

# **Massachusetts Board of Registration in Pharmacy**

## **Frequently Asked Questions**

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### **General Licensing Questions**

#### **1. Can I RENEW MY LICENSE on-line?**

*Absolutely and the Board recommends it because it is quick and renews in “real time”. Click this link to renew. <https://onlineservices.hhs.state.ma.us/MyLicense%20Enterprise/Login.aspx>*

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#### **2. Where can I download an APPLICATION FOR PERSONAL LICENSURE (pharmacist, pharmacy intern, or pharmacy technician)?**

*The Board’s licensing vendor is Professional Credential Services (PCS). Log onto <https://www.pcshq.com/> and navigate from the “Applicants & Candidates” option to the application of your choice. PCS can also be reached at 877-887-9727 where staff will assist you on all licensing matters.*

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#### **3. How do I change my NAME or ADDRESS with the Board?**

*Licensees are required to maintain an up-to-date name and address at all times with the Board. Click this link to access the form for either action:*

*<http://www.mass.gov/eohhs/gov/departments/dph/programs/hcq/dhpl/pharmacy/licensing/applications-and-forms.html#misc>*

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#### **4. How do I request a DUPLICATE WALLET REGISTRATION?**

*Click this link: <https://onlineservices.hhs.state.ma.us/MyLicense%20Enterprise/>*

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**5. How do I confirm a pharmacist, pharmacy intern, or pharmacy technician’s LICENSE STATUS and NUMBER?**

Log onto the Board’s **Check a License** function at <https://checklicense.hhs.state.ma.us/> to check the license status and discipline history of pharmacists, pharmacy technicians and pharmacy interns.

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**6. How do I obtain proof of Massachusetts license status to RECIPROCATE or TRANSFER LICENSE to another state?**

Submit a written request to the Board for a Certified Statement of Registration. Include your Pharmacist, Intern or Pharmacy Technician license number, the State Board where the statement should be sent, and a check for \$15 (per statement) made payable to the Commonwealth of Massachusetts. If there is another state’s form that also needs to be completed by the Board, include it with your request and it will be mailed along with the Certified Statement. The Board processes Certified Statements in the order received. Please allow up to three weeks for the Board to complete and mail the required form(s).

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**7. Where can I get the information on PHARMACY REGULATIONS?**

Massachusetts Pharmacy regulations are posted on the Board’s website. Click this link <http://www.mass.gov/courts/case-legal-res/law-lib/laws-by-source/cmr/200-299cmr/247cmr.html>

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**8. On my application, do I have to report any ARRESTS that were dismissed or did not result in convictions?**

Board applications for pharmacist, pharmacy intern, and pharmacy technician candidates include several questions relating to the “good moral character” (GMC) requirement for licensure/registration, including questions regarding **any** history of arrests (regardless of the disposition). You will be required to provide official court documents and an explanatory statement for each matter. The amount of time needed for the Board to determine an applicant’s compliance with the GMC requirement varies. Failure to fully disclose the requested information is a basis for the Board to deny an application as well as a basis for the loss or discipline of a license/registration at a later date. Any applicant for licensure or registration whom the Board determines has not met the GMC requirement will not be eligible for licensure and will be so notified. The Board may also inform the applicant of the requirements, if any, that must be satisfied before the applicant may reapply. An applicant for reciprocal licensure who is determined to not to meet the GMC requirement will not be eligible for licensure and a complaint will be opened and then closed for the purposes of reporting “denial of license” as required by law.

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**9. Who do I contact if my license is subject to DISCIPLINE (ie PROBATION or REPRIMAND)?**

Contact the Probation/Compliance Monitor directly at 617-973-0951 or by letter to the Probation Monitor's attention at Division of Health Professions Licensure, 239 Causeway Street, 5<sup>th</sup> floor, Boston, MA 02114.

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**10. What do I need to do in order to determine whether I can REINSTATE MY LICENSE that was suspended or revoked by the Board?**

The Board's Reinstatement Policy appears at <http://www.mass.gov/eohhs/docs/dph/quality/boards/pharmacy/pharmacy-petition-license-reinstate-after-discipline.doc>

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<b>Pharmacist Questions</b>
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**11. Which CONTINUING EDUCATION CREDITS does the Board accept?**

The Board accepts three types of continuing education credits: ACPE accredited hours, American Medical Association CME Category 1 hours, and hours approved by any State Boards of Pharmacy. At this time, CPE Monitor can only track ACPE approved hours. Documentation from other accepted continuing education programs must be kept by the pharmacist.

