

Certified Oregon Pharmacy Technician
FAQs for the 2015 Renewal Cycle

Q1. When will the 2015 Certified Oregon Pharmacy Technician Renewal Notices be mailed?

A1. Certified Oregon Pharmacy Technician Renewal Notices will be mailed the second week in July. Note this will be your only notification.

Q2. How do I renew my Certified Oregon Pharmacy Technician license?

A2. Your license number and the last 4 digits of your social security number are needed to begin your online renewal. Once you fill in these required fields, you will be taken to the Online Renewal 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.

Q3. Where do I go to renew online?

A3. You will need to go to the Oregon Board of Pharmacy's website: (www.pharmacy.state.or.us) and click on the [online renewal link](#).

Q4. When is the \$20.00 delinquent fee assessed?

A4. A delinquent fee is required if your online renewal is submitted after 11:59 pm on August 31st, or if you are mailing your payment to the Board and it is postmarked after August 31st. If the delinquent fee is required, the total amount due to renew your license is \$72.50. The delinquent fee cannot be waived.

Q5. I can't renew online because I don't have a computer.

A5. Your local library has computers available for public use. 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.

Q6. How do I make my payment online?

A6. After completing the renewal online, you will be directed to US Bank's secure website where you can pay by credit card (MasterCard/Visa) or by electronic check. Be sure you have correctly entered your email address. A payment confirmation will be sent to the email you provide.

Q7. Can I give the Board my credit card number and mail my renewal information to you?

A7. Under no circumstances can the Oregon Board of Pharmacy collect your credit card number or account information. Do not mail, fax, e-mail or write your credit card information on anything you mail to the Board.

Q8. Can I renew online but mail in my confirmation sheet with a check/money order?

A8. 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
800 NE Oregon St Ste 150
Portland OR 97208 – 4395

Q9. Can I submit and pay my renewal via paper copy?

A9. No. All renewals must be completed online.

Q10. If I submit my payment online, will I receive confirmation of payment?

A10. 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 payment confirmation from U.S. Bank at the email address you have provided.

Q11. 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 that there is a problem with my account. What happens?

A11. All returned checks will be assessed a \$35.00 returned check fee. Under these circumstances, if your renewal fee and returned check fee are paid in full by August 31st, the total fee will be \$87.50. If your renewal fee and returned check fee are paid after August 31st, the total fee will be \$107.50. If your check is returned you will be informed of the total required fee necessary in order to renew your Certified Oregon Pharmacy Technician license. This cannot be paid online, and must be paid via money order and mailed to the Board office.

Q12. What is a Healthcare Workforce Demographics Survey?

A12. The Oregon Board of Pharmacy is required by law to collect healthcare workforce data from each Certified Oregon Pharmacy Technician before a license can be renewed. This information will be gathered and given to the Office for Oregon Health Policy and Research, a division of the Oregon Health Authority.
<http://www.oregon.gov/oha/OHPR/pages/index.aspx>

Q13. Can I elect not to complete the Healthcare Workforce Demographics Survey?

A13. No. 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.

- Q14. How do I change my address with the Oregon Board of Pharmacy?**
A14. When completing the online renewal, simply type in the correct information. You may also submit an e-mail, fax or use the on-line electronic address / employment change form found on the Board's website:
http://www.oregon.gov/Pharmacy/Pages/Address_Change.aspx
You may also mail your updated address to the Board office.
- Q15. Is the Board going to provide a way for Certified Oregon Pharmacy Technicians to submit their email address?**
A15. This information will be requested when you submit your online license renewal.
- Q16. Will the Board share my private, official e-mail address designated for Board use only?**
A16. No. The Board will not sell or publish your private, official e-mail address for Board use only.
- Q17. Is the Board still utilizing the CPT license acronym?**
A17. Yes.
- Q18. Is national certification required to renew my Certified Oregon Pharmacy Technician license?**
A18. No.
- Q19. How many Continuing Pharmacy Education hours are required to satisfy the 2015 renewal requirements?**
A19. 10 continuing pharmacy education hours are required between **September 1, 2014 and August 31, 2015.** This must include:
- One hour of continuing pharmacy education must be in **pharmacy law.**
 - One hour of continuing pharmacy education must be in **patient safety or error prevention.**
 - Eight other hours of continuing pharmacy education hours or documented onsite training, approved by the Board.
 - CONTINUING EDUCATION REQUIREMENTS ARE NOT REQUIRED FOR CERTIFIED OREGON PHARMACY TECHNICIANS APPLYING FOR THE FIRST RENEWAL OF THEIR LICENSE IF THEY HAVE NOT BEEN LICENSED BY THE BOARD FOR AT LEAST ONE YEAR PRIOR TO OCTOBER 1 OF THE RENEWAL PERIOD.
(NOTE: If your renewal is submitted on September 1st or later, you will be subject to the \$20.00 delinquent fee.)
- Q20. Is the law CE provided on the Oregon Board of Pharmacy's website mandatory?**
A20. No. This CE is offered for Certified Oregon Pharmacy Technicians as a resource in obtaining the one hour of required law CE.

- Q21. Do I submit copies of my completed CE to the Oregon Board of Pharmacy?**
A21. No. Please 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 renewal cycle.
- Q22. Is “Live” or “Technician Specific” CE required to renew my Certified Oregon Pharmacy Technician license?**
A22. No.
- Q23. I have a change of employment, how do I update this information with the Board?**
A23. When completing the online renewal, simply type in the correct information.
- Q24. Can I call the Oregon Board of Pharmacy with the change of employment or address information?**
A24. No. The Oregon Board of Pharmacy requires changes to be updated e-mailed, faxed or by using the on-line electronic address/employment change form: http://www.oregon.gov/Pharmacy/Pages/Address_Change.aspx
You can also mail your updated address to the Board office.
- Q25. I recently had a name change, how do I report this to the Board?**
A25. The Board requires a copy of the legal document that reflects that 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. We also require a copy of your drivers’ license or social security card showing your new name.
- Q26. Between my last Certified Oregon Pharmacy Technician renewal and this renewal cycle, I was in trouble with the law. What do I do?**
A26. You are required to report any arrest, conviction, or non-traffic citation since the last renewal. Answer the renewal questions honestly and submit the required information promptly.
- Q27. 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?**
A27. Due to the heavy volume of renewals during this time, the Board of Pharmacy will not be issuing license verifications during the renewal cycle. Employers can access the Board of Pharmacy’s Online License Lookup and Verification system to verify that a license has been renewed. After the renewal cycle, if you would like to receive a license verification, there is a \$10.00 fee (check or money order only) for a paper license verification.
- Q28. Can a copy of my license be faxed to me?**
A28. No. Per agency policy, employers are allowed to make photocopies of their employee license only for their employee/office files. ONLY ORIGINAL LICENSES AND BOARD CERTIFIED COPIES ARE ACCEPTABLE FOR POSTING pursuant to ORS 689.615.
- Q29. How do I obtain copies of my Certified Oregon Pharmacy Technician License?**
A29. List the amount of copies (up to 20) you require when completing your online renewal. The first two copies of your license are free if requested during the online renewal

process. If you need more than two copies, there is a \$5.00 fee per additional two 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.