

CHAPTER 3  
PHARMACY TECHNICIANS

[Prior to 9/4/02, see 657—Ch 22]

**657—3.1(155A) Definitions.** For the purposes of this chapter, the following definitions shall apply:

“*Board*” means the Iowa board of pharmacy.

“*Cashier*” means a person whose duties within the pharmacy are limited to accessing finished, packaged prescription orders and processing payments for and delivering such orders to the patient or the patient’s representative.

“*Certified pharmacy technician*” or “*certified technician*” means an individual who holds a valid current national certification and who has registered with the board as a certified pharmacy technician.

“*Delivery*” means the transport and conveyance of a finished, securely packaged prescription order to the patient or the patient’s caregiver.

“*Nationally accredited program*” means a program and examination for the certification of pharmacy technicians that is accredited by the NCCA.

“*NCCA*” means the National Commission for Certifying Agencies.

“*Pharmacy support person*” means a person, other than a licensed pharmacist, a registered pharmacist-intern, or a registered pharmacy technician, who may perform nontechnical duties assigned by the pharmacist under the pharmacist’s responsibility and supervision pursuant to 657—Chapter 5.

“*Pharmacy technician*” or “*technician*” means a person who is employed in Iowa by a licensed pharmacy under the responsibility of an Iowa-licensed pharmacist to assist in the technical functions of the practice of pharmacy, as provided in rule 657—3.21(155A), and includes a certified pharmacy technician and a pharmacy technician trainee.

“*Pharmacy technician certification*” or “*national certification*” means a certificate issued by a national pharmacy technician certification authority accredited by the NCCA attesting that the technician has successfully completed the requirements of the certification program. The term includes evidence of renewal of the national certification.

“*Pharmacy technician trainee*” or “*technician trainee*” means an individual who is in training to become a pharmacy technician and who is in the process of acquiring national certification as a pharmacy technician as provided in rule 657—3.5(155A).

“*Pharmacy technician training*” or “*technician training*” means education or experience acquired for the purpose of qualifying for and preparing for national certification.

“*Supervising pharmacist*” means an Iowa-licensed pharmacist who is on duty in a licensed pharmacy in Iowa and who is responsible for the actions of a pharmacy technician or other supportive personnel. [ARC 8673B, IAB 4/7/10, effective 6/1/10; ARC 9009B, IAB 8/11/10, effective 7/23/10; ARC 1785C, IAB 12/10/14, effective 1/14/15; ARC 5542C, IAB 4/7/21, effective 5/12/21]

**657—3.2(155A) Purpose of registration.** A registration program for pharmacy technicians is established for the purposes of determining the competency of a pharmacy technician or of an applicant for registration as a certified pharmacy technician or pharmacy technician trainee and for the purposes of identification, tracking, and disciplinary action for violations of federal or state pharmacy or drug laws or regulations.

[ARC 9009B, IAB 8/11/10, effective 7/23/10; ARC 1785C, IAB 12/10/14, effective 1/14/15]

**657—3.3(155A) Registration required.** Any person employed in Iowa as a pharmacy technician shall obtain and maintain during such employment a current registration as a certified pharmacy technician or pharmacy technician trainee pursuant to these rules. An individual commencing employment as a pharmacy technician in Iowa who fails to register as a certified pharmacy technician or pharmacy technician trainee as provided by these rules may be subject to disciplinary sanctions. A certified pharmacy technician commencing employment as a certified pharmacy technician in Iowa who fails to register as a certified pharmacy technician or who fails to maintain national certification may be subject to disciplinary sanctions. A pharmacist-intern with a current registration or a pharmacist with a current license is not required to obtain a pharmacy technician registration to work as a pharmacy technician.

**3.3(1) Licensed health care provider.** Except as provided in this rule, a licensed health care provider whose registration or license is in good standing with and not subject to current disciplinary sanctions or practice restrictions imposed by the licensee's professional licensing board and who assists in the technical functions of the practice of pharmacy shall be required to register as a certified pharmacy technician or pharmacy technician trainee pursuant to these rules.

**3.3(2) Registration required.** Beginning July 1, 2021, any person not currently registered with the board as a pharmacy technician shall obtain registration prior to commencement of employment in an Iowa pharmacy as a pharmacy technician. Through June 30, 2021, any person not currently registered with the board as a pharmacy technician shall submit a completed application for registration within 30 days of accepting employment in an Iowa pharmacy as a pharmacy technician.

