



Medical Cannabis Program Frequently Asked Questions

January 2023

Purpose: *The purpose of this document is to provide additional information to prospective applicants who seek to become licensed as a medical cannabis establishment and licensed medical cannabis establishments. This document does not replace rules and regulations put forth for the program.*

General:

When making edibles, is a commercial food license needed to produce and sell edibles?

Yes, please see the regulations related to cannabis processing. **15 Miss. Admin. Code Pt. 22, Subpt. 6.** “Cannabis processing facilities that process edible cannabis products must also comply with any and all Department regulations for Mississippi Food Manufacture and Sale with fees and inspection schedules associated with risk level 4 for the related manufactured food permit.” 15 Miss. Admin. Code Pt. 22, R. 6.1.4.

How to report a complaint and what information is needed?

To share a complaint, concern or grievance that you have about a **licensed medical cannabis establishment** (e.g., cultivator, processor, dispensary, etc.) in Mississippi, please use our online form which may be accessed via the link below.

- Link: [Medical Cannabis Program \(smartsheet.com\)](https://smartsheet.com)

- Clearly identify the medical cannabis establishment.
- Please provide as much information as possible, including the basics of "who, what, when, and where". These details help us better understand your concerns.
- The online form allows you to share pictures and other documentation supporting your concern(s).

Does Mississippi State Department of Health regulate or oversee CBD in the state of Mississippi.

No, the Medical Cannabis Act, specifically excludes CBD.

Background Checks:

Who is required to have a background check?

- Individuals applying for the required work permit for employment by a licensed medical cannabis establishment. **Miss. Code Ann. § 41-137-39.**
- Individuals with an economic interest (as defined by the rules and regulations developed by the MS State Department of Health and MS Department of Revenue) in a prospective medical cannabis business entity. **Miss. Code Ann. § 41-137-35.**
- Individuals intending to serve as a registered caregiver to patient participants of the Mississippi Medical Cannabis Program. **Miss. Code Ann. § 41-137-23.**
- Individuals working in licensed medical cannabis establishments. **Miss. Code Ann. § 41-137-39.**

Are fingerprints required as part of the background check?

Yes, fingerprints are required. Until further notice, fingerprint cards must be submitted via U.S. mail to: MSDH Fingerprint Unit, 143B Lefleur's Square Jackson, MS 39211. In addition to the fee associated with the work permit itself, there is an additional \$50.00 fee that must be paid to process the fingerprint-based background check. This additional fee must be paid directly to the MSDH Fingerprint Unit, not the Medical Cannabis Program.

- For additional questions, contact the MSDH Fingerprint Unit at 601-364-5062.

Does the background check have to be conducted by the MS State Department of Health?

Yes.

1. You may have your fingerprint card completed by a local law enforcement entity. Please note that some local law enforcement agencies do charge a separate fee for this process. Please contact your local law enforcement agency for additional information.
2. Once the fingerprint card is completed, you must mail it to the MSDH Fingerprint Unit at the address mentioned above. Your fingerprints will be submitted through state and federal databases to determine whether you have been convicted of a disqualifying federal offense as defined by the **Medical Cannabis Act. See Miss. Code Ann. §§ 41-137-3(q) and 97-3-2.**

Will I be required to complete an affidavit prior to submitting my online application for a work permit or a business license?

Yes, in addition to your fingerprint card, you must complete either the “Affidavit of Applicant for Business Licensure” or the “Affidavit of Applicant for Work Permit”, dependent upon the type of application you plan to submit. This affidavit must be signed and notarized by a notary public.

What background check information & documentation do I submit with my online application?

- A statement providing the date of submission of the fingerprint card to the MSDH Fingerprint Unit.
- The signed, notarized affidavit referenced in FAQ #3.

Work Permits

Who is required to have a work permit?