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**12. What are the PHARMACIST CONTINUING EDUCATION REQUIREMENTS?**

A pharmacist seeking license renewal must attest on the renewal application to completion of a minimum of 20 continuing education (CE) hours each calendar year of the two year renewal cycle (40 CEs for each renewal period), signed under the pains and penalties of perjury.

Each calendar year, at least 2 credits must be in Pharmacy Law and at least 5 credits must be live. If a pharmacist oversees or performs sterile compounding, at least 5 credits must be in the area of sterile compounding. If a pharmacist oversees or performs complex non-sterile compounding, at least 3 credits must be in the area of complex non-sterile compounding. For more information, click this link <http://www.mass.gov/eohhs/docs/dph/quality/boards/pharmacy/alerts/247-cmr-4.pdf>

The National Association of Boards of Pharmacy CPE Monitor provides an electronic system for pharmacists to track their completed CE credits. However, CPE Monitor can only track ACPE approved programs at this time. For more information, click this link <http://www.nabp.net/>

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**13. How long am I required to keep CONTINUING EDUCATION DOCUMENTATION in case of an audit?**

*Continuing Education documentation must be kept for two years from the date of completion.*

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**14. How can I obtain a PHARMACIST WALL CERTIFICATE?**

*Pharmacists may order Wall Certificates for a fee by clicking on this link [https://nasbastore.org/index.php?main\\_page=index&cPath=1](https://nasbastore.org/index.php?main_page=index&cPath=1)*

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**15. How do I REACTIVATE my EXPIRED PHARMACIST LICENSE?**

*Pharmacists can activate a license on-line if it has been **expired for less than 2 years**. To renew, click this Board link <https://onlineservices.hhs.state.ma.us/>. You will be required to pay the \$150 past due renewal fee (plus a reactivation late fee \$57) by credit card to renew in “real time”. When your transaction is completed your license will be “current” and viewable in the Board’s License Verification page <https://checklicense.hhs.state.ma.us/>. Your wallet card will be forwarded to your address of record within 3 weeks.*

*Pharmacists cannot reactivate an expired license on-line if it has been expired for greater than 2 years. Click this Board link for details <http://www.mass.gov/eohhs/docs/dph/quality/boards/pharmacy/pharmacist-license-reactivation-after-expiration.doc>*

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**16. Can I change my pharmacist LICENSE STATUS to “inactive” since I am not sure when or if I will practice again in Massachusetts?**

*Board licenses have two designations: “Current” or “Expired”. If you do not renew your license by the expiration date, your license becomes “Expired” automatically. To renew your license, you are required to pay all past-due renewal fees (and a reactivation late fee). If you renew after an expiration of greater than 1 cycle (more than 2 years depending upon the time period since your license expired), you may be required to re-take and pass the MPJE (pharmacist law exam) and NAPLEX exams.*

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**17. How does a FOREIGN EDUCATED PHARMACIST become licensed in Massachusetts?**

*The process starts with the National Association of Boards of Pharmacy (NABP). When you complete the NABP Foreign Pharmacist Graduate Equivalency Certification (FPGEC) process you can begin your 1500 hour internship in Massachusetts. For more information, contact NABP at [www.nabp.net](http://www.nabp.net)*

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**18. How do I schedule the Massachusetts Pharmacy Jurisprudence Examination (MPJE) (law exam)?**

*Contact the Board's licensing vendor, Professional Credential Services, Inc. (PCS) at 877-887-9727 and ask for the Massachusetts License Coordinator. Explain to the PCS coordinator that you are required by the Massachusetts Board of Registration in Pharmacy to take the MPJE exam and you will be guided through the process.*

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**19. Do I need to inform the Board of a JOB CHANGE?**

*You are only required to inform the Board when you leave a Manager of Record (MOR) position in a Massachusetts pharmacy.*

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<b>Pharmacy Intern Questions</b>
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**20. How long is a PHARMACY INTERN REGISTRATION valid?**

*A pharmacy intern license is valid for five years.*

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**21. Can I request an extension of my PHARMACY INTERN REGISTRATION?**

