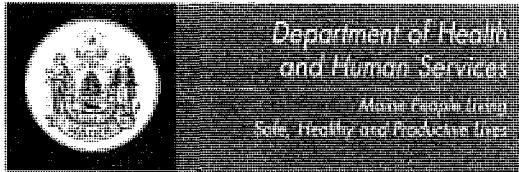


MAINE STATE LEGISLATURE

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Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

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December 1, 2014

Joint Committee on Health and Human Services
100 State House Station
Augusta, Maine 04333-0100

RE: Report: “*Framework for processing complaints concerning the Medical Use of Marijuana Program*”

Members of the Joint Standing Committee on Health and Human Services:

In response to the Legislature’s request, I am pleased to submit this report. The 126th Legislature mandated that the Department of Health and Human Services, report back to your committee regarding the handling of complaints concerning the Maine Medical Use of Marijuana Program (program). The pertinent language of Public Law 2013, chapter 516, section 17 is attached to this report. As many of you know, the Division of Licensing and Regulatory Services (division) operates the program. This report includes the status of division activity undertaken to meet each mandate.

1. “Develop a framework for processing, documenting and investigating complaints”

The Division has developed a complaint tracking case management system in ALMS (Agency License Management System) that will improve our ability to process, document and track complaint investigations within the limits of our enabling legislation. After several months of building, testing and training, the Medical Marijuana Program personnel began using the electronic tool on Monday, November 24, 2014. An essential component of the design is the ability to easily and reliably extract data through a wide range of reporting options, far more than what was available.

2. “Review mechanisms for processing, documenting and investigating complaints”

The ALMS system tracks complaints received by mail, email, phone, or walk-in sources. The Division will be able to generate a report at any time regarding the status of each complaint received. Each complaint will be classified according to the topic (for example certification, dispensing, cultivation or sales) in order for the Division to identify trends. The ALMS tracking system documents the outcome of each complaint. Further, the system aids in triage based on pre-defined business rules and logic for proper assignment to the most appropriate personnel, or direct referral to law enforcement.

System Benefits

Greater data consistency and ease in reporting will enable the Division to more effectively track complaints. This framework for processing complaints will assist the Division’s efforts to improve the Maine Medical Use of Marijuana Program and to ensure compliance with the program’s intended purpose of helping Maine citizens who have a demonstrated need for this medicine. No laws need to be enacted or rules authorized to implement this complaint tracking system. It is within the department’s existing statutory and regulatory authority to improve its complaint processing framework.

Thank you for your time and attention. Please contact me if you have any questions.

Sincerely,

Kenneth Albert, RN, Esq.

Director, Division of Licensing and Regulatory Services

Public Law 2013, chapter 516, section 17:

http://www.mainelegislature.org/legis/bills/bills_126th/chapdocs/PUBLIC516.rtf

An Act To Amend the Maine Medical Use of Marijuana Act

. . . .

Sec. 17. Framework for processing, documenting and investigating complaints regarding the Maine Medical Use of Marijuana Act. The Department of Health and Human Services shall develop a framework for processing, documenting and investigating complaints concerning the implementation of the Maine Medical Use of Marijuana Act. The department shall review mechanisms for processing, documenting and investigating complaints and shall report its recommendations to the joint standing committee of the Legislature having jurisdiction over health and human services matters by December 1, 2014. The department shall include in its report whether enacting new laws or authorizing new rules, either routine technical or major substantive, is required to implement the recommendations of the department.