Every medical cannabis establishment agent and employee shall be registered and receive a work permit issued by the Department before he/she may work for a licensed medical cannabis entity. This includes any individual with access to the premises of a medical cannabis establishment for purposes of providing labor or services on a regular or ongoing basis such as owners, employees, volunteers, and, in some circumstances, contractors. Contractors providing labor or services on an occasional or emergency basis at a medical cannabis establishment, however, are excepted from the work permit requirement. *See 15 Miss. Admin. Code Pt. 22, Subpt. 4.*

Patient/ Caregiver

How do I apply for a Medical Cannabis Card?

Please refer to the [MSDH Website](#), under the Medical Cannabis section and click the tab “[Apply for license/registration](#)” and follow the registration steps. When registering, click the appropriate license you are trying to receive. Screenshots are included below to assist you.

MISSISSIPPI STATE DEPARTMENT OF HEALTH

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Mississippi Medical Cannabis Program

The Mississippi State Department of Health is committed to meeting the statutory requirements of the Mississippi Medical Cannabis Act. Our goal is to provide a safe and accessible program that meets the needs of patients and the public health and safety of all Mississippi residents.

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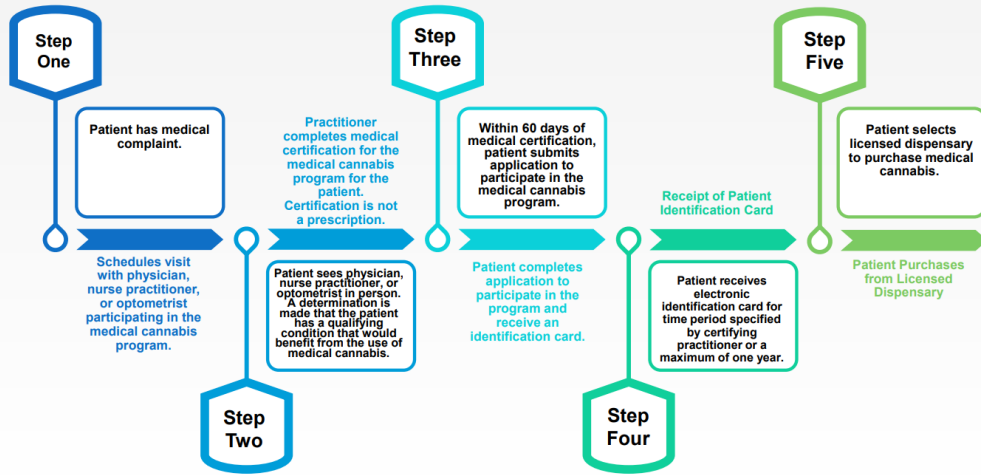
Contact

Can any doctor help me get medical cannabis?

No, they must be a licensed practitioner (MD, DO, Nurse Practitioner, Physician Assistant, or Optometrist) that has been registered with the Mississippi State Department of Health to certify you as having one of qualifying conditions included in the MS Medical Cannabis Act. This is only one step in the patient enrollment process. Patients seeking to participate in the medical cannabis program must also complete the application process with the MS State Department of Health. The MS State Department of Health actually issues the medical cannabis identification cards to patients.

- Practitioners do not actually write a prescription for medical cannabis.
- Please see the information below for the step-by-step patient enrollment process.

Medical Cannabis Patient Overview



How can I register cannabis as a practitioner to certify patients for the medical cannabis program?

Please refer to the [MSDH Website](#), under the Medical Cannabis section and click the tab “[Apply for license/registration](#)” and follow the registration steps. Step One - You must first register for an account to utilize the application system. Step Two – Log into the system using your account ID and password. Step Three – Click on “Create New Application”. Step Four – Select “I am a Practitioner”. Step Five – Complete “New Practitioner Registration”.

What does a disqualifying felony offense mean?

- A conviction for a crime of violence as defined by state law in **Miss. Code Ann § 97-3-2**.
- A conviction for a crime that was defined as a violent crime in the law of the jurisdiction in which the offense was committed, and that was classified as a felony in the jurisdiction where the person was convicted; or
- A conviction for a violation of a state or federal controlled substances law that was classified as a felony in the jurisdiction where the person was convicted, including the service of any term of probation, incarceration or supervised release within the previous five (5) years and the offender has not committed another similar offense since the conviction. Under this subparagraph, a disqualifying felony offense shall not include a conviction that consisted of conduct for which this chapter would likely have been prevented the conviction but for the fact that the conduct occurred before the effective date of the MS Medical Cannabis Act.

