

# PHARMACY

## FREQUENTLY ASKED QUESTIONS

### FREQUENTLY ASKED QUESTIONS FOR PHARMACY

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- FAQs concerning Applications
  - Original Registration, Transfer of Ownership, and Re-Registration
- FAQs concerning accessing, reviewing, and updating information for existing permits



# OUTLINE

- Slide 1- Introduction
- Slide 2- Table of Contents
- **General App Questions**
- Slide 3- Three types of Applications
- Slide 4-How to submit an application
- Slide 5- Application Fees
- Slide 6- Can I save an application that I started?
- Slide 7- Procedures and Instructions
- Slide 8- Original Registration Application submission
- Slide 9- Notifications/Communications
- Slide 10- Review Submitted App
- Slide 11- Submitting Additional Documents
- Slide 12- Accessing Certificates and Attestation
- Slide 13-14- Permit Meeting information
- Slide 15- Does the Pharmacist Manager need to be licensed in NC?
- **When a New Permit is required**
- Slide 16- Rule for Transfer of Ownership and Re-Registrations
- Slide 17-18- General questions concerning Transfers and Re-Registrations
- Slide 19-22-Transfer of Ownership
- Slide 23- Ownership between Existing Partners
- Slide 24- Re-Registration for a Physical Change of Address
- **Updating and Maintaining Permit Information**
- Slide 25- General Information
- Slide 26- Logging into my profile
- Slide 27- Editing Information
- Slide 28- PM Changes/Updates
- Slide 29- Pharmacy Services Update
- Slide 30- Officer and Non-Controlling Owners
- Slide 31- Updating Officers
- Slide 32- Updating Non-Controlling Owners
- Slide 33- Name Changes
- Slide 34- Correcting an Address
- Slide 35- Closing the Pharmacy

# GENERAL APPLICATION QUESTIONS

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Q:What types of applications are filed with the Board?

A:There are three types of applications

New Original Registration: Application for pharmacies that have never applied for a permit or do not have an active permit with the Board.

Transfer of Ownership: Application for a change of ownership that results in the majority of interest change of a new owner owning greater than 50% with an existing active permit.

Re-Registration: Application for a physical relocation of the facility or a change of ownership between existing partners of the business.

# GENERAL APPLICATION QUESTIONS

- Q: How do I file a new Pharmacy registration application with the Board?
- A: Applications are filed with the Board of Pharmacy through the Board's Licensure Gateway. From the home page, click the second tab to navigate to the Licensure Gateway page. Once here, click on Facility Management, and then click on NEW Pharmacy to start the new pharmacy registration application.
- Transfer of Ownership and Re-Registration applications, require you to log in under the existing permit number.

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Home  
Licensure Gateway  
Search  
About the NCBOP

**Board News and Announcements**

Welcome to the Licensure Gateway!  
The Gateway is a single portal to manage licenses, permits and registrations associated with the North Carolina Board of Pharmacy. It grants access to printable documents, change of address, online applications and many more features. The Gateway is used to submit all license, permit and registration applications.

- For Pharmacies and DME's click on the [Facility Management](#) tab below.
- For users wishing to manage chain facilities, please click on the [Chain Management](#) tab below.
- All others click on the [Register Now!](#) button below if this is your first time visiting the Licensure Gateway.

Personal Licenses | Facility Management | Chain Management

\* Permit Type  
\* Permit # or Confirmation # (for pending applications)  
\* Password

Login

NEW Pharmacy | NEW DME

# GENERAL APPLICATION QUESTIONS

- **Q:What are the fees related to Pharmacy applications and updates?**

- A: Click on the link to access the fee schedule: <http://www.ncbop.org/about/FeeSchedule.pdf>

- **Q:Are application fees refundable?**

- A: No, it is Board Policy that all fees are non-refundable as indicated at the start of each application.

PHARMACY	FEE
Original Permit Application (In and Out of state)	\$500.00
Transfer of Ownership	\$500.00
Re-Registration	\$500.00
Duplicate Original Certificate	\$25.00
Pharmacist-Manager Change	\$35.00
Renewal	\$200.00
Reinstatement / Late Renewal	\$400.00

**Application Fee for Pharmacy is \$500.00**  
**THE BOARD ONLY ACCEPTS VISA, MASTERCARD, AMERICAN EXPRESS and DISCOVER.**  
**Fees are non-refundable and processed when application is received in the Board office.**



# GENERAL APPLICATION QUESTIONS

- Q: Once I start the application, may I save it and go back to it later to complete?
- A: No, a new pharmacy registration application may not be saved. Please have your documents ready to upload. After 20 minutes of non-activity the application will time out.

## Application Start

NOTICE: All fees are due at application submission and are NON-REFUNDABLE. The fee for this application is \$500.00. As a security precaution, sessions end after 20 minutes of inactivity which will result in the application being lost.