**3.3(3) Technician training.** A person who is enrolled in a college-based or American Society of Health-System Pharmacists (ASHP)-accredited technician training program shall obtain a pharmacy technician trainee registration prior to beginning on-site practical experience. A person who is employed in a pharmacy and who is receiving pharmacy technician training through work experience shall obtain a pharmacy technician trainee registration prior to the commencement of pharmacy technician training.

**3.3(4) Registration number.** Each pharmacy technician registered with the board will be assigned a unique registration number.

[ARC 9009B, IAB 8/11/10, effective 7/23/10; ARC 9407B, IAB 3/9/11, effective 4/13/11; ARC 1785C, IAB 12/10/14, effective 1/14/15; ARC 5542C, IAB 4/7/21, effective 5/12/21]

**657—3.4** Reserved.

**657—3.5(155A) Certification of pharmacy technicians.** Except as provided in subrule 3.5(1), all pharmacy technicians shall be required to be nationally certified as provided by this rule. National certification acquired through successful completion of any NCCA-accredited pharmacy technician certification program and examination fulfills the requirement for national certification. National certification does not replace the need for licensed pharmacist control over the performance of delegated functions, nor does national certification exempt the pharmacy technician from registration pursuant to these rules. A certified pharmacy technician shall maintain the technician's national certification, in addition to the technician's Iowa registration, during any period of employment in or for an Iowa pharmacy as a certified pharmacy technician.

**3.5(1) Pharmacy technician trainee.** A person who is in the process of acquiring national certification as a pharmacy technician shall register with the board as a pharmacy technician trainee pursuant to rule 657—3.9(155A).

**3.5(2) Certified pharmacy technician.** All applicants for a new pharmacy technician registration except as provided by subrule 3.5(1), and all applicants for renewal of a pharmacy technician registration pursuant to rule 657—3.10(155A), shall provide proof of current national pharmacy technician certification and shall complete the application for certified pharmacy technician registration.

[ARC 8673B, IAB 4/7/10, effective 6/1/10; ARC 9009B, IAB 8/11/10, effective 7/23/10; ARC 9407B, IAB 3/9/11, effective 4/13/11; ARC 1785C, IAB 12/10/14, effective 1/14/15; ARC 6076C, IAB 12/15/21, effective 1/19/22; ARC 6416C, IAB 7/27/22, effective 8/31/22]

**657—3.6(155A) Extension of deadline for national certification.** Rescinded ARC 1785C, IAB 12/10/14, effective 1/14/15.

**657—3.7** Reserved.

**657—3.8(155A) Application.**

**3.8(1)** An applicant shall submit a completed application along with the appropriate nonrefundable application fee pursuant to rule 657—3.9(155A) or 657—3.10(155A).

**3.8(2)** The application shall include:

*a.* Information sufficient to identify the applicant including, but not limited to, name, address, date of birth, gender, and social security number;

*b.* Current place or places of employment;

- c. Criminal or disciplinary action history;
  - d. If the application is for certified pharmacy technician registration, documentation of current national pharmacy technician certification; and
  - e. Any other information deemed necessary by the board.
- [ARC 9009B, IAB 8/11/10, effective 7/23/10; ARC 1785C, IAB 12/10/14, effective 1/14/15; ARC 5542C, IAB 4/7/21, effective 5/12/21]

### **657—3.9(155A) Registration fee and term—technician trainee.**

**3.9(1) Fee.** The nonrefundable application fee for a pharmacy technician trainee registration shall be \$20. The nonrefundable application fee for a pharmacy technician trainee registration shall be submitted in the form of a personal check, certified check, cashier's check, or money order made payable to the Iowa Board of Pharmacy when submitted with a written application or by acceptable debit or credit card when submitted with an online application.

**3.9(2) Term.** A pharmacy technician trainee registration shall expire 12 months following the date of registration. A pharmacy technician trainee registration may be renewed only as provided in subrules 3.9(3) and 3.9(4).

*a. National certification completed.* When the registered pharmacy technician trainee completes national certification, and no later than the expiration of the pharmacy technician trainee registration, the technician shall submit a completed application and nonrefundable application fee for certified pharmacy technician registration.