*You can request an extension of your intern registration only if you are currently enrolled in a PharmD program by submitting a written request to the Board explaining the reason you did not complete your degree in the allotted time and include your timeline for completing your intern hours and exams. The Board will confirm your anticipated graduation date and respond regarding your extension request.*

*If you are a foreign educated pharmacist earning intern hours towards Massachusetts pharmacist licensure, your request to the Board for extension must include your reasons for not becoming licensed within the five year period as well as your timeline for completing your intern hours and exams.*

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**22. How do I find out how many approved intern hours I have completed?**

*Contact the Board's licensing vendor PCS at 877-887-9727.*

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**23. How do I get a DUPLICATE INTERN REGISTRATION CARD to replace the one I lost?**

Through the Board website, update your mailing address (if needed) and then e-mail the Board by clicking <http://www.mass.gov/eohhs/gov/departments/dph/programs/hcq/dhpl/pharmacy/contact-us.html> to request a duplicate copy of your registration. It may take up to 3 weeks to receive your card at your address of record.

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**24. I am a PharmD graduate from another state who will be starting a MASSACHUSETTS RESIDENCY before I become licensed as a pharmacist. Do I need to be registered as a Mass Pharmacy Intern before beginning my residency?**

Yes, you must become registered as an Intern prior to working as a resident. The Pharmacy Intern Registration application can be downloaded from the website of the Boards' licensing vendor Professional Credential Services (PCS) at [www.pcshq.com](http://www.pcshq.com). From the "Applicants & Candidates" option, navigate to the Pharmacy Intern application. PCS can also be reached at 877-887-9727.

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<b>Pharmacy Technician Questions</b>
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**25. What are the DUTIES of REGISTERED and CERTIFIED TECHNICIANS?**

DUTIES	CERTIFIED PHARMACY TECHNICIAN	REGISTERED PHARMACY TECHNICIAN	PHARM TECHNICIAN TRAINEE
Request and accept NEW prescription	YES*	NO	NO
Request and accept REFILL authorization	YES*	YES*	NO
Enter prescription data into a data processing system	YES	YES	YES*
Take a stock bottle from the shelf for a prescription	YES	YES	YES*
Reconstitute a prescription	YES	YES	YES*
Affix label to the prescription container	YES	YES	YES*
Prepare unit-dose, modified unit-dose and medication cards	YES	YES	YES*
Make the Offer to Counsel	YES	YES	YES*
Bulk compounding	YES	YES	YES*
Assist in TRANSPORT of Schedule II Controlled Substances	YES*	YES*	NO
Assist in HANDLING of Schedule II Controlled Substances	YES **	NO	NO
* Provided the pharmacist on duty approves ** Provided the pharmacist on duty approves and the approval is documented in written policies and procedures made available to the Board upon request			

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## 26. How do I become a Massachusetts **REGISTERED PHARMACY TECHNICIAN?**

All pharmacy technicians ***must be registered*** by the Board ***before*** beginning employment as a pharmacy technician in Massachusetts. Obtain a Pharmacy Technician Registration application from the Board's licensing vendor, Professional Credentialing Services (PCS) at [www.pcshq.com](http://www.pcshq.com).

Refer to 247 CMR 8.02-8.04 for Pharmacy Technicians, Pharmacy Technician Trainees, and Certified Pharmacy Technician related Board regulations at <http://www.mass.gov/eohhs/docs/dph/quality/boards/pharmacy/alerts/247-cmr-8-8-12-15.rtf>

There are 3 options to applying for registration as a Pharmacy Technician in Massachusetts:

1. Secure a position as a **Pharmacy Technician Trainee** in a Massachusetts licensed pharmacy. After you complete at least 500 (but not more than 1000) training hours, you must pass a Board approved pharmacy technician exam. You are required to submit the Massachusetts Pharmacy Technician Registration Application and fee to PCS.
2. You can attend a **Board Approved Pharmacy Technician Training Program** and pass a Board approved pharmacy technician exam. You are required to submit the Massachusetts Pharmacy Technician Registration Application and fee to PCS. Click this link to find programs <http://www.mass.gov/eohhs/gov/departments/dph/programs/hcq/dhpl/pharmacy/licensing/pharmacy-techs/pharmacy-technician-training-programs.html>
3. If you are a nationally **Certified Pharmacy Technician (PTCB or ExCPT)** you must submit the Massachusetts Pharmacy Technician Registration Application and fee to PCS. For more information on Certified Technicians, please contact PTCB <http://www.ptcb.org/> or ExCPT <http://www.nhanow.com/pharmacy-technician.aspx>

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## 27. I am already a **PTCB or ExCPT CERTIFIED PHARMACY TECHNICIAN**. Do I have to be REGISTERED in Massachusetts?