The screenshot shows the 'Pharmacy Registration Application' interface for the North Carolina Board of Pharmacy. The page title is 'Pharmacy Registration Application'. The main content area is titled 'Qualification Questions'. A question is displayed: 'Does this pharmacy location have an existing Pharmacy permit number?' with radio button options for 'Yes' and 'No'. The 'Yes' option is selected. A sidebar on the left lists the application steps: Application Start, Pharmacy, Pharmacy Services, Pharmacists Employed, Discipline, Employee Misclassification, Operation And Ownership, Previous Application, Business Registration, GPS Coordinates, Verification, Uploads, Payment, and Confirmation. The 'Application Start' step is currently active.

# GENERAL APPLICATION QUESTIONS

- **Q: Are there instructions for filing an application with the Board?**
- A: Yes, the links below provide instructions:
- [https://portal.ncbop.org/Documents/Instructions/Pharmacy\\_Instate\\_Instructions.pdf](https://portal.ncbop.org/Documents/Instructions/Pharmacy_Instate_Instructions.pdf)
- [https://portal.ncbop.org/Documents/Instructions/Pharmacy\\_Out\\_of\\_State\\_Instructions.pdf](https://portal.ncbop.org/Documents/Instructions/Pharmacy_Out_of_State_Instructions.pdf)

The screenshot shows the 'Pharmacy Registration Application' form for the North Carolina Board of Pharmacy. The form is titled 'Qualification Questions' and includes a question: 'Does this pharmacy location have an existing Pharmacy permit number?' with radio buttons for 'Yes' and 'No'. Below the question, there is a yellow box with instructions: 'Please review the instruction links below to gather all the documents that will be needed to complete the facility application. All uploads will be REQUIRED for submission of the application and incomplete applications will not be saved.' The links are 'Instate Instructions' and 'Out-of-State Instructions'. At the bottom of the yellow box, there is a checkbox for 'I Agree' with the text: '\* I have reviewed and understand the requirements for this application submission as outlined in the links above.'

North Carolina Board of Pharmacy Pharmacy Registration Application

Qualification Questions

Application Start

Pharmacy

\* Does this pharmacy location have an existing Pharmacy permit number?  Yes  No

Please review the instruction links below to gather all the documents that will be needed to complete the facility application. All uploads will be **REQUIRED** for submission of the application and incomplete applications will not be saved.

[Instate Instructions](#)

[Out-of-State Instructions](#)

\* I have reviewed and understand the requirements for this application submission as outlined in the links above.  I Agree

Verification

Uploads

Payment

Confirmation

# GENERAL APPLICATION QUESTIONS

## --ORIGINAL APPLICATION--

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- **Q: What are the additional items required with the application?**
- **A: Required items are explained on the procedure instruction sheet in more detail. See below for a general idea:**
- Required items may vary depending on the answer to some of the questions on the application. To the left side of the start application page is an application section index.
- Pictures of the Exterior, Interior and Equipment are required, explanation of that is located on the instruction sheet
- Proof of Occupancy for Instate in addition to pictures.
- Certificates A and B are required for all, C and PM Attestation is required in addition for out of state.
- Copy of your Prescription Label and Verification of Reference Material.
- Operational Inspection and Verification of License or Copy of Permit for out of state.
- Additional documentation depending may also be required if requested by the Board.
- For Transfer and Registrations required uploads will be slightly different depending on application submitted.

Verification
Uploads
Payment
Confirmation



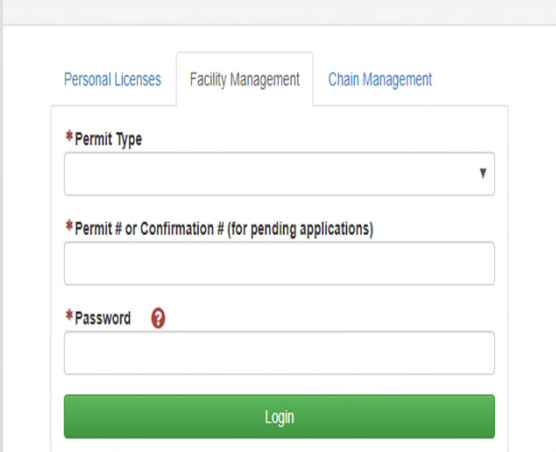
# GENERAL APPLICATION QUESTIONS

- Q: How do I receive updates or communication concerning my pending application?
- A: Notifications will be sent by email to the email addresses provided on the application.
- Make sure that you provided a valid email address on the application for the Pharmacist Manager and the Pharmacy.
- Email is the primary source of communication (vital).

# GENERAL APPLICATION QUESTIONS

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- Q. How do I log in and review the Pharmacy application that was submitted?
- A: The applicant received an email, upon submission of the application, with a confirmation number. To log in, navigate to the Licensure Gateway page, select *Facility Management*, choose *Pharmacy* in the drop-down box under *Permit Type*, enter in the confirmation number, and the password. Please note, the password is the last four characters of the confirmation number. Once logged in, click on the icon box for the Pending Application to access the checklist and application viewer.
- For Transfer of Ownership applications and Re-Registration applications, log in with the permit number.