*b. Expiration of registration.* Except as provided in subrules 3.9(3) and 3.9(4), the registration of a pharmacy technician trainee who fails to complete national certification prior to the expiration of the registration shall expire and the technician shall cease practice as a pharmacy technician.

**3.9(3) Renewal.** A technician trainee who is unable to complete national certification prior to the expiration of the registration may seek renewal of the registration in exceptional circumstances. To the extent practicable, the trainee should submit an application and nonrefundable fee of \$20 for technician trainee renewal, on forms provided by the board, at least 30 days prior to the expiration of the registration.

**3.9(4) Reactivation.** A technician trainee who was previously registered and left the practice of pharmacy prior to obtaining national certification may seek reactivation of the registration. The individual shall submit an application and nonrefundable fee of \$20 for technician trainee reactivation on forms provided by the board. Pursuant to rule 657—3.3(155A), a technician shall obtain registration prior to commencing employment as a technician trainee in an Iowa pharmacy.

[ARC 9009B, IAB 8/11/10, effective 7/23/10; ARC 1785C, IAB 12/10/14, effective 1/14/15; ARC 5542C, IAB 4/7/21, effective 5/12/21; ARC 6076C, IAB 12/15/21, effective 1/19/22]

### **657—3.10(155A) Registration fee, term, and renewal—certified pharmacy technician.**

**3.10(1) Fee.** The nonrefundable application fee for a certified pharmacy technician registration shall be \$40 per biennium. The nonrefundable application fee for a certified pharmacy technician registration shall be submitted in the form of a personal check, certified check, cashier's check, or money order made payable to the Iowa Board of Pharmacy when submitted with a written application or by acceptable debit or credit card when submitted with an online application.

**3.10(2) Term.** A certified pharmacy technician registration shall expire on the date that the technician's national certification expires.

**3.10(3) Renewal.** A certified pharmacy technician registration shall be renewed prior to the expiration of the registration.

*a. Delinquent registration grace period.* A certified pharmacy technician registration which is not renewed prior to the expiration of the registration shall be considered delinquent. Renewal during the month following the expiration date of the registration shall include the nonrefundable registration fee pursuant to subrule 3.10(1) and a nonrefundable late penalty fee of \$40. A registered certified pharmacy technician who renews during the month following the expiration date of the registration shall not be subject to disciplinary action for continuing to practice as a pharmacy technician during the delinquency of the registration.

*b. Registration reactivation beyond grace period.* If the registration is not renewed prior to the expiration of the one-month grace period identified in paragraph 3.10(3)“a,” the technician shall cease the practice as a pharmacy technician until the registration is reactivated. A certified pharmacy technician without a current registration may apply for registration reactivation by submitting a completed application for reactivation and a nonrefundable reactivation fee of \$160. An individual who continues employment as a pharmacy technician without a current registration, in addition to the pharmacy and the pharmacist in charge that allow the individual to continue practice as a pharmacy technician, may be subject to disciplinary sanctions.

*c. Voluntary cancellation.* A registered certified pharmacy technician who ceases practice as a pharmacy technician and does not intend to renew the registration prior to its expiration may request that the board cancel the registration. If the certified pharmacy technician later seeks registration as a certified pharmacy technician, the technician shall not be assessed a late penalty fee or reactivation fee for renewal of the registration.

[ARC 9009B, IAB 8/11/10, effective 7/23/10; ARC 0504C, IAB 12/12/12, effective 1/16/13; ARC 1785C, IAB 12/10/14, effective 1/14/15; ARC 5542C, IAB 4/7/21, effective 5/12/21]

**657—3.11(155A) Verification fee.** The board may require the submission of a nonrefundable fee of \$15 for written verification of a registration.

[ARC 0504C, IAB 12/12/12, effective 1/16/13; ARC 5542C, IAB 4/7/21, effective 5/12/21]

**657—3.12(155A) Registration certificates.** Rescinded ARC 5542C, IAB 4/7/21, effective 5/12/21.

**657—3.13(155A) Notifications to the board.** A pharmacy technician shall report to the board within ten days a change of the technician’s name, address, or pharmacy employment status.

