

OREGON BOARD OF PHARMACY  
2011/2012 CERTIFIED OREGON PHARMACY TECHNICIAN RENEWAL  
FREQUENTLY ASKED QUESTIONS (FAQ'S)

**It is the responsibility of every Certified Oregon Pharmacy Technician to ensure they read the following information concerning the technician license renewal cycle.**

1. **Q. When were the 2011/2012 Certified Pharmacy Technician Renewal Notices mailed?**  
A. *Certified Pharmacy Technician Renewal Notices were mailed on June 30, 2011.*
2. **Q. I only received a letter in the mail explaining how to renew online. Where is my paper renewal form?**  
A. *Beginning with the 2010/2011 renewal cycle, paper renewal forms are no longer provided. Certified Pharmacy Technicians can only renew online. You still have the option of printing out your renewal confirmation sheet and paying your renewal fee by check or money order.*
3. **Q. Will a second renewal notice be mailed?**  
A. *No.*
4. **Q. What is the renewal fee?**  
A. *\$52.50 if the renewal is completed no later than August 31<sup>st</sup>. This includes:*
  - *\$50 renewal fee.*
  - *\$2.50 Healthcare Workforce Demographics Survey fee.**For more information: [www.oregon.gov/OHPPR](http://www.oregon.gov/OHPPR)*
5. **Q. When is the \$20.00 delinquent fee required?**  
A. *A delinquent fee is required if your online renewal is processed after 11:59pm on August 31<sup>st</sup>, or if you are mailing your payment to the Board and it is postmarked after August 31<sup>st</sup>. If the delinquent fee is required, the total amount due to renew your license is \$72.50.*
6. **Q. Where do I go to renew online?**  
A. *You will need to go to the Oregon Board of Pharmacy's website ([www.pharmacy.state.or.us](http://www.pharmacy.state.or.us)) and click on the [online renewal link](#).*
7. **Q. How do I renew online?**  
A. *You were mailed a renewal information letter. You will need your license number and the last 4 digits of your social security number to begin your online renewal. Once you fill in the required fields, you will be taken to the Online Renewal Form Information Page. Answer the required questions for each section, and pay by credit card or electronic check. You also have the option to print your renewal confirmation page and pay by check or money order.*
8. **Q. I can't renew online because I don't have a computer.**  
A. *If you do not have a computer, please go to your local library. They have computers available for public use. Or, you can contact your children/grandchildren or a friend for help in completing the online renewal.*

*You can also contact the Oregon Board of Pharmacy at 971-673-0001 to schedule an appointment to come to the Board office to complete your online renewal.*

9. **Q. How do I make my payment online?**  
A. *After completing the renewal online, you will be directed to US Bank's secure website where you can pay by MasterCard or Visa branded credit or debit card; or by electronic check. Be sure you have correctly entered your email address. A payment confirmation will be sent to the email you provide.*
10. **Q. Can I give the Board my credit card number and mail my renewal information to you?**  
A. *Under no circumstances can the Oregon Board of Pharmacy collect your credit card number or account information. Do not mail, fax, or e-mail your credit card information to the Board. Do not write your credit card information on anything you mail or send to the Board.*
11. **Q. Can I renew online but mail in my confirmation sheet with a check/money order?**  
A. *Yes. After completing your renewal, click the option to pay by mail. You must print out your renewal confirmation page, sign and date it, and mail with your check or money order to:*

*Oregon Board of Pharmacy  
Unit 19  
PO Box 4395  
Portland OR 97208 - 4395*

12. **Q. What is a Healthcare Workforce Demographics Survey?**  
A. *The Oregon Board of Pharmacy is required to collect healthcare workforce data from each Certified Pharmacy Technician before a license can be renewed. This information will be gathered and given to the Office for Oregon Health Policy and Research.*
13. **Q. Can I elect not to complete the Healthcare Workforce Demographics Survey?**  
A. *Under the law, the Oregon Board of Pharmacy cannot approve a renewal of a license until the applicant completes the survey. The survey is included in the online renewal process.*
14. **Q. Can I submit and pay my renewal via paper copy?**  
A. *No. All renewals must be completed online.*
15. **Q. If I am late in getting my renewal form and fee to the Board, can the \$20.00 delinquent fee be waived?**  
A. *No.*
16. **Q. If I submit my payment online, will I receive a confirmation of payment?**  
A. *Yes. When you complete your renewal payment, you will have the option of printing an online renewal confirmation page which will include payment information. You will also receive a confirmation email.*
17. **Q. I submitted a check/money order (or submitted payment by e-check) to the Board of Pharmacy with my renewal confirmation sheet, but have just been informed by my bank there is a problem with my account. What happens?**  
A. *All returned checks will be assessed a \$25.00 returned check fee. If paid by August 31<sup>st</sup>, the total fee will be \$77.50. If paid after August 31<sup>st</sup>, the total fee would be \$97.50. You will be informed of the total required fee necessary in order to renew your Certified Pharmacy Technician license if there is a problem.*

