looks like a small image of a driver's license.



5. Click on the image of your card, to see the back side of the card.

Save Card Image

If you prefer, you may save an image of your card so that it is readily available from your mobile device.

Android

Touch and hold the image. Select a save option (e.g., Save attachment, Save to SD card, etc.).

Unless otherwise specified, the image is saved to the default picture/video location (e.g., Gallery, Photos, etc.).

Apple/iOS

Touch and hold the attachment, then choose Save Image or Save to Files. If you choose Save Image, you can find it later in the Photos app. If you choose Save to Files, you can find it later in the Files app.

Access Sales History

1. Go to <https://mcp-patient-tracking.nmhealth.org>
2. Login using the login you created.
3. Click on the Sales icon, to access your Sales History.



Submit Caregiver Application

Once you have created a user account in the Online Patient Portal, you can complete the Caregiver application initiated by the Patients Medical Provider.

Caregiver Application

1. Login to your account at <https://mcp-patient-tracking.nmhealth.org>
2. Your application will be found in the My Application section after login.
3. Click on the Caregiver Application (Patient Information: Patient Name), to open the application.

Patient Information

1. Review the Patient Information

Caregiver Information

1. Verify the information entered by the Patients Medical Provider.
2. **Mailing Address** - enter your Mailing Address if not entered by the Patients Medical Provider
3. **Upload a New Mexico Driver's License or New Mexico State Issued Identification** – upload the required identification.

Caregiver Signature

1. Review the attestation.
2. Signature – add your signature.

Review Application

Once all the required information has been entered into the application, click the **Review** button to verify all the entered information is correct.

NOTE: If the **Review** button is not present, review the application and enter any missing information.

Submit Application

Click the **Submit** button.

Your application will be sent to the Medical Cannabis Program for review /approval and issuance of your electronic card.

Information Change Form

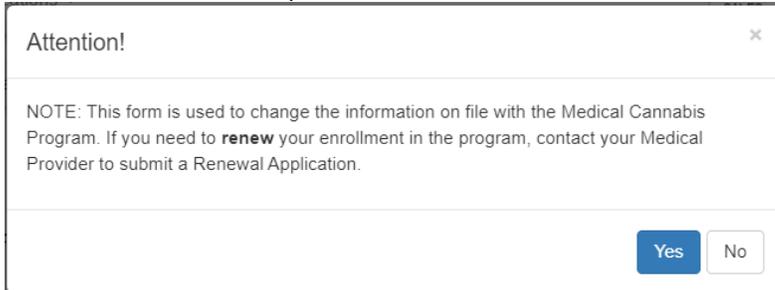
An **Information Change Form** is required in the event of a name change (e.g., marriage, divorce, legal name change). This form can also be used if you discover incorrect information on your card.

To submit an **Information Change Form**, go to **My Applications**:

1. Click the **Name Change** button on your Issued, Patient Application.



2. Click the **Yes** button to proceed.



3. The **Information Change Form** will be populated with your current Barcode/ID Code and Applicant Information.
4. Select the **Reason for Information Change**.
 - a. **Legal Name (Divorce, Marriage of Name Change)**
 - i. Upload a copy of your Marriage Certificate, Divorce Decree or Court Order as applicable.
 - b. **Misspelled Name or Incorrect Date of Birth**

NOTE: You do not need to submit an Information Change Form if your address has changed. You can update your mailing address when you renew your card.
5. Enter the updated Applicant Information, as it appears on your legal documentation.
6. Upload a copy of your New Mexico Driver's License or State Issued Identification.
7. Add your Signature.
8. Review the information entered on the Information Change Form.
9. Click the **Review** and then the **Submit** button.

The Information Change Form will be sent to the Medical Cannabis Program for review / approval.

Upon approval, your application will be updated with the new information.

NOTE: Your Barcode /ID Code will not change, but your electronic card will be updated with the new information submitted.

If the Reason for Change was Legal Name, you will need to log out, then log back into the Online Patient Portal to see your updated name.

Replace

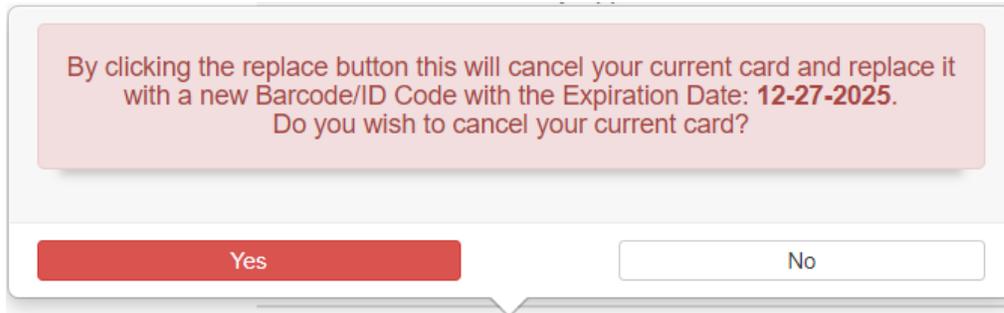
If your Barcode / ID Code is lost, stolen or compromised, it can be replaced.

To replace your current Barcode / ID Code, go to My Applications:

1. Click the **Stolen/Compromised Card** button on your Issued, Caregiver Application.



2. Click the **Yes** button to proceed.



3. Your Barcode / ID Code will be replaced, and your electronic card will be updated within a few minutes.
4. If your card is currently expired, it cannot be replaced.

NOTE: This action does not renew your card and will not extend your current expiration date. If you need to renew your card, contact your medical provider to initiate the renewal application process.

Appendix A – Application Status

Application Status	Status Definition
Waiting for Medical Provider to Complete	Applications that have been started by the Medical Provider but have not been completed or sent to the Patient yet.
Waiting for Applicant to Complete	Applications that have been completed by the Medical Provider but are waiting for the applicant to complete their portion.
Department Review	Applications that have been submitted to the Medical Cannabis Program for review and approval.
Need Information	Applications that have been reviewed and returned to the Medical Provider, Patient or Caregiver due to missing or incorrect Information.
Department Secondary Review	Applications that were Incomplete and have been resubmitted.
Issued	Applications that have been approved and electronic card is active. Information Change Forms that have been approved.
Archived	Applications that were not submitted within 90 days of Medical Provider Signature. Applications that were approved but have since expired.
Historical	Applications or Forms that cannot be processed further (e.g., incorrect or missing information, incorrect application type, duplicate application).