As a patient, how long will it take to get my medical cannabis registry identification card once I have applied?

Approval time: Upon completion of an application and supporting documents that meet regulatory requirements, there is a 30-day review and approval time. Upon approval of a patient application, patient identification cards are made available within five days. Please allow time for review and approval of patient applications and practitioner certification information. Applications are reviewed and determinations made in order of receipt of all required information.

- At this time, there is no tested medical cannabis available through licensed dispensaries in our state.

How long will my patient medical cannabis registry identification card be valid?

The certification is good for one year unless the practitioner limits the timeframe. **15 Miss. Admin. Code Pt. 22, Subpt. 2.** (In the Program Registry and Registry Identification Cards Regulations).

As an applicant, what is the time frame for submitting additional application information once it has been returned?

The timeline for the required revision is included in the return message to the applicant.

Can a minor apply for a Medical Cannabis card?

- A certification issued for a minor (under the age of 18) may only be issued by a physician (MD/DO). **15 Miss. Admin. Code Pt. 22, Subpt. 2.**
- Caregivers for minor patients **MUST** be the child's primary custodial parent or legal guardian. Documentation of custody will need to be uploaded with caregiver application in the form of a birth certificate or legal documents designating custody.

My application for a medical cannabis identification card as a patient was denied. How can I appeal this decision and how long do I have?

A Mississippi resident may bring a petition for judicial review of the agency's denial of your application in the circuit court located in the county where you reside within twenty (20) days after the issuance of the decision. If you are a non-Mississippi resident, you may bring a petition for judicial review of the agency's denial of your application in the Circuit Court of the First Judicial District of Hinds County, Mississippi within twenty (20) days after the issuance of the decision. **Miss. Code Ann. § 41-137-59.**

Can someone living in another state apply for a medical cannabis card?

Yes, there are guidelines for Nonresident qualifying patients. *See* **15 Miss. Code Ann. Pt. 22, RR. 2.5.1, 2.5.2, 2.5.3, & 2.5.4.**

Can other medical conditions be added to the list?

Yes, any Mississippi resident can petition MSDH to add serious medical conditions or treatments to the existing conditions listed in Miss. Code Ann. § 41-137-3. The Mississippi State Department

of Health will consider the petition and approve or deny the petition within 60 days of submission. **Miss Code Ann. § 41-137-17.** Additional information about this process is forthcoming.

How much medical cannabis may I have in my possession as a qualified patient?

A resident cardholder shall not obtain more than a total of six (6) MMCEUs of allowable medical cannabis in a week from a dispensary or a combination of dispensaries. A resident cardholder shall not obtain more than a total of twenty-four (24) MMCEUs of allowable medical cannabis in thirty (30) days from a dispensary or a combination of dispensaries. **Miss Code Ann. § 41-137-39.**

Will my insurance or Medicaid pay for my Medical Cannabis Fees?

Medicaid participants shall have a fifteen-dollar application fee and a fifteen-dollar card renewal fee. Medicaid, nor private insurance, pay for medical cannabis or medical cannabis products. **Miss Code Ann. § 41-137-41.**

What is a designated caregiver? Is this my physician or nurse practitioner?

A “designated caregiver” is a person, at least 21 years of age, who has agreed to assist no more than five (5) registered qualifying patients with their medical use of medical cannabis. Typically, a designated caregiver will *not* be your physician or nurse practitioner

How do I apply to be a designated caregiver?

First, you must be designated as a caregiver by a patient who is already approved for the program. You can apply to be a designated caregiver through the MSDH website. See the following link and follow the registration steps: [Medical Cannabis - Mississippi State Department of Health \(ms.gov\)](https://www.ms.gov/health/medical-cannabis). You will also need to complete the [Designation of Caregiver Form](#) and upload it with your application.

Do I need a caregiver card to purchase Medical Cannabis for my child?