18. **Q.** There is a spot on the Certified Pharmacy Technician renewal application asking for my e-mail. Do you provide information to other companies?
- A. Yes. E-mail addresses are considered public information. The Oregon Board of Pharmacy is required by law to provide e-mail addresses to anyone who requests it. However, the e-mails that you previously provided to the Board are now in an "Official E-Mail Address for Board Use Only" status; and will be kept confidential. If you wish to list an e-mail as publicly disclosable, please list it at the space provided for this option.
19. **Q.** How do I change my address with the Oregon Board of Pharmacy?
- A. When completing the online renewal, simply type in the correct information. Outside the renewal cycle, e-mail, fax or mail your updated address to the Board office.
20. **Q.** I need copies of my Certified Pharmacy Technician license. Can you fax a copy of my license to me?
- A. No. Per agency policy, employers are allowed to make photocopies of their employee's licenses only for their employee/office files. ONLY ORIGINAL LICENSES AND BOARD CERTIFIED COPIES ARE ACCEPTABLE FOR POSTING pursuant to ORS 689.615.
21. **Q.** How do I obtain copies of my Certified Pharmacy Technician License?
- A. List how many copies (up to 20) of your license you require on the Certified Pharmacy Technician online license renewal. The first 2 copies of your license are free. If you need more than 2 copies, there is a \$5.00 fee per additional 2 copies. To obtain copies outside of the online renewal process, download the order form off our website and pay your fee via check or money order.
22. **Q.** How do I obtain a copy of the Oregon Newsletter?
- A. The Oregon Board of Pharmacy's official Newsletter can be subscribed to by sending an e-mail to the National Association of Boards of Pharmacy, with only the word "Subscribe" in the subject heading to: [OregonBOPNewsletter@nabp.net](mailto:OregonBOPNewsletter@nabp.net).
23. **Q.** I do not have access to a computer. Can you mail me a copy of the Oregon Newsletter?
- A. Yes. The fee is a \$5.00 per edition (paid via check or money order) for a paper copy of the Oregon Newsletter. Please send a request in writing to the Board office.
24. **Q.** I am a little nervous in providing my e-mail address to NABP. Will NABP provide my e-mail address to other companies?
- A. The Board has been told that NABP will not sell or publish any e-mail address collected. We recommend you use your Official E-Mail Address for Board Use Only.
25. **Q.** I am a Veteran. Where do I obtain more information on Oregon Veterans' Benefits?
- A. You can access the Oregon Department of Veterans' Affairs by going to the following address: <http://www.oregon.gov/ODVA/VEenefits/>.
26. **Q.** I have been called to active duty with the armed forces. How do I renew my Certified Pharmacy Technician license?
- A. If you are in the military, please provide a copy of your Armed Forces Identification Card or copy of your Leave and Earnings Statement. If you are in the National Guard or Reserves and are called to active duty, please provide a copy of the documentation showing that you have been activated.

You will still need to complete the online license renewal, choose the option to pay by check, print out the verification form, sign it, and return it with one of the documents

*listed above. If you are active duty, no fee is required.*

27. **Q.** I am serving as a Certified Pharmacy Technician with the US Department of Health and Human Services and wear a military uniform. Am I exempt from paying the Certified Pharmacy Technician renewal fee?  
**A.** No. Oregon Revised Statute 408.450 is the law concerning duty to pay fees during military service. This law is only for those individuals in the military, naval services, auxiliary corps thereof, or National Guard or Reserves who have been called to active duty.
- Members of the US Department of Health and Human Services are not part of the US military service and are required to submit payment of \$52.50 for their Certified Pharmacy Technician Renewal.*
28. **Q.** I have a change of employment, how do I update this information with the Board?  
**A.** When completing the online renewal, simply type in the corrected information.
29. **Q.** I work at several locations. How do I report more than one employer?  
**A.** Type in the correct information on your online renewal.
30. **Q.** When do I have to report a change of my employment?  
**A.** Oregon Administrative Rule 855-025-0200(7) states, "A pharmacy technician or certified pharmacy technician must notify the Board in writing, within 15 days, of any change in employment location or residence address except that a technician who is employed at more than one pharmacy need only report the name and address of the pharmacy at which the technician normally works the most hours."
31. **Q.** Can I call you with the change of employment or address information?  
**A.** No. The Oregon Board of Pharmacy requires changes to be updated via mail, e-mail or fax.
32. **Q.** I recently had a name change, how do I report this to the Board?  
**A.** The Board requires a copy of the legal document showing your name has been legally changed. Documents accepted include copies of Marriage Certificates, Divorce Decrees, or Court Documents showing your name has been legally changed.
33. **Q.** How many hours of CE are required per year?  
**A.** Oregon requires one hour of pharmacy law continuing education per renewal period. Contact PTCB or NHA for information on CE requirements for your national certification.
34. **Q.** During what dates must the CE be earned?  
**A.** CE must be earned from September 1, 2010 through August 31, 2011 and before submitting your online renewal to the Board.
35. **Q.** I obtain CE from out of state as part of my other state licensing requirements as a Certified Pharmacy Technician. Will Oregon accept CE from out of state?  
**A.** Yes, as long as it was earned between September 1, 2010 through August 31, 2011 and before submitting your renewal to the Board.
36. **Q.** Can the law CE be earned from another source besides the one provided on the Oregon Board of Pharmacy's website?  
**A.** Yes. The Oregon Board of Pharmacy will accept any law CE that is accepted by PTCB or NHA.

