

*****MISSOURI BOARD OF PHARMACY COVID-19
RELATED LICENSURE UPDATES***
(3-17-20)**

What Happens If The Board Office Closes?

The Board's internal emergency response procedures will be activated in the event state offices are closed for more than one (1) business day or if state employees are authorized to work from home. In either case, Board staff will be remotely processing applications, retrieving voicemails and responding to e-mails. Please [e-mail](#) the Board office if you have a question. Staff may have limited capability to respond to voicemails. Board contact numbers and e-mail addresses are attached and are also available online at

<https://pr.mo.gov/pharmacists-questions.asp>

What About Pharmacy Technician Renewals?

Pharmacy technicians will still be able to renew online in the event of an office closure at

<https://pr.mo.gov/renew-jetpay-step0.asp>.

- Renewal PIN requests can be submitted online at: <https://pr.mo.gov/pharmacy-pin-request.asp>. Electronically submitted PIN requests will be processed within one (1) business day. You do not have to call the Board office to request your PIN.
- If you need to change your address before renewing online, address changes can be submitted on the Board's website at <https://pr.mo.gov/pharmacists-coa.asp>. Allow 2-3 business days for processing before trying to renew.
- Duplicate paper renewal requests can be e-mailed to the Board at technician@pr.mo.gov. E-mail requests should come from the pharmacy technician and include the pharmacy technician's address, date of birth and a valid contact phone number. Duplicate renewals will be e-mailed if a valid e-mail address is given and Board staff are able to authenticate the request. Allow 2-3 business days for processing e-mailed requests. Requests for mailed paper renewals (e.g., U.S. Post Office) will experience delays if the Board office is closed.
- At this time, the pharmacy technician renewal deadline has not changed. All pharmacy technician registrations must be renewed by May 31st. The Board will continue to monitor developments and may reconsider extending the renewal deadline, if necessary.

What About New Applicants?

Board staff will be remotely processing applications that are currently on file with the Board office if the Board office is closed. However, please allow additional time for processing.

- Staff may not be able to process new paper applications that are received during or after an office closure. The Board is considering options to accept electronic applications and will notify licensees/applicants if this option becomes available. Please e-mail the applicable licensing desk if you

have an urgent licensing issue. Board contact numbers and e-mail addresses are attached and are also available online at <https://pr.mo.gov/pharmacists-questions.asp>

- The Board has received notification that some Identogo® fingerprinting sites will be closed or have limited work hours as a result of COVID-19. At this time, the Board understands the following Identogo® locations are closed (*this list has been provided by MACHS and is current as of 3/17/20. The list may have been changed by MACHS since this document was published*):

Saint Peters, MO-Mid Rivers Mall Dr
Warrenton, MO-Steinhagen Rd
Licking, MO-College Ave
Eolia, MO-Vo Tech Rd
Hermann, MO-Blue Pride Dr
Saint Louis, MO-Hampton Ave
Park Hills, MO-Flat River Dr
Warrensburg, MO-S Holden St
Cassville, MO-Fair St

Liberty, MO-W Kansas St
Washington, MO-Grand Ave
Gainesville, MO-3rd St
Walker, MO-E Leslie Ave
Richland, MO-S Pine St
Theodosia, MO-US Highway 160
Marshall, MO-S Odell Ave
Waynesville, MO-Fleetwood Dr.

A list of alternative fingerprinting sites are located on the MACHS website at

<https://www.machs.mo.gov/MACHSFP/home.html>. Please monitor MACHS' website for additional updates and inform applicants.

- **Pharmacy Technicians:** Please remember that pharmacy technicians are authorized to work if a completed registration application has been mailed to the Board. To be complete, the application must include a fingerprint receipt and proof of the required fee. A copy of the completed application must be maintained at the pharmacy. If applicants cannot get fingerprinted at an alternative site due to closures or site unavailability, the Board will allow a pharmacy technician applicant to work if:
 1. A completed pharmacy technician registration application fee and the application fee has been mailed to the Board office, and
 2. The applicant has electronically registered with the Missouri Automated Criminal History System (MACHS) Fingerprint Portal online at <https://www.machs.mo.gov/MACHSFP/wizard.html>, and
 3. The applicant gets fingerprinted as soon as reasonably practical but no later than thirty (30) days after the application is mailed. An extension may be granted by the Board on request if fingerprinting services are still not reasonably available after thirty (30) days, and
 4. An e-mail is submitted to the Board office at technician@pr.mo.gov notifying the Board that an applicant will begin working pending future fingerprinting. The e-mail should include the name of the applicant and the name, address and license number of the pharmacy where the applicant will be working.
 5. Pharmacies should do a reasonable search to determine if the applicant has criminal history that may relate to the practice of pharmacy. Missouri court records can be searched at <https://www.courts.mo.gov/casenet/base/welcome.do>. *Please note this database is not inclusive.*
- **For Pharmacist Applicants:** The Board office will continue to grant authorization to take licensing examinations and issue licenses. However, please allow additional time for processing.
- **Pharmacy/Drug Distributor Applicants:** To protect the health and safety of Board staff, Board inspectors will not be conducting new inspections of Missouri located facilities until further notice, absent an emergency or urgent need. Please e-mail your Inspector or pharmacy@pr.mo.gov if you need an emergency/urgent inspection.

