



Online Patient Portal - Caregiver Instructions

Table of Contents

- Purpose 3
- System Requirements 3
- Health Insurance Portability and Accountability Act of 1996 (HIPAA) 3
- Caregiver Designation 3
- Create an Account 4
- Login..... 5
- Home Page Navigation 5
- Accessing Your Caregiver Card 6
 - From a Computer 6
 - From a Mobile Device 6
- Save Card Image..... 7
 - Android 7
 - Apple/iOS 7
- Access Sales History 8
- Submit Caregiver Application 8
 - Caregiver Application 8
 - Patient Information 8
 - Caregiver Information..... 8
 - Caregiver Signature 8
 - Review Application 8
 - Submit Application 9
- Information Change Form..... 9
- Replace 10

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.

A blue rectangular button with rounded corners and a white border, containing the text "Create an Account" in white, sans-serif font.

3. 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.
4. Click the Submit button.

A blue rectangular button with rounded corners and a white border, containing the text "Submit" in white, sans-serif font.

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

NOTE: 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

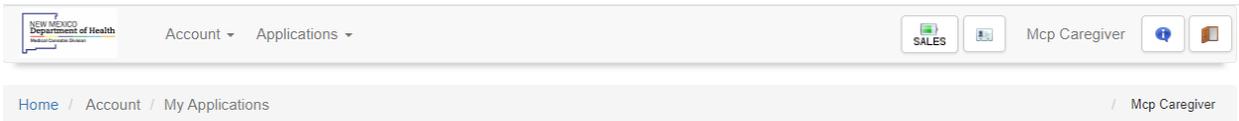
1. Go to mcp-patient-tracking.nmhealth.org
2. Click the **Login To Your Account** button.



3. Enter email address and password you used when you created your account.

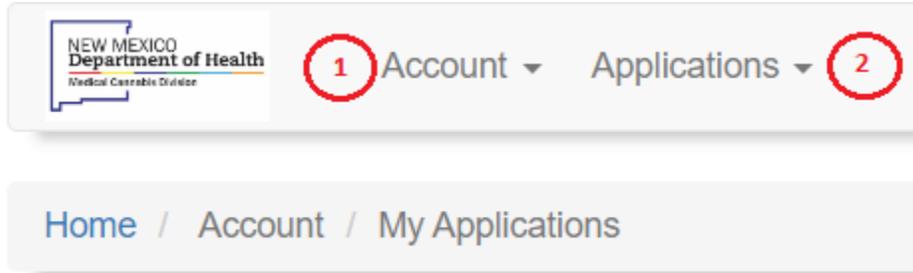
Home Page Navigation

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.



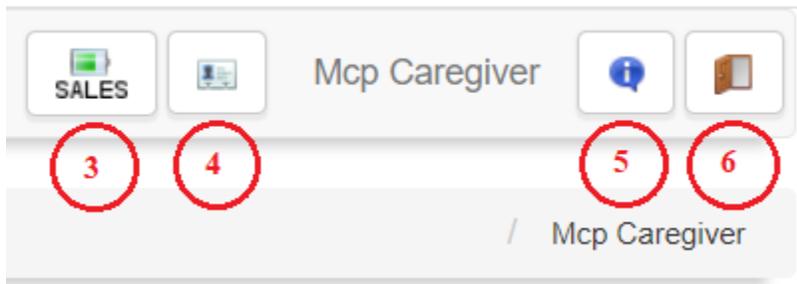
From left to right:

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.
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 your 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.

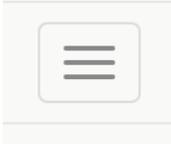


4. Click this icon, to access your Caregiver Card.

From a Mobile Device

1. Go to <https://mcp-patient-tracking.nmhealth.org>
2. Login using the login your created.

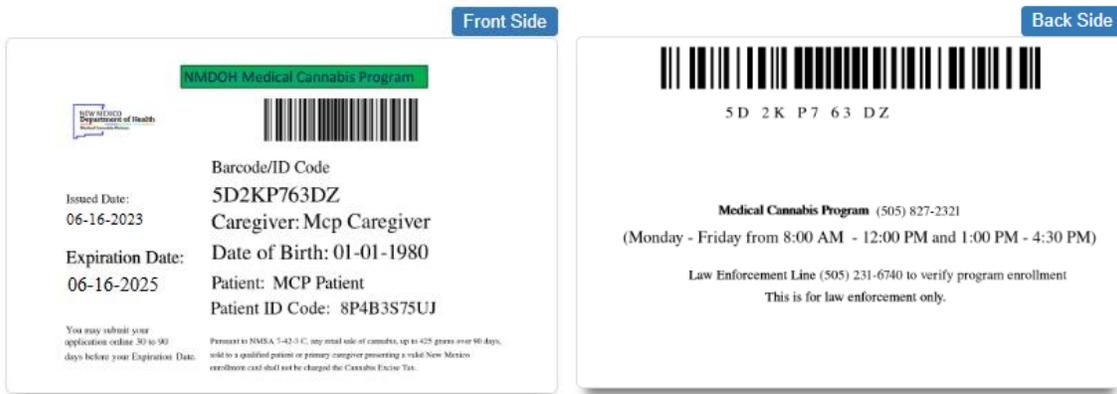
3. Click on the menu icon in the upper right-hand corner.



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. Date – enter the date.
3. 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

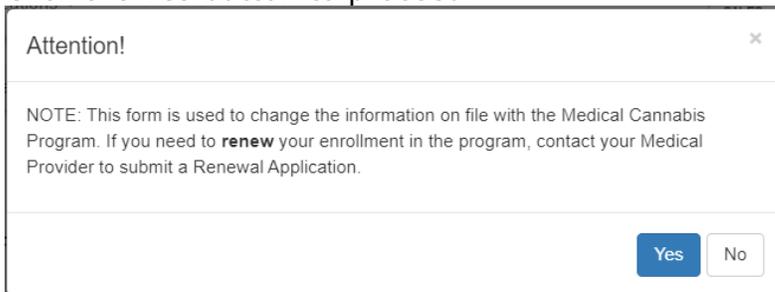
An Information Change Form is required in the event of a name change (e.g., marriage, divorce, legal name change). This form can also be used if you discover incorrect information on your card.

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

1. Click the Change Information 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. Enter the Date.
8. Add your Signature.
9. Review the information entered on the Information Change Form.
10. 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.

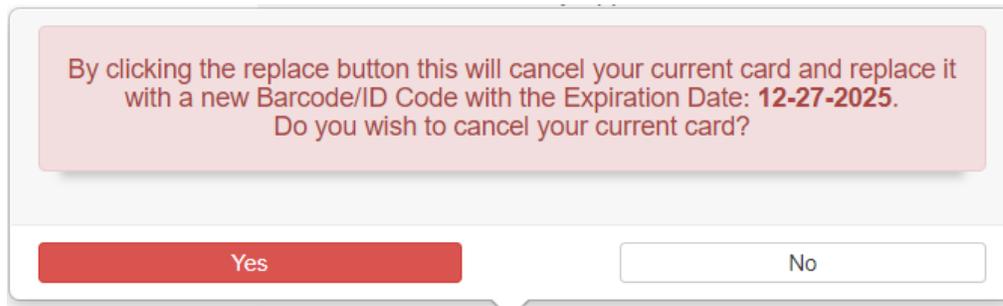
Replace

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 Replace button on your Issued, Patient 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.