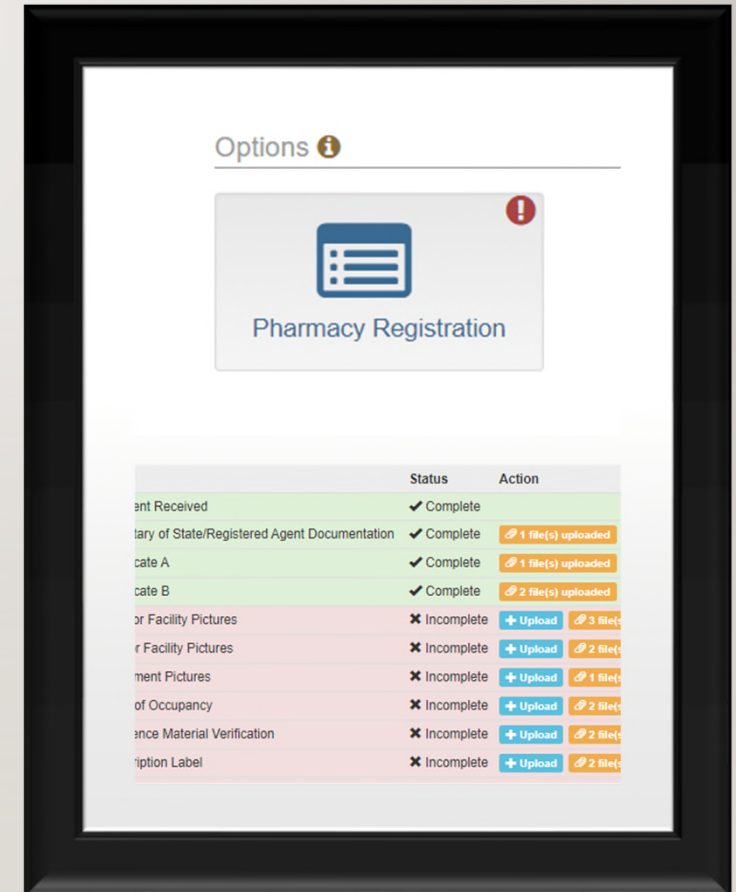


The screenshot shows a login interface with three tabs: "Personal Licenses", "Facility Management", and "Chain Management". The "Facility Management" tab is active. Below the tabs are three input fields: a dropdown menu for "Permit Type", a text box for "Permit # or Confirmation # (for pending applications)", and a text box for "Password" with a red question mark icon. A green "Login" button is at the bottom.

# GENERAL APPLICATION QUESTIONS

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- **Q: How do I upload additional requested documentation?**
- A: Once logged in (slide #10 has log-in instructions), click on the icon box for the pending *Pharmacy Registration* application. This will bring you to your checklist, click on the blue *Upload* button to upload additional documents.



# GENERAL APPLICATION QUESTIONS

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- **Q. How do I the access Certificate A for pharmacy application that was submitted?**
- **A:** Go to the Licensure Gateway page, select Facility Management, login in with the confirmation number and the password
  - Click on the icon box for the pending *Pharmacy Registration* application. Once that is opened, click on the tab at the top entitled *Important Files*, you will see *Certificate A*.

[Application Checklist](#)

[Application Viewer](#)

[Payment Information](#)

[Important Files](#)

# GENERAL APPLICATION QUESTIONS

ORIGINAL APPLICATIONS  
--PERMIT MEETING--

## SEE THE NOTICE ABOVE IN RED

Does the meeting apply to out of state applicants?

A: Yes, Out of State applicants are required to attend too.

## !! IMPORTANT NOTICE- At the current time, permit meetings are not being held:

- Due to the current state-wide state of emergency issued by Governor Cooper on March 10, 2020, permit meetings are not being held for the foreseeable future. Keep in mind that the situation could change.
- The Governor's emergency declaration discourages unnecessary travel and meetings as a means of containing the spread of COVID-19. Accordingly, the Board's Executive Director waives 21 NCAC 46.1606, which requires that the pharmacist-manager of an applicant pharmacy or the person in charge of a facility applying for a device and medical equipment permit to appear personally at the Board office prior to issuing a permit.
- Approved pending applications will be processed on the date of the next permit meeting.

September 2020

### \*\*PLEASE SEE THE NOTICE ABOVE IN RED\*\*

- Q: The instructions mentioned a Permit Meeting, is that meeting required?
- A: Yes, it is required of all facility original applicants (applications), a personal appearance by the Pharmacist Manager (PM) or the Person in Charge (PIC) listed on the Application that was submitted and approved.
- See additional FAQ concerning permit meeting next slide.
- Transfers and Reregistration's' are not required to attend a meeting.

**IMPORTANT NOTICE REGARDING PHARMACY & DME PERMIT MEETINGS:** Permit meetings begin **promptly at 10:00 am** on the first Monday and the Monday prior to the third Tuesday of each month (unless otherwise noted - [see calendar](#)). **Check-in time for the meeting is at 9:45 am. Late arrivals will not be allowed into the permit meeting. Accordingly, if you cannot arrive at the Board office before 10:00 am on the meeting date, your permit application will not be considered, and you will have to attend a future permit meeting.**



# DUE THE COVID-19 PANDEMIC, PERMIT MEETINGS ARE NOT CURRENTLY BEING HELD

GENERAL APPLICATION QUESTIONS-ORIGINAL APPLICATIONS-PERMIT  
MEETINGS



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Q: Can you tell me more about the permit meeting?

