



MISSOURI BOARD OF PHARMACY

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PHARMACIST RENEWAL FREQUENTLY ASKED QUESTIONS

GENERAL QUESTIONS

- Q. I received a renewal postcard. Will I be mailed a paper renewal?
- A. The renewal postcard explains the secure online renewal process. You may request a paper renewal by returning the request card attached to your renewal postcard. Unless requested, a paper renewal will not be mailed and you must renew online. To allow time for mailing, your renewal request card should be returned before September 15, 2010. *You will not be able to practice pharmacy in Missouri if your license is not renewed by the Board by the October 31st deadline.*
- Q. When is the renewal deadline?
- A. All Missouri pharmacist licenses must be renewed on or before October 31st of each renewal period.
- Q. The renewal asks for a permit number for my place of employment. What should I write?
- A. If you work in a licensed pharmacy/facility in the State of Missouri, you should list the permit (or license) number for the facility. If you do not work in a licensed pharmacy/facility or work in another state, this field can be left blank. Be sure to provide the complete address for your place of employment.
- Q. What should I do if I don't want to renew my license?
- A. You may write "I do not wish to renew" on your postcard/paper application and return it to the Board or you may let your license expire without renewing. If you choose not to renew, you will have up to two (2) years from October 31st, 2010, to renew your license and pay the fees/penalty. For example, if your license expires October 31, 2010, you will have until October 31, 2012, to renew before your license becomes null and void. Although you have an additional two (2) years, you may not practice pharmacy in Missouri until your license has been renewed by the Board. If you go past the two (2) year period, your license will become null and void and you'll have to file a new application with the Board and meet all applicable requirements, including, taking the NAPLEX and MPJE.
- Q. How much does it cost to renew?
- A. The 2010 pharmacist renewal fee is \$ 225. An additional \$7.03 state vendor processing fee will be assessed for online renewals. The processing fee is assessed by the state-approved processing vendor. The processing fee is not set by the Board and does not go to the Board's funds.

Q. How do I change my name/address?

A. Your name/address must be updated BEFORE you renew online. Changes can be made online at <https://renew.pr.mo.gov/pharmacists-coa.asp>, e-mailed to pharmacy@pr.mo.gov or faxed to (573) 526-3464. If you are submitting a paper renewal, changes can be made on the renewal form and also online at <https://renew.pr.mo.gov/pharmacists-coa.asp>.

Q. How do I request a duplicate renewal?

A. If you don't have your renewal postcard, you may still renew online with your assigned PIN. If needed, you may request your PIN by e-mailing pharmacist@pr.mo.gov. Your date of birth and license number must be included in your request. Your PIN will not be provided over the phone. You may request a duplicate paper renewal by also e-mailing pharmacist@pr.mo.gov. Please allow sufficient time for mailing before requesting a duplicate paper renewal.

ONLINE RENEWALS

Q. What do I need to renew online?

A. You will need the Personal Identification Number (PIN) listed on your renewal postcard and your license number.

Q. Where do I go to renew online?

A. Online renewals can be completed at <https://renew.pr.mo.gov/renew-default.asp>. Please be advised that you may experience online delays during high usage times, especially during the last week of October.

Q. How much will my online renewal cost?

A. The 2010 online renewal fee is \$ 232.03 (\$225 renewal fee + \$ 7.03 state vendor processing fee).

Q. What is the "state vendor processing fee"?

A. This is the mandatory electronic payment processing fee that is assessed by the state approved processing vendor. The fee is not set by the Board and does not go to the Board's funds.

Q. What is my PIN?

A. Your PIN is the six-digit number that is on your renewal postcard/application. You will need your PIN to renew online. Save your PIN in a secure location. Your PIN can also be used to access different services on the Board's website.

Q. What if I don't have my PIN?

A. You may request your PIN by e-mailing pharmacist@pr.mo.gov. Your date of birth and license number must be included in your request. Your PIN will not be provided over the phone.

Q. Can everyone renew online?

A. You cannot renew online if your license is inactive, on discipline, expired or if your license has been suspended for tax reasons. Absent extenuating circumstances, all other licensees can renew online.

Q. I tried to use the Online Renewal and the system gave me an error message. Can I try again?

A. You can try again if you did not receive a final confirmation notice at the end of your renewal indicating that your renewal was successfully completed online. Please note that you may experience an online delay during high usage times. If you received an error message after submitting your credit card information, you may want to contact your credit card company to see if you were charged the renewal fee. If you were charged a renewal fee, wait one week and contact our office to see if your record status is showing "renewed". Please do not mail in your renewal and a check if you have paid by credit card. You will be paying twice. If the online system doesn't allow

you to renew, mail in your renewal and allow adequate time for processing. NOTE: Due to volume, renewal applications received after October 15th may not be processed by October 31st.

CONTINUING EDUCATION

- Q. How many hours of continuing education (CE) do I need to renew?
- A. You must have a total of thirty (30) CE hours that were earned between September 1, 2008, and August 31, 2010.
- Q. Do I send proof of my CE with my renewal notice?
- A. No. However, pharmacists are required to maintain proof of CE. The Board randomly audits CE compliance. You will be required to submit proof of CE if you're audited.
- Q. I'm a new graduate. Can I use a transcript from school for CE?
- A. Yes. College transcripts from a medical, dental or pharmacy school may be used for CE as long as the semesters listed are within the date frame for CE. For example, transcripts from the fall 2008 semester through the summer 2010 semester may be used for CE credit for this 2010-2012 renewal period. One (1) college credit hour is equal to five (5) hours of CE. A 3- hour class is equal to 15 hours of CE.
- Q. I just received my pharmacist license. Am I still required to submit CE's?
- A. If your license was issued between February 1st and October 31st of a renewal year, you will be exempt from CE for that renewal period only. For example, if your license was issued on May 5, 2010, you would be exempt from CE for the 2010 renewal period. You must have thirty (30) hours of CE credits for any renewal period thereafter. All other licensees must complete the required thirty (30) CE hours.

INACTIVE LICENSES

- Q. Can I renew my inactive license online?
- A. No. The online system is only available to active licensees.
- Q. I would like to renew my license as inactive. Do I still pay the renewal fee?
- A. Yes. You must complete the entire renewal application and pay the renewal fee. Please answer all questions and sign the inactive license statement. If you go back to active status in the future, you'll be required to submit proof of CE for each year your license was inactive. You may not work as a pharmacist in the State of Missouri on an inactive license.
- Q. My license is inactive and I want to go back to active status. What do I do?
- A. Sign the statement on your renewal to return to active status and submit proof of the required CE hours. For acceptable dates and exact CE requirements, email pharmacist@pr.mo.gov or call (573)-751-0092.

THINGS TO REMEMBER:

If you have recently moved, please be sure to notify the Board online at <https://renew.pr.mo.gov/pharmacists-coa.asp>, by email to pharmacy@pr.mo.gov, telephone 573-751-0092, fax 573-526-3464 or mail to: Missouri Board of Pharmacy, P.O. Box 625, Jefferson City MO 65102.

RENEW EARLY!!!! Renewals received after October 15th may not be processed by October 31st. Still have questions? E-mail us at pharmacist@pr.mo.gov or call (573) 751-0092.
Thank you.