

OREGON BOARD OF PHARMACY
2019/2021 PHARMACIST RENEWAL
FREQUENTLY ASKED QUESTIONS (FAQ'S)

****IMPORTANT INFORMATION****

Your renewed license will be valid until June 30, 2021.

1. **Q. When can I renew my 2019/2021 Pharmacist License?**
A. *Pharmacist renewals open in early April.*

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.*

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.oregon.gov/pharmacy) and click on the [online renewal link](#).*

4. **Q. What is the total renewal fee?**
A. *\$174.00 if the renewal is received or postmarked **no later than May 31st**. This includes:*
 - *\$120.00 Biennial Renewal fee*
 - *\$ 50.00 Biennial Prescription Drug Monitoring Program fee*
For more information: www.orpdmp.com
 - *\$4.00 Biennial Healthcare Workforce Reporting Program fee*
For more information:
<https://www.oregon.gov/oha/HPA/ANALYTICS/Pages/Health-Care-Workforce-Reporting.aspx>

5. **Q. When does the renewal fee increase to \$224.00?**
A. *If your online renewal is submitted June 1st or later, the fee to renew your license is \$224.00.*

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 Pharmacist 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 the renewal postcard. What do I do?**
A. *It is the responsibility of each pharmacist to notify the Oregon Board of Pharmacy of any updates to their address. Oregon Administrative Rule 855-019-0205(7) states, "A pharmacist must notify the Board in writing, within 15 days, of any change in email address, employment location or residence 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 prior to June 1st to avoid the higher renewal fee. The Board cannot waive fees.

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.*
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 and 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. Please be sure to verify the information prior to submitting your payment. Returned payments are subject to a \$35 returned payment fee.*
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 of the renewal cycle you may submit an e-mail, fax or use the online electronic address / employment change form found on the Board's website:*
- https://www.oregon.gov/pharmacy/Pages/Address_Change.aspx
14. **Q. *I am hesitant to provide my e-mail address to the Board. Will the Board share my e-mail address with other companies?***
A. *The Board will not sell or publish your official e-mail address listed for Board Use Only.*
15. **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.*
16. **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.licensing@oregon.gov.*
17. **Q. *How will I know that my payment and renewal have been received by the Board? 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.*
- To verify at any time that your renewal has been completed, you can log back into the renewal system. You will be able to access your completed renewal information.*
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 06/30/2021, your license has been renewed and you should receive your license soon.

19. **Q. I need copies of my Pharmacist 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. How do I obtain copies of my Pharmacist License?**
A. List how many (up to 20) copies of your license you require on the Pharmacists 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.
21. **Q. I submitted an e-check, my payment did not go through. How do I make my payment?**
A. All returned payments are subject to a \$35.00 returned payment fee. If paid by May 31st, the total fee will be \$209.00. If paid after May 31st, the total fee will be \$259.00. You will be informed of the total required fee necessary in order to renew your Pharmacist license if there is a problem.
22. **Q. How many hours of Continuing Education do I have to complete for this renewal period.**
A. 30 hours of CE must have be completed in the period of July 1, 2017 to the date you renew your license. You will need to complete a **minimum of 30 hours of CE** which must include:
✓ 2 hours of Pharmacy Law
✓ 2 hour of Patient Safety or Medication Error Prevention
✓ 26 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 26 “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 am an Oregon Preceptor. How do I renew my license?**
A. Check the appropriate box when completing the online renewal.
24. **Q. I am licensed with Oregon as a Pharmacist, but work out of state. Can I obtain a Preceptor license?**
A. No. Oregon Preceptor licenses are issued to Pharmacists practicing in Oregon. If you are working in another State, you need to follow that state's laws and rules for Preceptor licensure.
25. **Q. If I am not licensed as a Preceptor and work out of state, how will an Oregon Intern receive approval of their Intern hours?**
A. Oregon Interns must follow the rules of the state in which they are obtaining hours. If this is part of the Intern's school based rotations, then the school is responsible for receiving the Intern hours and the Pharmacist must follow that state's laws and rules.
26. **Q. My Preceptor license expired last year. How can I bring it back to an active status?**
A. During the Pharmacist renewal cycle, please check the box which states: “I wish to renew (or obtain) my Oregon Preceptor License.”

Outside of the Pharmacist renewal cycle, submit a Preceptor license application which can be found on the Oregon Board of Pharmacy's website. You can email a pdf to pharmacy.licensing@oregon.gov or fax the application to the Board at 971/673-0002.