Yes, for people under the age of 18, the custodial parent or legal guardian must be a qualified caregiver. **15 Miss. Admin. Code Pt. 22, Subpt. 2.**

Can a caregiver have more than one patient?

Each registered patient must designate that person as his/her caregiver as a first step in the caregiver approval process. A caregiver cannot assist more than **five (5)** registered qualifying patients with their medical use of medical cannabis, unless the designated caregiver's registered qualifying patients each reside in or are admitted to a health care facility or facility providing residential care services or day care services where the designated caregiver is employed. **15 Miss. Admin. Code Pt. 22, Subpt. 2.**

How can I find a licensed medical cannabis dispensary in Mississippi?

A complete listing of licensed dispensaries can be found on the Mississippi Department of Revenue's website: [Mississippi Medical Cannabis Act | DOR \(ms.gov\)](#).

Is there a list of registered practitioners that can certify interested patients?

Any licensed practitioner, that would like their information to be public, will be listed on the Mississippi Cannabis Patients Alliance. See Link: [MS Cannabis Patients Alliance](#).

As an interested patient, how much does it cost to apply for a medical cannabis registry identification card?

- There is no application fee, but there is a standard nonrefundable fee of \$25.00 and a nonrefundable fee of \$15.00 for Medicaid Participants. Include the disabled Veteran and first responder language here.
- Please note that there is a cost associated with seeing a registered practitioner to certify the condition. MSDH does not refer to these registered practitioners or set the costs associated with these visits.

What conditions do I need to have to qualify for a medical Cannabis registry identification card?

The following medical conditions or their treatment qualify for participation in the Mississippi Medical Cannabis Program:

- cancer
- Parkinson's disease
- Huntington's disease
- muscular dystrophy
- glaucoma
- spastic quadriplegia
- positive status for human immunodeficiency virus (HIV)
- acquired immune deficiency syndrome (AIDS)
- hepatitis
- amyotrophic lateral sclerosis (ALS)
- Crohn's disease
- ulcerative colitis
- sickle-cell anemia
- Alzheimer's disease
- agitation of dementia
- post-traumatic stress disorder (PTSD)
- autism
- pain refractory to appropriate opioid management
- diabetic/peripheral neuropathy
- spinal cord disease or severe injury

Also qualifying is a chronic terminal or debilitating disease or medical condition or its treatment that produces one or more of the following:

- cachexia or wasting syndrome
- chronic pain
- severe or intractable nausea
- seizures
- severe and persistent muscle spasms including, but not limited to, those characteristic of multiple sclerosis

Any resident of Mississippi may petition the MDOH to add serious medical conditions or their treatments to the list of debilitating medical conditions listed in **Miss. Code Ann. § 41-137-3**.

How do I replace my medical cannabis registry identification card if it is lost, stolen, or damaged?

A patient's Cannabis card will be available electronically. This enables the registered patient to print the card at his/her convenience.

Will my medical cannabis registry identification card be valid outside of Mississippi?

No, your Medical Cannabis card is only valid in Mississippi.

What happens if I am stopped by law enforcement, and I have my Medical Cannabis in my possession?

If stopped, there will be a verification process to ensure you are a registered medical cannabis patient in our State. **Miss. Code Ann. § 41-137-29**.

Practitioners

Must a practitioner have continuing education prior to applying to participate in the medical cannabis program?

Yes. Eight hours of continuing education is required in order to register initially with MSDH. Five hours of continuing education will be required at renewal. **Miss. Code Ann. § 41-137-39**.

Does a practitioner have to be registered by the MS State Department of Health?

Yes. A practitioner must be registered by MSDH prior to issuing a written certification for a person seeking to participate in the medical cannabis program.

When does the practitioner's certification expire?

Annual registration is required.

Can a qualified practitioner issue a certification for medical cannabis by telemedicine?

You can only obtain a certification following an initial in-person visit. **15 Miss. Admin. Code Pt 22, R. 2.9.3.**

Processing, Testing, Cultivator Facilities

How many plants is a licensed cultivator allowed to grow?