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A: Informative meeting on NC Laws and Rules, Procedures, and for clarification of any matters concerning the application for permit. <http://www.ncbop.org/resourcesfornewpermitholders.htm>

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Q: What do I need to bring?

A: The PM/PIC is required to attend the meeting. They must bring a valid photo ID.

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Q: How long does the meeting normally last.

A: The permit meeting normally lasts about one and half hours.

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Q: Do I need to schedule in advance?

A: You are not required to schedule in advance. Please decide which permit meeting is convenient for you to attend. Check the website for the meeting dates- <http://www.ncbop.org/calendar.htm>

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# GENERAL APPLICATION QUESTIONS

## ORIGINAL APPLICATION

- **Q: Does the PIC or PM need to have a pharmacist license in North Carolina in order for the pharmacy to apply for the facility license?**
- A: The Pharmacist Manager does not need a license in NC. The license is required to be a valid active license.
- Unless the pharmacy is providing remote order processing. If this is the case, then all staff that are reviewing prescriptions are required to have a NC license:

21 NCAC 46 .1417 REMOTE MEDICATION ORDER PROCESSING SERVICES (a) Purpose. The purpose of this Rule is to set out requirements under which health care facility pharmacies may contract for the provision of remote medication order processing services.

<http://www.ncbop.org/LawsRules/rules.1400.pdf>

## WHEN IS A NEW PERMIT REQUIRED FOR AN EXISTING PERMIT?

- **21 NCAC 46 .1603 WHEN NEW PERMIT REQUIRED:** A new pharmacy, device, or medical equipment permit is required for a new location, a change to a different or successor business entity, or a change resulting in a different person or entity owning more than 50 percent interest in the permit holder or any entity in the chain of ownership above the permit holder, except as provided in 21 NCAC 46 .1604 of this Section. A new permit is required if there is a change in the authority to control or designate most of the members or board of directors of a nonprofit corporation holding a pharmacy permit or any nonprofit corporation in the chain of ownership above the permit holder.
- See FAQs for Transfer of Ownership or Reregistration

## \*TRANSFER OF OWNERSHIP

## \*RE-REGISTRATION

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### Transfer of Ownership and Reregistration Applications

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There are three types of applications that are considered a Transfer or Re-Registration

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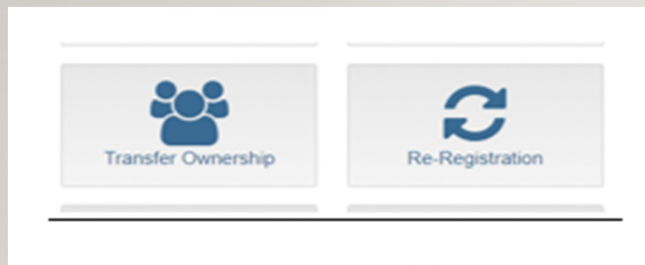
A Transfer of Ownership application is required when a new entity or different person takes over majority interest (greater than 50%) of the business at the permit holder level or above. This results in a new permit number being issued.

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A Re-Registration application is required when the majority ownership interest (greater than 50%) changes between existing partners, owners, parties, and/or entities.

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A Re-Registration application is required for a new location; when a permit holder physically moves the facility to a new location.

