

## Replacement Card Process

To request a replacement ID card, contact the Medical Marijuana Program via email at [medmarijuana@nd.gov](mailto:medmarijuana@nd.gov) or phone at 701-328-1311, option 7. If emailing, enter 'replacement card' as the subject. Be prepared to provide your card barcode number if possible. This number can be found both on your electronic ID card or your application after logging into the registration system.

If a card is lost or stolen, cardholders are required by law to notify the Medical Marijuana Program in writing (email suffices) within 24 hours from when they became aware of the situation.

For all other replacement reasons, including a name change, cardholders must notify the Medical Marijuana Program within 10 calendar days of the change. If changing a name, applicants will also be required to email a photo of their updated ND state issued ID that provides verification of the new name.

There are fees associated with the replacement card process.

Fee amount	Reason for Replacement
\$25	Lost or stolen card
\$5	Name change or other replacement reason

***\*\*If a card is replaced for a patient and they have a designated caregiver, the designated caregiver's card must also be replaced (and vice versa). This would fall under the 'other replacement reason' category.***

If a card is lost or stolen, the lost/stolen card will be suspended so that it is not in jeopardy of being used by somebody else. Once the replacement payment has been received, the card will be replaced. Program staff will provide information regarding ways to submit payment for a replacement card.

The Medical Marijuana Program will issue a replacement ID card within 20 calendar days after approval of the updated information. The replacement card will have a new 10-digit barcode number. The expiration date of the replacement card will be the same as what the original card expiration date was.

Once the replacement process has been started, it cannot be reversed. Therefore, if a reported lost card is later found, the replacement process must still proceed.