

OREGON BOARD OF PHARMACY
2018/2020 CERTIFIED OREGON PHARMACY TECHNICIAN RENEWAL
FREQUENTLY ASKED QUESTIONS (FAQ'S)

****IMPORTANT INFORMATION****

Your license will be valid until June 30, 2020.

1. **Q. When can I renew my 2018/2020 Certified Oregon Pharmacy Technician License?**
A. *Certified Oregon Pharmacy Technician Renewals open Mid – Late March.*

2. **Q. How do I renew?**
A. *You will be mailed a renewal postcard. 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 two 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. Note: a second renewal postcard will not be mailed.*

3. **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) and click on the [online renewal link](#).*

4. **Q. What is the total renewal fee?**
A. *\$54.00 if the renewal is completed no later than May 31st. This includes:*
 - *\$50.00 Biennial Renewal fee.*
 - *\$ 4.00 Biennial Healthcare Workforce Demographic Survey fee.*

5. **Q. When is the \$20.00 delinquent fee required?**
A. *A delinquent fee is required if your online renewal is processed after 11:59 pm on May 31st, or if you are mailing your payment to the Board and it is postmarked after May 31st. If the delinquent fee is required, the total amount due to renew your license is \$74.00.*

6. **Q. What is a Healthcare Workforce Demographic Survey?**
A. *By law, 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. Click [here](#) for more information.*

7. **Q. Can I elect not to complete the Healthcare Workforce Demographic Survey?**
A. *No. By 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.*

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

Go to the Oregon Board of Pharmacy's website (www.oregon.gov/pharmacy) and click on the [online renewal link](#). You can update your address in the renewal process.

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

9. **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. If you don't make an appointment, you may have to wait for an available staff member to assist you.*
10. **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 credit card (MasterCard/Visa, Discover, American Express) or by electronic check. Be sure you have correctly entered your email address. A payment confirmation will be sent to the email you provide.*
11. **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, e-mail or write your credit card information on anything you mail to the Board.*
12. **Q. *Can I renew online pay by sending in a check or money order?***
A. *No. The Oregon Board of Pharmacy requires that all renewal payments be made via electronic means. You can pay via e-check by entering your checking or savings account information in the US Bank payment system.*
13. **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 you may submit an e-mail, fax or use the on-line electronic address / employment change form found on the Board's website:
https://www.oregon.gov/pharmacy/Pages/Address_Change.aspx.*
14. **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 new information.*
15. **Q. *I work at several locations? How do I report more than one employer?***
A. *Type in the correct information on your online renewal or email the Board at pharmacy.board@oregon.gov.*
16. **Q. *When do I have to report a change of my employment or personal information?***
A. *Oregon Administrative Rule 855-025-0020(7) states, "A Pharmacy Technician or Certified Oregon Pharmacy Technician must notify the Board in writing, within 15 days, of any change in email address, employment location or residence address".*
17. **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 from US Bank. Please check your email, including SPAM*

folders, before resubmitting any payment if you are unsure if your payment was processed.

18. **Q. I submitted my renewal online and haven't received my license yet. What should I do?**

A. *Due to the heavy volume of renewals, please allow 15-20 business days for the processing and mailing of your license.*

To see if your license has been renewed, please go to the Oregon Board of Pharmacy's [Online License Lookup & Verifications](#). If your expiration date shows 06/30/2020, your license has been renewed and you should receive your license soon.

19. **Q. I need copies of my Certified Oregon Pharmacy Technician License. Can you fax a copy of my license to me?**

A. *No. ONLY ORIGINAL LICENSES AND BOARD CERTIFIED COPIES ARE ACCEPTABLE FOR POSTING pursuant to ORS 689.615. Employers may make photocopies of their employee licenses only for their employee/office files.*

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

A. *All returned checks will be assessed a \$35.00 returned check fee. If paid by May 31st, the total fee will be \$89.00. If paid after May 31st, the total fee will be \$109.00. You will be informed of the total required fee necessary in order to renew your Certified Oregon Pharmacy Technician license if there is a problem.*

21. **Q. How do I obtain copies of my Certified Oregon Pharmacy Technician License?**

A. *List how many (up to 20) copies of your license you require on the Certified Oregon Pharmacy Technician license online 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 many hours of Continuing Education do I have to complete for this renewal period.**

A. *20 hours of CE must be completed during the period of 7/1/16-6/30/18. You will need to complete a **minimum of 20 hours of CE** which must include:*

- ✓ 2 hours of Pharmacy Law
- ✓ 2 hour of Patient Safety or Medication Error Prevention
- ✓ 16 hours of your choice of relevant pharmacy CE or Board approved on-site training

**If you have more than 2 hours in either of the categories listed above, you may count those hours toward the remaining 16 "other" hours. The Oregon Board of Pharmacy recognizes CE that is ACPE accredited as well as those that have been approved by the Board. Please take the time to check your certificates to verify that you have the required number of hours and that the ACPE or Oregon Board of Pharmacy approval is listed. For more information, please click [here](#) for the CE FAQ's.*

23. **Q. I have been called to active duty with the armed forces. How do I renew my Certified Oregon Pharmacy Technician license?**

A. *If you are in the military complete the online renewal and select the "ACTIVE MILITARY CLICK HERE" button. You will need to 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.

24. **Q.** I am serving as a Certified Oregon Pharmacy Technician with the US Department of Health and Human Services and wear a military uniform. Am I exempt from paying the Certified Oregon 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 \$54.00 for their Certified Oregon Pharmacy Technician Renewal.*
25. **Q.** I recently had a name change, how do I report this to the Board?
- A. The Board requires two documents showing that your name has been legally changed. Documents accepted include copies of Marriage Certificates/License, Divorce Decrees, or Court Documents showing your name has been legally changed **AND** a copy of your state issued driver's license or Social Security Card that shows your new name.
26. **Q.** Between my last Certified Oregon Pharmacy Technician renewal and this renewal cycle, I was in trouble with the law. What do I do?
- A. If you have been arrested or cited for violations of the law other than simple traffic infractions such as speeding or parking tickets, you must provide the following items:
- A written explanation of the circumstances in detail;
 - Copies of all police reports. Contact the police agency(ies) involved for police reports;
 - Court documents. Contact the court for court documents; and
 - Other related documents
27. **Q.** How do I lapse my Certified Oregon 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 Oregon Pharmacy Technician license will automatically be lapsed on July 1, 2018.
28. **Q.** I previously lapsed my Certified Oregon Pharmacy Technician license. How do I bring it back to an active status?
- A. Please contact the Oregon Board of Pharmacy for a Certified Oregon Pharmacy Technician Application, fee information, certification requirements and national fingerprint background check instructions. The Oregon Board of Pharmacy requires national fingerprint background checks for all new applicants and for those individuals who have had a lapsed license for more than 1 year.
29. **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 by e-mail, fax, US Mail, or by using the on-line electronic address/employment change form found on the Board's website: https://www.oregon.gov/pharmacy/Pages/Address_Change.aspx.
30. **Q.** How do I obtain a copy of the Oregon Board of Pharmacy's Newsletter?
- A. To subscribe to the Oregon State Board of Pharmacy newsletter alert e-mail list, please click [here](#).

The Oregon Board of Pharmacy Newsletter is only available online. This will provide direct access to the e-Newsletter for Oregon licensed pharmacy technicians, pharmacy interns and pharmacists, as well as any other persons interested in Board of Pharmacy news.

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- 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.
32. 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: <https://www.oregon.gov/ODVA/BENEFITS>.