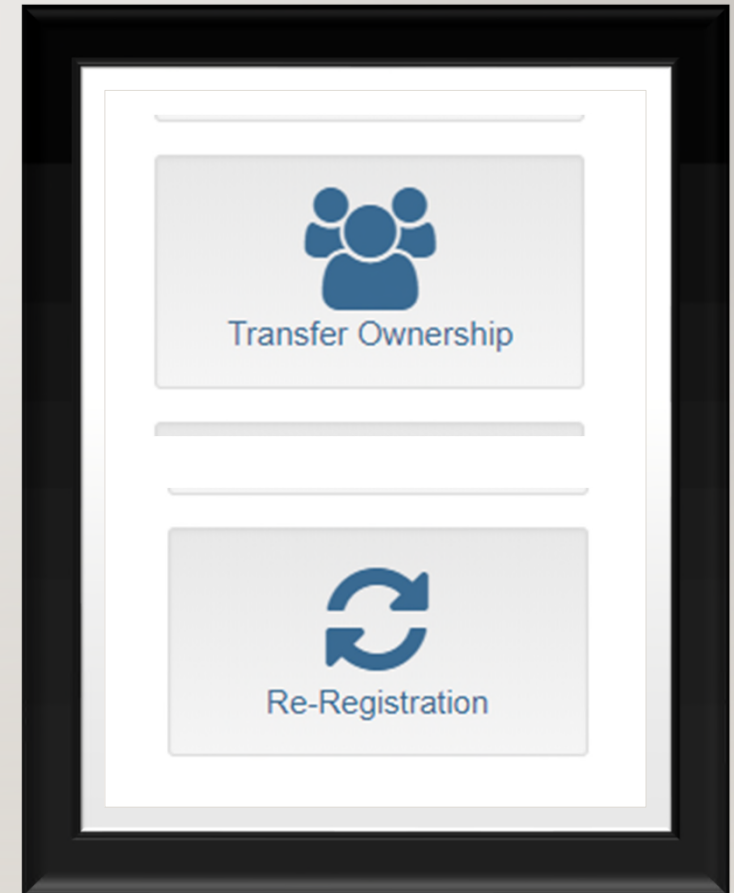


## \*TRANSFER OF OWNERSHIP

## \*RE-REGISTRATION

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- **Q: How far in advance do I need to submit a Transfer of Ownership Application or Reregistration?**
- A: Submission of the application is required at least six weeks prior to the effective date of the transfer/re-registration. This ensures that the application may be reviewed and processed on the transfer/re-registration on the effective date. The Board does not “post date” or “pre-date” a transfer of ownership. Keep in mind, no application is guaranteed approval.
- **Q: What do I put as the opening date? I am not sure of the transfer or relocation date, that has not been confirmed.**
- A: Give the anticipated date on the application for the transfer or re-registration and make sure to communicate with the Board in advance if the date changes.
- **Q: My transfer or re-registration date has changed; how do I update and notify the Board?**
- A: Make sure to communicate with the Board several business dates in advance if the date changes. Please email Wendy Watson the new information, please be sure to include the DBA and the permit number of the pharmacy.

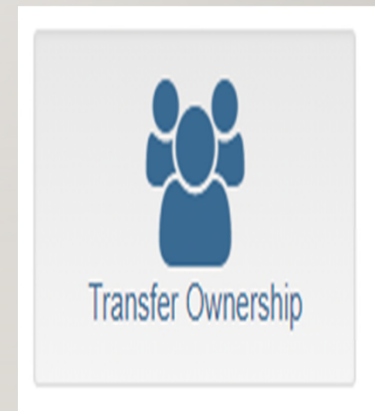




# TRANSFER OF OWNERSHIP

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- **Q: Is my permit transferrable to another owner?**
- A: Permits are non-transferrable as indicated on your Original Certificate; a new owner can apply through an existing valid active permit. The new owner is required to do that in advance by submitting the Transfer of Ownership application, go through the application process and be approved.
  
- **Q: Am I required to file an application for a change of ownership above the permit holder or indirect change of ownership.**
- A: Yes, a transfer of ownership application is required if the majority of interest changes (greater than 50%) at the permit holder level or above the permit holder level, as per rule 21 NCAC 46 .1603.
  
- **Q: The ownership change did not result in the majority interest changing, how do I update this information.**
- A: This would be considered a non-controlling owner change which may be updated by logging in under the permit number, scroll down under Options to the box for *Update Non-Controlling Owners*.



# TRANSFER OF OWNERSHIP

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- **Q: Does the Board give Power of Attorney over the existing permit number?**
- **A:** No, the Board does not grant power of attorney over the existing permit number. That is why it is important for the new owner to apply in advance of the transfer to obtain the new permit number.
  
- **Q: Does the Board consider the permit valid if the ownership has already taken effect before getting the new ownership approved.**
- **A:** No, that is why it is important for the new owner to apply in advance for approval of the transfer to obtain the new permit number.



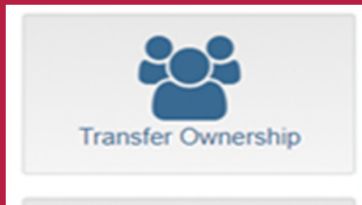
# TRANSFER OF OWNERSHIP

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- **Q: When will the new permit number go into effect?**
- **A:** On the application it asks for the effective date, that is the date that you give the Board as the date of transfer. That date should be a future date, if approved the new number will be issued once that date is confirmed by the applicant.
  
- **Q: What if I filed the application too close or after the effective date (not allowing the six-week review/processing time)?**
- **A:** If a transfer of ownership requiring a new permit occurs, and the pharmacy has not obtained the new permit by the effective date of the transfer of ownership, the previous permit becomes void (i.e. no longer active) as of the effective date of the transfer of ownership, which could result in Board action. It is extremely important to submit the application well before the transfer occurs.

# TRANSFER OF OWNERSHIP



- **Q: How do I apply for a Transfer of Ownership of a new owner?**
- **A: Instructions:** In order to do a transfer of ownership you need to do the following: Submit the completed application to the Board through the Licensure Gateway under Facility Management. Log in under the permit number that you are transferring from. The existing owner and new owner are both involved in the submission.
  1. Scroll down and select the Transfer of Ownership icon box and start the application process.
  2. The application submitted should include the correct information going forward, the effective date should be the date of the transfer.
  3. All applicants should upload an explanation of the change, which can include an organizational chart and/or pre/post-closing chart if applicable (uploaded to the Corp. Chart specified upload).
  4. Out-of-state pharmacy applicants must also include a recent operational inspection and a copy of the license from your state.
  5. Permit meeting is not required for a Transfer of Ownership application.
  6. A new permit number will be issued, and the old permit number will go inactive when processed.
- Send in prior to transfer (at least six weeks) so the application can be reviewed and processed on the transfer date. The Board does not post date or pre-date transfer of ownership.