37. **Q. Is the law CE provided on the Oregon Board of Pharmacy's website mandatory?**  
A. *No. This CE is offered for Certified Pharmacy Technicians as a resource in obtaining the 1 hour of required law CE.*
38. **Q. Is "Live" CE required?**  
A. *At this time, there is no requirement to have attended a "Live" CE session for Oregon.*
39. **Q. Do I submit copies of my completed CE to the Oregon Board of Pharmacy?**  
A. *No. Do not forward copies of your CE Certificates to the Board as they are not required. If you are randomly selected for a CE Audit, you will receive a letter after completion of the Certified Pharmacy Technician renewal cycle pursuant to OAR 855-025-0015(3).*
40. **Q. When do I submit copies of my completed CE to the Oregon Board of Pharmacy?**  
A. *If you are randomly selected for a CE audit, you will have approximately 1 month to submit your completed CE Certificates to the Board.*
41. **Q. I have been selected for an audit but cannot find copies of my completed CE. What do I do?**  
A. *If you cannot find copies of your CE Certificates, contact the CE provider for copies, as they are required to keep completed CE on file for at least 3 years.*
42. **Q. I need a license verification showing I have renewed my license. Can I get a letter from the Board of Pharmacy showing my updated status?**  
A. *Due to the heavy volume of renewals during this time, the Board of Pharmacy will not be issuing license verifications. Employers can access the Board of Pharmacy's Online License Lookup and Verification to see if your license has been renewed. There is a \$10.00 fee for a paper license verification.*
43. **Q. Between my last Certified Pharmacy Technician renewal and this renewal cycle, I was in trouble with the law. What do I do?**  
A. *Pursuant to Oregon Administrative Rule 855-025-0020(3), "A pharmacy technician or certified pharmacy technician must report to the Board within 10 days if they: (a) Are convicted of a misdemeanor or a felony; or (b) If they are arrested for a felony.*  
  
*If you need to report an arrest, there are instructions within the online renewal which detail what you will need to provide.*
44. **Q. How do I lapse my Certified Pharmacy Technician license?**  
A. *If you do not wish to renew your license, submit a statement to the Board requesting that we lapse your license. Otherwise, simply do not renew your license. Your Certified Pharmacy Technician license will automatically be lapsed on October 1, 2011.*
45. **Q. I previously lapsed my Certified Pharmacy Technician license. How do I bring it back to an active status?**  
A. *If your license has been lapsed for a full year or more, you may reinstate it by completing a new Certified Pharmacy Technician license application. Beginning February 1, 2011, the Oregon Board of Pharmacy implemented a fingerprinting requirement for all new applicants and for those individuals who have had a lapsed license for more than 1 year. We have fingerprint cards and Identity Verification forms that are specific to the Oregon Board of Pharmacy for this requirement. YOU MUST USE OUR FORMS FOR THE FINGERPRINTING REQUIREMENT. The forms will be supplied to you upon receipt of your new application.*

*If your license has not been lapsed for at least one full year, you may renew your 2010 license online, using the Renewal ID Number provided in the 2010 renewal notice. If you no longer have your 2010 renewal notice, or never received it, you may request a reprint from the Board by sending a check or money order for \$5.00 along with your written request for the reprint to the Board office.*

*Once you have completed the 2010 online renewal, it will take 2 to 5 business days for your 2011 renewal to become available online. If you see that your 2010 license is active, but you cannot log in to the 2011 renewal yet, please wait one day and try again before contacting the Board.*

46. **Q.** **What do I do? Since my last renewal was submitted, I moved or did not receive a renewal form.**
- A.** *It is the responsibility of each Certified Pharmacy Technician to notify the Oregon Board of Pharmacy of any updates to their address.*

*The Oregon Board of Pharmacy must receive your online renewal no later than August 31<sup>st</sup>, or your renewal confirmation and payment must be postmarked no later than August 1<sup>st</sup> to avoid the \$20.00 delinquent fee. The Board cannot waive the delinquent fee.*

*You do not need a Renewal ID Number this year to complete the online renewal. You will need your license number and the last 4 digits of your Social Security Number. Your license number can be found on your purple Oregon Board of Pharmacy Certified Oregon Pharmacy Technician license. The number begins with the letters "CPT-" followed by seven numbers. You only need to enter the numbers in the online renewal login.*