Cultivators' growing capacity is divided into tiers with associated fees for each corresponding level.

- **Micro-Cultivators**
 - Tier 1 (canopy of 1,000 square feet or less) - one-time application fee of \$1,500.00. Annual license fee of \$2,000.00.
 - Tier II (canopy of more than 1,000 square feet but not more than 2,000 square feet) - one-time application fee of \$2,500.00. Annual license fee of \$3,500.00.
- **Cultivators**
 - Tier I (canopy of not less than 2,000 square feet but not more than 5,000 square feet) - one-time application fee of \$5,000.00. Annual license fee of \$15,000.00.
 - Tier II (canopy of not less than 5,000 square feet but not more than 15,000.00 square feet) – one-time application fee of \$10,000.00. Annual license fee of \$25,000.00.
 - Tier III (canopy of not less than 15,000 square feet but not more than 30,000 square feet) – one-time application fee of \$20,000.00. Annual license fee of \$50,000.00.
 - Tier IV (canopy of not less than 30,000 square feet but not more than 60,000 square feet) - one time application fee of \$30,000.00. Annual license fee of \$75,000.00.
 - Tier V (canopy of not less than 60,000 square feet but not more than 100,000 square feet – one time application fee of \$40,000.00. Annual license fee of \$100,000.00.
 - Tier VI (canopy of 100,000 square feet or more) – one time application fee \$60,000.00. Annual license fee of \$150,000.00.

See Miss. Code Ann. § 41-137-35.

What are the security requirements for medical cannabis growing facilities, processing facilities, cultivating facilities and or testing facilities?

- Facilities have to be indoors, enclosed, and secured against unauthorized entry.
- Licensees must have an operational alarm system with continuous 24/7 coverage.

- Licensees must have 24/7 video surveillance systems in place with on- and off-site monitoring capabilities.
- Licensees' premises must be well-lit.
- Licensees must use commercial grade locks on outside doors and restrict access to the facilities to authorized personnel.

See 15 Miss. Admin. Code Pt. 22, Subpts. 5 & 6.

How long does the approval process take to have a licensed facility? (Cultivators, processors, dispensaries)

Upon submission of a completed application with all supporting documentation, please allow thirty days for review and determination.

What packaging requirements do I need to follow as a processing facility?

The following packaging requirements apply to all usable medical cannabis (retail-ready) being transferred to or sold to a medical cannabis dispensary for sale to a qualified patient and/or caregiver. Packaging and labelling, meeting the following requirements, must be in place when transferred or sold to a medical cannabis dispensary:

- Labels, packages, and containers shall not be attractive to minors and shall not contain any content that reasonably appears to target children, including toys, cartoon characters, or any color scheme, image, graphic, or feature that might reasonably be expected to make the product label, package, or container appealing to children.
- Packages should be designed to minimize appeal to children and shall not depict images other than the business name and logo of the medical cannabis establishment.
- Packaging must contain a label that reads: "Keep out of reach of children."
- All usable medical cannabis and cannabis products must be packaged in child-resistant containers at the point of sale or other transfer to a patient, a patient's parent, or legal guardian if patient is a minor, or a caregiver.
- Packages and labels shall not contain product names related to candy or candies (or any spellings thereof e.g., kandy, kandies, etc.)
- No cannabis and/or cannabis products shall be intentionally or knowingly packaged or labeled to cause a reasonable patient confusion as to whether the medical cannabis or medical cannabis product is a trademarked product or any commercially available candy, snack, baked good or beverage.
- Packages and labels shall not make any claims or statements that the medical cannabis or medical cannabis products provide health or physical benefits to the patient.