# RE-REGISTRATION BETWEEN EXISTING PARTNERS ONLY

(NOT A NEW PARTNER OR NEW OWNER)



- **Q: How do I change ownership between existing partners that is greater than 50% of the majority control of the business?**
- **A:** This type of ownership change requires a Re-Registration Application. This type of application is specifically for majority ownership changes between existing (not a new partner or new owner) partners only. Submit the completed application to the Board through the Licensure Gateway page, under Facility Management. Log in under the permit number that you are re-registering. Instructions:
  1. Scroll down and select the **Re-Registration icon box** and start the application process.
  2. The application submitted should include the correct information going forward and the effective date should be the date the re-registration will take place.
  3. All applicants should upload an explanation of the change, which can include an organizational chart and/or pre/post-closing chart if applicable (uploaded to the Corp. Chart specified upload).
  4. Out-of-state pharmacy applicants must also include a recent operational inspection and a copy of the license from your state
  5. A new permit number will remain the same once the Re-Registration is complete.
- Send in prior to transfer (at least six weeks) so the application can be reviewed and processed on the effective date. The Board does not post date or pre-date.



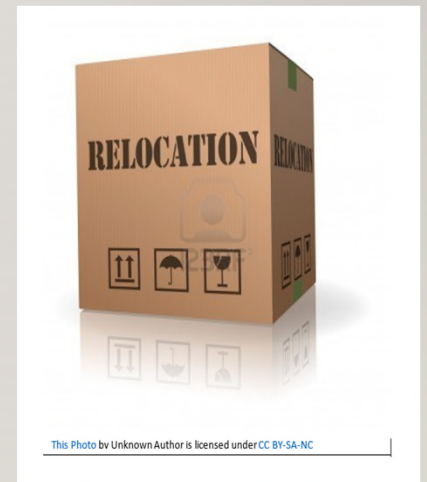
## RE-REGISTRATION FOR CHANGE OF ADDRESS



- **Q: I am relocating my facility and physically moving to a new location, how do I update my new address?**
- **A: CHANGE OF ADDRESS (“RE-REGISTRATION”) requires a Re-Registration application, fee, and approval by the Board.**

Starting from the Licensure Gateway page, under Facility Management, log in with the permit number information. Then, scroll down and select Re-Reregistration to complete the application. Please note some of the requirements below:

1. Pictures of the new site, interior/exterior are required.
2. Proof of Occupancy (new lease agreement, license, etc.) proof that you occupy the new location.
3. Operational Inspection report (for out of state applicants).
4. Submit prior to relocation date (at least six weeks) so the application can be reviewed and processed on the effective date of the relocation if approved.
5. The permit number will remain the same (i.e. will **not** change) upon completion of the application process.

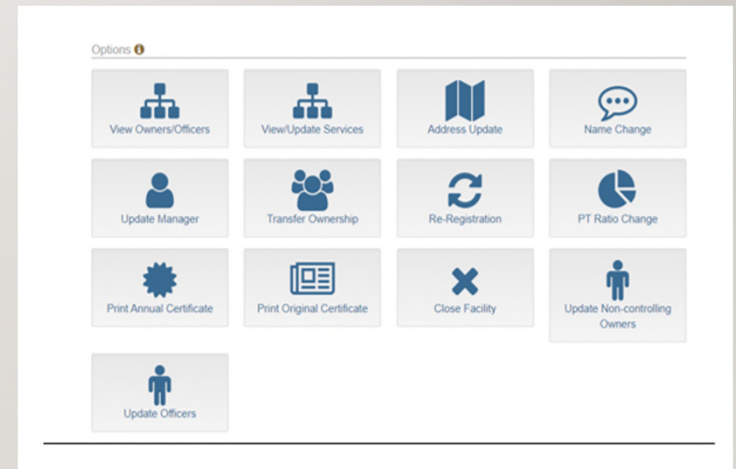


# UPDATING AND MAINTAINING VITAL INFORMATION ON THE PERMIT

All updates should be updated within 30 days of a change online through the Licensure Gateway. No paper notifications should be sent. This includes, but not limited to:

- Email addresses for the PM, the email address for the facility, hours of operation, phone numbers
- Pharmacy Services updates, non-controlling owner changes, name changes, Pharmacist Manager changes, closures, Pharmacist/Technician Ratio changes, employee changes, address corrections (not due to a relocation/physical move)

Please allow 5-7 business days for these types of change requests to be reviewed/updated



## UPDATING VITAL INFORMATION

- **Q. How do I log in and review the Pharmacy's profile information to update?**
- **A:** Go to the Licensure Gateway, select the second tab for *Facility Management*, login in with the permit number and the password (last four digits of the permit number)

