



Dispensary Licensee Newsletter - June 2021

IMPORTANT UPDATES

Defective Product Returns

Other than returns involving recalled products, the Board does not require dispensaries to accept product returns. However, dispensaries may, at their discretion, accept products confirmed to be defective. Any other issues related to the product, e.g., weight, like or dislike of product, etc., are not considered defects. The Board encourages dispensaries to develop return policies outlining when defective products may be returned and refer other product-related issues to the cultivator/processor.

Patient Purchase History

The Board has received requests from patients for printouts of their purchase histories so they can determine the amount spent on medical marijuana over a particular time period. Product prices are not reported into OARRS or the Registry, and the Board cannot provide this information. Dispensaries may print out duplicate patient receipts or other patient purchase history from their point-of-sale systems upon patient request.

Patient & Caregiver Registration Extension Ending

The patient and caregiver registration extension, which extended registrations that expired between March 9, 2020 and April 1, 2021, will expire on July 1st. Patients and caregivers who took advantage of the extension will need to renew their medical marijuana card by end of day on July 1st in order to remain active in the program. After July 1st, dispensaries should not accept expired medical marijuana cards.

Patients with Inaccurate Information

Dispensary employees should not dispense to any patient or caregiver with inaccurate information on their profile or medical marijuana card (e.g., nickname, misspelled name, incorrect date of birth, or driver license number/ID number that does not match the patient's presented identification).

If a patient/caregiver has incorrect information on their profile, inform the patient/caregiver of which field contains the inaccurate information and direct them to contact their CTR physician to correct the issue. Do not contact the Board to correct inaccurate patient information.

LICENSING

Dispensary Certificate of Operation Renewal

In response to the COVID-19 outbreak, the Ohio General Assembly passed HB 404 which required all licenses/registrations to be extended until July 1, 2021. With the expiration date approaching, the Board of Pharmacy's licensing department is completing their review of all certificate renewal applications submitted in 2020. Dispensaries will be contacted to remedy incomplete information or receive necessary clarifications on the renewal application materials.

Please be advised that the Board will be prorating the renewal fees for certificates of operation based on the date the original certificate of operation was issued. Each dispensary will be notified of the prorated renewal fee that is owed.

Dispensary Employee Renewal

Dispensary employee licenses were also extended to July 1, 2021 pursuant to HB 404. All dispensary employees actively working in a dispensary must renew their license (submit the application and pay the required fee) by July 1st. Failure to renew the license will result in an employee's license to expire and prohibit them from working in a dispensary. Any employee that has an expired license must submit an application, fee, and new criminal records checks to reinstate their license.

Term of Certificate of Operation and Dispensary Employee Licenses

Last week, the Board passed a resolution to permanently change the expiration dates and renewal cycle for all Certificates of Operation and Medical Marijuana Dispensary Employee Licenses to July 1st of odd-numbered years. Currently, all renewed dispensary and employee licenses reflect an expiration date of December 4, 2022. These expiration dates will be updated shortly after the renewal deadline and will reflect a new expiration date of July 1, 2023. Licensees will receive additional communication when the dates are changed. Any new license issued after July 1st will receive an expiration date of July 1, 2023.

For any additional questions, please contact [Grant Miller](#).

COMPLIANCE

Metrc Inventory Audit

Pursuant to [O.R.C. 3796:6-3-20](#) Medical marijuana dispensary internal inventory control system, the designated representative shall conduct and document an audit of the dispensary's daily inventory according to generally accepted accounting principles at least once weekly. The audit must be conducted utilizing Metrc and NOT the point-of-sale system. Utilizing point-of-sale versus Metrc can create differences within the audit, as it has been proven that all sales are not transferred properly to Metrc from the point-of-sale system, creating a plus or minus one of inventory.

Please reach out to your assigned agent with any question you may have.