27. **Q. Why does the Pharmacist renewal include questions regarding Immunizing Pharmacists?**

A. The Board is collecting information on the Pharmacist renewal about Pharmacists who have obtained certificates from the Oregon Health Authority Immunization Program. Please check the box which indicates that you are an Immunizing Pharmacist per Oregon Administrative Rule 855-019-0270.

If you have questions concerning the Immunizing Provider requirements or would like more information on training for Immunization Providers, please contact the [Oregon Health Authority](#).

28. **Q. Why does the Healthcare Workforce Reporting survey include questions regarding Cultural Competence Continuing Education?**

A. During the 2013 legislative session, House Bill (HB) 2611 passed into law. This law creates requirements for OHA through their Office of Equity and Inclusion (OEI) to provide resources and support for improving the cultural competence of regulated health care professionals in Oregon and to report to the Oregon Legislative Assembly about the level of participation in CE among these professionals. Stat. Auth.: ORS 413.450, 2013 Oregon Law.

The Oregon Office of Equity and Inclusion is requiring the Board to annually report the number of Pharmacists who have completed Cultural Competence CE. The report must include the number of those that completed Cultural Competence CE from the OHA approved list available here:

https://www.oregon.gov/oha/OEI/Documents/CCCE%20Registry_010419.pdf

For more information please see the Office of Equity and Inclusion's website:

<https://www.oregon.gov/oha/OEI/Pages/CCCE-HB2611-2013.aspx>

You can read the Board of Pharmacy's statement regarding Cultural Competency Continuing Education, dated August 2014:

<http://www.oregon.gov/pharmacy/Imports/Memos/CulturalCompetencyContinuingEducation.pdf>.

29. **Q. I have been called to active duty with the armed forces. How do I renew my Pharmacists 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.

30. **Q. I am serving as a Pharmacist with the US Department of Health and Human Services and wear a military uniform. Am I exempt from paying the Pharmacists 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 for their Pharmacist Renewal.

31. **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 verifies your new name.*
32. **Q. Between my last Pharmacist 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*
33. **Q. How do I lapse or retire my Pharmacist license?**
 A. *If you do not wish to renew your license and have been a pharmacist for less than 20 years, please submit a statement to the Board requesting that we lapse your license. If you have been a pharmacist for 20 years or longer, please submit a statement to the Board requesting that we retire your license. Otherwise, simply do not renew your license. Your pharmacist license will automatically lapse or retire on July 1, 2019.*
34. **Q. I previously lapsed my Pharmacist license. How do I bring it back to an active status?**
 A. *A pharmacist who fails to renew their license by the deadline may reinstate their license as follows per Oregon Administrative Rule 855-019-0170:*
 - *By payment of the license fees and delinquency fees for all years during which the license was lapsed and for the current year; and*
 - *By providing certification of completion of the continuing education requirements for all years in which the license was lapsed; and*
 - *If their license has been lapsed for more than one year, pass the Oregon Multistate Pharmacy Jurisprudence Examination (MPJE) with a score of not less than 75.*

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 one year. Please email the Oregon Board of Pharmacy at pharmacy.licensing@oregon.gov for a Pharmacist Application, fingerprint instructions and information as to the total fees and CE requirements.
35. **Q. I previously retired my Pharmacist license. How do I bring it back to an active status?**
 A. *A pharmacist in good standing who retired from the practice of pharmacy after having been licensed for at least 20 years need only pay the biennial license fee for the year in which they are seeking to reactivate their license. They will also need to complete the following:*
 - *Provide proof of completion of the continuing education requirements for all years in which the license was retired; and*
 - *If license has been retired for more than one year, pass the Oregon Multistate Pharmacy Jurisprudence Examination (MPJE) with a score of not less than 75.*

The Oregon Board of Pharmacy requires a national fingerprint background check for those individuals who have had a retired license for more than one year. Please contact the Oregon Board of Pharmacy for a Pharmacist Renewal Application, national fingerprint-based background check information, and information as to the total fees and continuing education requirements.

36. **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, at pharmacy.licensing@oregon.gov 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.
37. **Q. How do I subscribe to the Oregon Newsletter, OBOP agendas and/or rulemaking notices?**
A. Go to <https://www.oregon.gov/pharmacy/pages/newsletters.aspx> to subscribe to any of the items listed above.
38. **Q. I am hesitant to provide 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.
39. **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/pages/default.aspx>.