<https://portal.ncbop.org/>

The screenshot displays the North Carolina Board of Pharmacy website. At the top, there is a banner with pink flowers and the board's logo. Below the banner, the address is listed: 6015 Farrington Road, Suite 201, Chapel Hill, NC 27517. Contact information includes telephone (919) 246-1050, fax (919) 246-1056, and the website www.ncbop.org. A navigation menu on the left includes Home, Licensure Gateway, Search, and About the NCBOP. The main content area features a 'Board News and Announcements' section and a 'Welcome to the Licensure Gateway!' message. The welcome message explains that the gateway is a portal for managing licenses, permits, and registrations. It provides instructions for different user types: Pharmacies and DMEs should click on the 'Facility Management' tab, users managing chain facilities should click on the 'Chain Management' tab, and all other users should click on the 'Register Now!' button. Below the welcome message is a login form with tabs for 'Personal Licenses', 'Facility Management', and 'Chain Management'. The form includes fields for 'Permit Type', 'Permit # or Confirmation # (for pending applications)', and 'Password'. A green 'Login' button is positioned below the password field. At the bottom of the form, there are two buttons: 'NEW Pharmacy' with a mortar and pestle icon, and 'NEW DME' with a calculator icon.

# UPDATING VITAL INFORMATION

--EDITING INFORMATION ON THE FACILITY PROFILE--

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- **Q:What information can I edit myself on my profile?**
- **A: Items at the top with “blue gears” are editable information:**
  - Email Addresses for the PM and Facility (keep updated, a primary source of communication)
  - Hours of Operation
  - Phone numbers

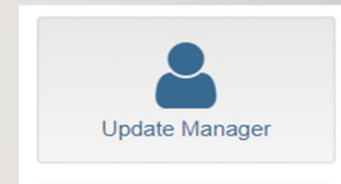
\*Click on the gear icon beside the information and update\*



# UPDATING VITAL INFORMATION

--PHARMACIST MANAGER CHANGE--

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- **Q: How do I submit a change in pharmacist manager for the Pharmacy?**
- A: Once logged in under your profile, scroll down to icon boxes under *Options* select the *Update Manger* box, submit the new pharmacist manager's information.
- **Q: Is there a fee for the pharmacist manager change?**
- A: Yes, the fee is \$35.00

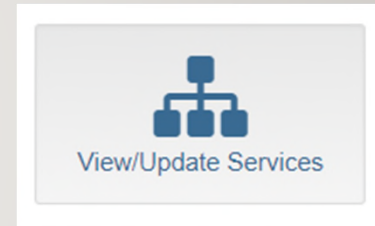
**Q: I submitted a change in pharmacist manager for the Pharmacy, it's asking for an attestation, how do I upload?**

A: Once logged in under the pharmacy profile, scroll down to icon boxes select the *Update Manger* box, open the pending application and upload the attestation to the checklist.



# UPDATING VITAL INFORMATION

--PHARMACY SERVICE UPDATE--



- **Q: How do I update the services that the Pharmacy provides?**
- **A:** Once logged in under your profile, scroll down to Icon boxes under *Options*, select *View/Update Services* and begin the submission process.
  - Changing/adding, increasing/decreasing the compounding services
  - Adding a website
  - Changes to specializing in certain pharmacy services
  - Changes in offering vaccines
  - Providing or updating DEA and EIN number

**Q: The Pharmacy is now participating in donations how do I update this information? (donate or dispense donated prescription drugs, devices, or supplies under 21 NCAC 46.2513)**

**A:** This is part of the services update.

# UPDATING VITAL INFORMATION

## --NON-CONTROLLING OFFICER OR OWNER UPDATE--

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- **Q: The Officers and/or the Owners of the business have changed, is this required to be updated?**
- **A: Yes, 21 NCAC 46.1607 number (6) – Disclose the location, names, and titles, of all principal corporate officers, if incorporated, and if unincorporated, partners, or owners of the pharmacy. A report containing this information shall be made on an annual basis and within 30 days of each change of any principal office, pharmacist manager of any location dispensing prescription legend drugs to an ultimate user in this State, principal corporate officer if incorporated, and if unincorporated, partner or owner of the pharmacy.**



Update Officers

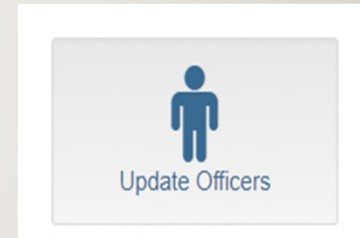


Update Non-controlling  
Owners

## UPDATING VITAL INFORMATION

### --NON-CONTROLLING OFFICER--

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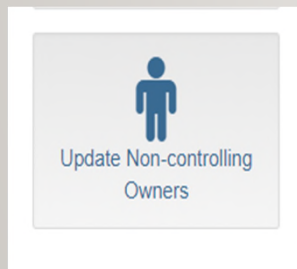


- **Q: How do I update the officers of the business, with the Board?**
- A: Once logged in under the facility profile, scroll down to icon boxes under *Options*, select *Update Officers*. If you need to upload any documentation you can do when you submit the officer change.