- Must not contain the logo of the Department or any seal, flag, crest, coat of arms, or other insignia that could reasonably mislead any person to believe the product has been endorsed, manufactured, or used by any state, county, or municipality or any agency thereof.
- Cannabis products that have a potency of over thirty percent (30%) total THC must be labeled as “extremely potent.”
- Edible cannabis products must be labeled with a clear determination of how much total THC is in a single serving size and how much THC is in the entire package. The single serving size must also be included on the label.
- Usable medical cannabis must include the following on the label:
 - Name of the cannabis and/or cannabis product.
 - Batch number of the cannabis and/or cannabis product.
 - Unique identifier number created by the seed to sale system.
 - Net quantity or weight of contents.
 - The length of time it typically takes for the product to take effect.
 - Disclosure of ingredients and possible allergens.
 - A nutritional fact panel.
 - The total amount of THC and CBD in the product as verified by the cannabis testing facility.
 - Terpenoid profile in the product as verified by the cannabis testing facility.
 - A notice of the potential harm caused by consuming medical cannabis; and,
 - For edible cannabis products, when practicable, a standard symbol indicating the product contains cannabis.

See 15 Miss. Admin Code Subparts 5 & 6.

What is the fee for the application for becoming a cultivator, processor, dispensary, transporter?

The application fee for each respective entity is listed below:

- Micro-Cultivator (Tier 1): \$1,500.00
- Micro-Cultivator (Tier 2): \$2,500.00
- Cultivator (Tier 1): \$5,000.00
- Cultivator (Tier 2): \$10,000.00
- Cultivator (Tier 3): \$20,000.00
- Cultivator (Tier 4): \$30,000.00

- Cultivator (Tier 5): \$40,000.00
- Cultivator (Tier 6): \$60,000.00
- Micro-Processor (Tier 1): \$2,000.00
- Micro-Processor (Tier 2): \$2,500.00
- Processor: \$15,000.00
- Dispensary: \$15,000.00
- Transporter: \$5,000.00

When transporting Medical Cannabis what information do I need to have?

- As a registered patient, you must keep your registry identification card with you at all times, especially when traveling to or from a licensed dispensary.
- As a licensed transporter, you must maintain the transportation manifest during transport.
See 15 Miss. Admin. Code Pt. 22, R. 7.10.9

MS Medical Cannabis Licensing:

What if a recommended practitioner certification is not available for my application?

If you have already visited your practitioner regarding participation in the medical cannabis program and you do not see a recommendation certification available, please contact your practitioner. Your practitioner must first be approved to participate in the program and then submit an electronic certification on your behalf. You will then be able to submit your application.

I would like to know the status of my application

If you applied online, you can check your application status online through the [MMCP Licensing Portal](#). When reviewing your application(s), you will see a column labeled Status where the current status of each application will be listed.

I need to apply for MS Medical Cannabis License

You must submit your application online through the [MMCP Licensing Portal](#).

I never received my verification email or am having issues with my password

- Please fill out this [MMCP Licensing Portal](#) with all the required information. NIC will review and get back to you within one business day at the e-mail address you include.
- The support team cannot provide application status information, modify your application, provide refund, provide advice on what documentation is needed, nor accept any documentation for your application.
- If you have non-technical questions regarding your application, **please do not use this form.**

- You can call the NIC technical support at 601-351-5023 and email us at nlssupport-ms@egov.com Please note this number/email cannot answer business, regulation, or policy questions.

Where can I find pre-application checklists?

- MSDH Pre-Application Checklist: [MSDH Pre-application Checklist](#).
- Mississippi Department of Revenue Pre-Application Checklist (Dispensaries): [MDOR Pre-application Checklist](#).

I have forgotten the email address that I originally registered with, what do I do to obtain access to my account?

- Patients should fill out this [MMCP Licensing Portal](#) with all the required information. NIC will review and get back to you within one business day at the e-mail address you include.
- The support team cannot provide application status information, modify your application, provide refund, provide advice on what documentation is needed, nor accept any documentation for your application.
- If you have non-technical questions regarding your application, **please do not use this form**. Instead, please call the NIC technical support hotline at 601-351-5023 and email us at nlssupport-ms@egov.com. Please note this number/email cannot answer business, regulatory compliance, or policy questions.

I don't see my application when I login to my account, where do I find it?

When logging into your account, your License Dashboard is listed first. Click on the Applications dashboard to resume working on your application.