- Work from Home Options: The Board is currently reviewing allowing pharmacy staff to work from home. Additional updates may be provided shortly. Please monitor the Board's websites and e-alerts.

Can Individuals Licensed In Another State Practice in Missouri?

The Board does not have authority to waive Missouri's licensing requirements for individuals licensed in another state, absent an Executive Order or other statutory authority. The Board will monitor developments and update licensees if there are any changes.

What About Pharmacist Notifications of Intent?

Notifications of Intent (NOI) to immunize by protocol or to administer by medical prescription order can still be electronically filed on the Board's website at: <https://pr.mo.gov/pharmacy-notification.asp>. Licensees may begin immunizing/administering medication once a completed NOI has been filed and all other rule requirements have been met.

Licensees have asked if they may continue immunizing/administering medication if their CPR/BLS certification is expired and they are unable to update their CPR/BLS training because classes have been canceled/postponed due to COVID-19. In light of Executive Order 2020-02, the Board will exercise its enforcement discretion and will allow licensees who are unable to update their CPR/BLS certification due to class cancellations/unavailability to continue immunizing or administering medication if:

1. The pharmacist has a current NOI on file with the Board, and
2. The required CPR/BLS training is completed as soon as reasonably practical. Documentation of completion should be maintained in the pharmacist's records. *Note: This allowance applies to pharmacists who currently have a NOI on file with the Board. New NOI applicants must complete the required CPR/BLS training prior to filing their initial NOI, however, the Board may reconsider this requirement as developments unfold.*

BNDD INFORMATION:

(The following statement is from the Missouri Bureau of Narcotics and Dangerous Drugs)

Staff within the Bureau of Narcotics and Dangerous Drugs may begin to process applications for registration remotely. In order to expedite your application we ask that, going forward, all applications be submitted online with our click-to-pay feature. This will avoid delays in the application process due to handling of physical mail. The bureau will be able to process online applications remotely without an interruption in service. If you need to send an attachment along with your application, email it to BNDD@health.mo.gov.

Missouri Board of Pharmacy

Contact Information

3605 Missouri Boulevard, Jefferson City, MO 65109

Email: MissouriBOP@pr.mo.gov

Phone: 573-751-0091 Fax: 573-526-3464

<http://pr.mo.gov/pharmacist>

Department	Email	Phone	Topic(s)
Pharmacy	Pharmacy@pr.mo.gov	573-526-6985	Pharmacist-in-Charge, Pharmacy Applications, Change of Ownership, Change in Classification, Out of Business notification, License verifications, Renewals
Drug Distributor	drugdistributor@pr.mo.gov	573-526-6985	Manager-in-Charge, Pharmacy Applications, Change of Ownership, Change in Classification, Out of Business notification, License verifications, Renewals
Pharmacist	Pharmacist@pr.mo.gov	573-522-1448 (A-M) 573-751-0092 (N-Z)	Pharmacist Applications, License Verifications, MTS, Continuing Education, Renewals, Notification of Intent
Pharmacist Intern	Intern@pr.mo.gov	573-522-1448 (A-M) 573-751-0092 (N-Z)	Intern Applications, License Verifications, Site/Preceptor Applications, Affidavit of Intern Hours, Renewals, PIN# requests
Pharmacy Technician	Technician@pr.mo.gov	573-522-2425	Pharmacy technician applications/verifications, Renewals, PIN # requests
Complaint	MissouriBOP@pr.mo.gov	573-751-0091	File a complaint, check the status of a complaint
Legal/Compliance	compliance@pr.mo.gov	573-751-0091	Discipline, Compliance, CE Audit, MTS Audit
General Requests	MissouriBOP@pr.mo.gov	573-751-0091	General inquiries that do not fall under the categories above