Yes. M.G.L. Ch. 112, Section 24C requires all persons employed as pharmacy technicians to be registered by the Board.

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## 28. Where can I find a list of Board **APPROVED PHARMACY TECHNICIAN TRAINING PROGRAMS?**

See the complete list of Board approved Training Programs at this link <http://www.mass.gov/eohhs/gov/departments/dph/programs/hcq/dhpl/pharmacy/licensing/pharmacy-techs/registration-information-for-pharmacy-technicians.html>. If a program is not on this list, it is not an approved program and applicants will **not be eligible** for Massachusetts pharmacy technician registration.

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**29. How do I RENEW my EXPIRED PHARMACY TECHNICIAN registration?**

*The easiest and quickest way to renew is on-line from the Board's website by clicking <https://onlineservices.hhs.state.ma.us/>. You will be required to pay the past due renewal cycle fees since your expiration and a reactivation fee (required by M.G.L. Ch. 112, Section 24A). When your transaction is completed, your license will be current and viewable in the Board's License Verification by clicking <https://checklicense.hhs.state.ma.us/>.*

*Licensees are responsible for maintaining active licenses, and having an up-to-date "address of record" with the Board at all times. The Board mails Renewal Reminders to licensees 90 days prior to the license expiration date to the "address of record". A reactivation fee will always be assessed after expiration and the fee cannot be waived.*

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<b>Retail Pharmacy and Wholesale Distributor/Manufacturer Questions</b>
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**30. Where can I find all the applications related to the opening and operation of a RETAIL PHARMACY or WHOLESALE DISTRIBUTOR?**

*To access all forms, click this link <http://www.mass.gov/eohhs/gov/departments/dph/programs/hcq/dhpl/pharmacy/licensing/applications-and-forms.html#facilities>*

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**31. How does a pharmacy or wholesale distributor obtain CERTIFIED STATEMENTS OF REGISTRATION from the Board for licensure in other states?**

*Submit a written request to the Board for Certified Statement of Registration. Include the facility license number, where the statement should be sent, and a check for \$15 (per statement) made payable to the Commonwealth of Massachusetts. The Board processes Certified Statements in the order received. Please allow up to three weeks for the Board to complete and mail the required form(s).*

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**32. Where can I find APPLICATIONS for Change of Manager, Relocation or Transfer of Ownership?**

*To find Change of Manager Applications and Facilities License/Registration forms, click this link <http://www.mass.gov/eohhs/gov/departments/dph/programs/hcq/dhpl/pharmacy/licensing/applications-and-forms.html>*

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**33. Is an application required for EXPANSION / RENOVATION of a retail pharmacy?**

*There is no application or fee for a Request for Renovation/Expansion, however, the pharmacy is required to forward a letter to the Board describing the details of the renovation/expansion, with a copy of the blueprint showing the new layout and the proposed start/end dates of the work.*

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**34. Is a Massachusetts Board of Pharmacy license required for OUT OF STATE PHARMACY or WHOLESALE DISTRIBUTORS seeking to conduct business in Massachusetts?**

*The Board does not currently license "non-resident" pharmacies and/or wholesale distributors. A Massachusetts license is not required to ship legend pharmaceuticals into Massachusetts provided that your pharmacy, institutional facility or wholesale distributor is currently licensed and in good standing in the state where business is conducted. **You are requested to verify this information annually in the event that Board registration requirements change.***

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**35. Where is the information for MANUFACTURER licensing in Massachusetts?**

*Contact*

***Massachusetts Department of Public Health***

***Drug Control Program***

*305 South Street, 2nd Floor*

*Jamaica Plain, MA 02130*

*(617) 983-6700 - Telephone*

*(617) 524-8062 - Fax*

*Email: [dcp.dph@state.ma.us](mailto:dcp.dph@state.ma.us)*

*Website: [www.mass.gov/dph/dcp](http://www.mass.gov/dph/dcp)*

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