# UPDATING VITAL INFORMATION

## NON-CONTROLLING OWNER UPDATE

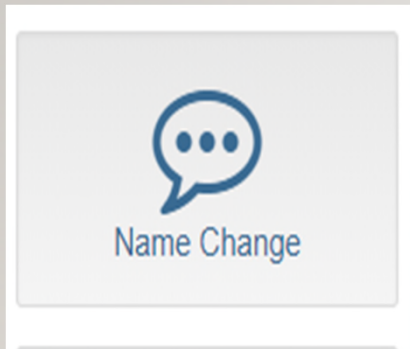


- **Q: How do I update the Non-Controlling Owners of the business with the Board?**
- A: Once logged in under the facility profile, scroll down to icon boxes under *Options*, select *Update Non-Controlling Owners*.
  - If you need to upload any documentation you can do so when you submit the change. If you are listing a LLC or Corporation as 100%, you are required to list owners that make up the entity, with percentages.
- **Q: This was an indirect change in ownership that requires an update and did not affect the direct ownership listed as the current owner on the profile, how do I update this?**
- A: If the direct ownership at the permit holder level stays the same, you can log in and update that to remain the same, then upload your corporate chart of the new tiers of ownership with an explanation of what changed, at what level. That still needs to be submitted.
  - Example: profile shows ABC Pharmacy, LLC as 100%, with tiers of ownership above. Tier two, had a change that resulted in 25% change. You would list ABC, LLC still at 100% but upload your updated chart to show the change with an explanation to include the percentage of change.

# UPDATING VITAL INFORMATION

## --UPDATING A BUSINESS NAME--

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- **Q: How do I submit a Name change of the facility to the Board?**
- **A:** Once logged in under the pharmacy profile, scroll down to the icon boxes under *Options* and select the Name Change box. This is to update minor changes that do not result in a transfer of ownership.
  - Name changes to add, change or update DBA (doing business as) or rebranding, adding Corporate name should be submitted here. If the name is changing due to a new owner or ownership change that results in more than 50% of the controlling interest of the business changing that should be updated on the Transfer of Ownership application.

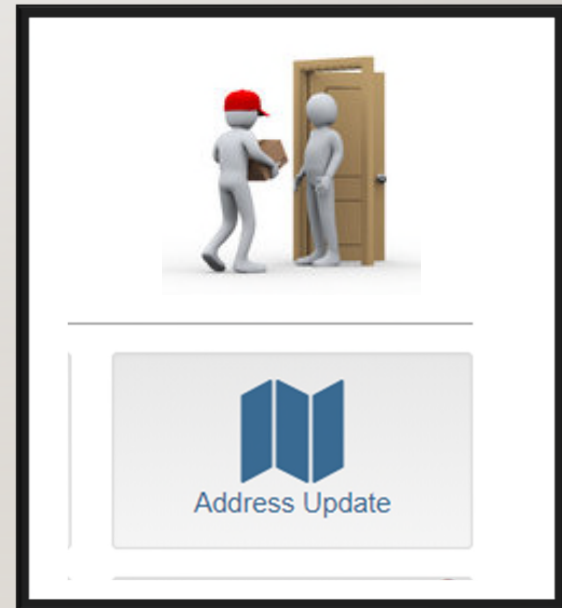


# UPDATING VITAL INFORMATION

## --CORRECTING THE FACILITY ADDRESS--

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- **Q: The pharmacy has physically moved; how do I update that information?**
- A: Relocations require the submission of the Re-Registration application. Please see previous slides for instructions concerning the Re-Registration Application process.
- **Q: How do I notify the Board if the pharmacy did not move or relocate, but my address has changed or needs correcting?**
- A: Address Updates are done when EMS/County/Post Office changed the address, or you need to submit a correction, but you did not physically move. See instructions below.
- **Q: How do I submit a correction or update to the Pharmacy's physical address or changing/adding a mailing address?**
- A: Once logged in under your profile, scroll down to icon boxes under *Options*, select the *Address Update* box to make corrections, or minor changes that do not result in a relocation of the facility. Physical addresses are for the actual permitted site. Updates are done when you are adding a PO Box or simply correcting a typo. Relocations require the submission of the Re-Registration application.



# UPDATING VITAL INFORMATION

## --CLOSING OF A FACILITY--



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- **Q: What do I need to do if the pharmacy is closing?**
- A: As per the rule, noted below, submission of the closing documents should be within 10 days of the effective closing date. Disclosure of where files and records are going to be kept, or transferred to, is required on the application as well. See rule: 21 NCAC 46 .2502 (h) and (i) [SECTION .2500 - MISCELLANEOUS PROVISIONS](#)
  - Instructions: Once logged in under your profile, scroll down to icon boxes under *Options*, select *Close Facility* and begin the submission process.
  - Paper notifications should not be sent, closings are required to be submitted online.
- **Q: Do we still need to submit the closing if the out of state location is not closing?**
- A: Yes, you are required to close out the NC permit for the facility.