[ARC 9009B, IAB 8/11/10, effective 7/23/10]

**657—3.14 to 3.16** Reserved.

**657—3.17(155A) Training and utilization of pharmacy technicians.**

**3.17(1) Policies and procedures.** All licensed pharmacies located in Iowa that utilize pharmacy technicians shall develop, implement, and periodically review written policies and procedures for the training and utilization of pharmacy technicians appropriate to the practice of pharmacy. Pharmacy policies shall specify the frequency of review.

**3.17(2) Documented training.** Pharmacy technician training shall be documented and maintained by the pharmacy for the duration of employment.

**3.17(3) Vaccine administration training and continuing education.** A pharmacy technician who administers a vaccine or immunization under the supervision of a pharmacist shall document successful completion of the requirements in paragraph 3.17(3)“a” or “b” and shall maintain competency by completing and maintaining documentation of the continuing education requirements in paragraph 3.17(3)“c.”

*a. Initial qualification.* Except as provided in paragraph 3.17(3)“b,” a technician shall have successfully completed an Accreditation Council for Pharmacy Education (ACPE)-accredited program on vaccine administration that is an evidence-based program that includes study material and hands-on training and techniques for administering vaccines, requires testing with a passing score, complies with current Centers for Disease Control and Prevention (CDC) guidelines, and provides instruction and experiential training in the following content areas:

- (1) Standards for immunization practices;
- (2) Basic immunology and vaccine protection;
- (3) Vaccine-preventable diseases;
- (4) Recommended immunization schedules;
- (5) Vaccine storage and management;
- (6) Informed consent;
- (7) Physiology and techniques for vaccine administration;
- (8) Immunization record management; and

(9) Identification of adverse events.

*b. Previous qualification.* A technician who is currently licensed as a registered nurse shall be deemed to have met the training requirement.

*c. Continuing education.* During any technician registration renewal period, a technician who engages in the administration of vaccines shall complete and document at least one hour of ACPE-approved continuing education with the ACPE topic designator “06” followed by the letter “T” or “P.”

*d. Certification maintained.* During any period within which a technician may engage in the administration of vaccines, the technician shall maintain current certification in basic cardiac life support through a training program designated for health care providers that includes hands-on training. [ARC 1785C, IAB 12/10/14, effective 1/14/15; ARC 5820C, IAB 8/11/21, effective 7/15/21; ARC 6071C, IAB 12/15/21, effective 1/19/22]

### **657—3.18(147,155A) Identification of pharmacy technician.**

**3.18(1) Identification badge.** A pharmacy technician shall wear a visible identification badge while on duty that clearly identifies the person as a pharmacy technician and that includes at least the technician’s first name.

**3.18(2) Misrepresentation prohibited.** A pharmacy technician shall not represent himself or herself in any manner as a pharmacist or pharmacist-intern. A pharmacy technician shall not represent himself or herself in any manner as a certified pharmacy technician unless the technician has attained national pharmacy technician certification.

[ARC 9009B, IAB 8/11/10, effective 7/23/10]

### **657—3.19 Reserved.**

**657—3.20(155A) Responsibility of supervising pharmacist.** The ultimate responsibility for the actions of a pharmacy technician shall remain with the supervising pharmacist. A pharmacy license holder shall not infringe on the authority of a supervising pharmacist to delegate or decline to delegate specific functions to a pharmacy technician based on the supervising pharmacist’s professional judgment regarding the knowledge and training of the technician.

[ARC 9009B, IAB 8/11/10, effective 7/23/10; ARC 5542C, IAB 4/7/21, effective 5/12/21]

### **657—3.21(155A) Delegation of functions.**

**3.21(1) Policies and procedures.** Pursuant to established policies and procedures and the supervising pharmacist’s professional judgment, an Iowa-licensed supervising pharmacist may delegate any technical or nontechnical functions in the operation of the pharmacy, except those which are prohibited pursuant to rule 657—3.23(155A), to an appropriately trained and Iowa-registered pharmacy technician.

**3.21(2) Remote supervision.** A supervising pharmacist may delegate technical functions relating to prescription processing (e.g., data entry) to a certified pharmacy technician who is performing the delegated functions at a location that is not a licensed pharmacy only if the following conditions are met:

*a.* Adequate security and supervision are maintained at all times to prevent unauthorized access to, and unauthorized storage/transfer of, confidential patient information or patient records;

*b.* The supervising pharmacist has real-time access to the prescription processing system which the certified pharmacy technician is using or the patient record which the certified pharmacy technician is processing;

*c.* The supervising pharmacist is available to respond to certified pharmacy technician questions via a real-time communication mechanism at all times when delegated functions are being performed; and

*d.* The pharmacy’s prescription processing system is capable of documenting the functions performed by the certified pharmacy technician.