I would like to update my contact and/or personal information in the Licensing Portal; how do I do that?

- Please fill out this [MMCP Licensing Portal](#) with all the required information. NIC will review and get back to you within one business day at the e-mail address you include.
- The support team cannot provide application status information, modify your application, provide refund, provide advice on what documentation is needed, nor accept any documentation for your application.
- If you have non-technical questions regarding your application, **please do not use this form**.
- Instead, please call the NIC technical support hotline at 601-351-5023 and email us at nlssupport-ms@egov.com Please note this number/email cannot answer business, regulation, or policy questions.

My application was rejected; how do I correct it?

- To correct your application, login to the [MMCP Licensing Portal](#), go to the Applications menu on the left-hand side, and select the application you would like to edit.
- You will need to resubmit your application after you have edited it in order for it to be reviewed.

I entered my birthdate or Social Security Number incorrectly and need to fix it; how do I do this?

- Please fill out this [Patient Portal Form](#) with all the required information. NIC will review and get back to you within one business day at the e-mail address you include.
- The support team cannot provide application status information, modify your application, provide refund, provide advice on what documentation is needed, nor accept any documentation for your application.
- If you have non-technical questions regarding your application, **please do not use this form.** Instead, please call the NIC technical support hotline at 601-351-5023 and email them at nlssupport-ms@egov.com Please note this number/email cannot answer business, regulation, or policy questions.

I am having technical issues uploading my documents or receiving an error while uploading them; how do I fix this?

- Please fill out this [MMCP Licensing Portal](#) with all the required information. NIC will review and get back to you within one business day at the e-mail address you include.
- The support team cannot provide application status information, modify your application, provide refund, provide advice on what documentation is needed, nor accept any documentation for your application.
- If you have non-technical questions regarding your application, **please do not use this form.** Instead, please call the NIC technical support hotline at 601-351-5023 and email them at nlssupport-ms@egov.com Please note this number/email cannot answer business, regulation, or policy questions.

I received an error while processing my payment.

- Please fill out this [MMCP Licensing Portal](#) with all the required information. NIC will review and get back to you within one business day at the e-mail address you include.
- The support team cannot provide application status information, modify your application, provide refund, provide advice on what documentation is needed, nor accept any documentation for your application.
- If you have non-technical questions regarding your application, **please do not use this form.** Instead, please call the NIC technical support hotline at 601-351-5023 and email them at nlssupport-ms@egov.com Please note this number/email cannot answer business, regulation, or policy questions.

MS Medical Cannabis Policy and Procedural Support

For questions regarding:

- Required documentation
- Eligibility
- Regulations
- Required information on the application
- Other non-technical questions on applying for your license
 - If you are a dispensary, please contact the Mississippi Department of Revenue (MS DOR) at:
Email Address: abcpermitdepartment@dor.ms.gov
Phone Number: 601-923-7690
 - If you are an Individual (Patient, Practitioner, Caregiver, Agent), please contact the Mississippi Department of Health (MSDH) at
Email Address: MCRegistration@msdh.ms.gov
 - If you are a business other than dispensary, please contact the Mississippi Department of Health (MSDH) at
Email Address: MCLicensing@msdh.ms.gov

Prefer to call/email instead?

You can call the NIC technical support at 601-351-5023 and email them at nlssupport-ms@egov.com. Please note this number/email cannot answer business, regulation, or policy questions.

To open a ticket for Technical or Payment Support, please fill out this [MMCP Licensing Portal](#) with all the required information. NIC will review and get back to you within one business day at the e-mail address you include. **Please Note: This form is only for NIC payment and technical support.**

How do I get additional information about licensed dispensaries in MS?

Any additional questions involving Dispensaries, refer to Mississippi Department of Revenue: [Mississippi Medical Cannabis Act | DOR \(ms.gov\)](#)

Contact Information:

Phone:(601) 923-7300

Email: abcpermitdepartment@dor.ms.gov

If I have become licensed, how does my business get access to Metrc?

Here is a direct link to Metrc: [Mississippi - Metrc](#) Metrc Help Line: 1-877-566-6506