**3.21(3) Pharmacist final verification required.** Except as provided for an approved technician product verification program pursuant to 657—Chapter 40, the pharmacist shall provide and document

the final verification for the accuracy, validity, completeness, and appropriateness of the patient's prescription or medication order prior to the delivery of the medication to the patient or the patient's representative.

**3.21(4) Further delegation prohibited.** A pharmacy technician shall not delegate technical functions to a pharmacy support person.

[ARC 8673B, IAB 4/7/10, effective 6/1/10; ARC 9783B, IAB 10/5/11, effective 11/9/11; ARC 4189C, IAB 12/19/18, effective 1/23/19; ARC 5007C, IAB 3/25/20, effective 4/29/20; ARC 5542C, IAB 4/7/21, effective 5/12/21; ARC 6416C, IAB 7/27/22, effective 8/31/22]

**657—3.22(155A) Technical functions.** Rescinded ARC 5542C, IAB 4/7/21, effective 5/12/21.

**657—3.23(155A) Functions a pharmacy technician shall not perform.**

**3.23(1) Prohibited functions for all pharmacy technicians.** A pharmacy technician shall not be authorized to perform any of the following functions:

a. Except for a certified pharmacy technician participating in an approved technician product verification program pursuant to 657—Chapter 40, provide the final verification for the accuracy, validity, completeness, or appropriateness of a filled prescription or medication order;

b. Conduct prospective drug use review or evaluate a patient's medication record for purposes identified in rule 657—8.21(155A);

c. Provide patient counseling, consultation, or patient-specific drug information, tender an offer of patient counseling on behalf of a pharmacist, or accept a refusal of patient counseling from a patient or patient's agent;

d. Make decisions that require a pharmacist's professional judgment, such as interpreting prescription drug orders or applying information;

e. Transfer a prescription drug order for a controlled substance to another pharmacy or receive the transfer of a prescription drug order for a controlled substance from another pharmacy;

f. Delegate technical functions to a pharmacy support person.

**3.23(2) Prohibited functions for technician trainees.** In addition to the prohibited functions in subrule 3.23(1), a technician trainee shall not be authorized to perform any of the following functions:

a. Accept new prescription drug orders or medication orders communicated to the pharmacy by a prescriber or the prescriber's agent.

b. Transfer or receive by transfer by any means the original prescription drug order information or prescription refill information of a prescription for any substance.

[ARC 8673B, IAB 4/7/10, effective 6/1/10; ARC 9009B, IAB 8/11/10, effective 7/23/10; ARC 9783B, IAB 10/5/11, effective 11/9/11; ARC 4189C, IAB 12/19/18, effective 1/23/19; ARC 5007C, IAB 3/25/20, effective 4/29/20; ARC 5542C, IAB 4/7/21, effective 5/12/21]

**657—3.24(155A) New prescription drug orders or medication orders.** Rescinded ARC 5542C, IAB 4/7/21, effective 5/12/21.

**657—3.25(155A) Delegation of nontechnical functions.** Rescinded IAB 4/7/10, effective 6/1/10.

**657—3.26 and 3.27** Reserved.

**657—3.28(147,155A) Unethical conduct or practice.** Violation by a pharmacy technician of any of the provisions of this rule shall constitute unethical conduct or practice and may be grounds for disciplinary action as provided in rule 657—3.31(155A).

**3.28(1) Misrepresentative deeds.** A pharmacy technician shall not make any statement tending to deceive, misrepresent, or mislead anyone, or be a party to or an accessory to any fraudulent or deceitful practice or transaction in pharmacy or in the operation or conduct of a pharmacy.

**3.28(2) Confidentiality.** In the absence of express written authorization from the patient or written order or direction of a court, except where the best interests of the patient require, a pharmacy technician shall not divulge or reveal to any person other than the patient or the patient's authorized representative, the prescriber or other licensed practitioner then caring for the patient, a licensed

pharmacist, a person duly authorized by law to receive such information, or as otherwise provided in rule 657—8.16(124,155A), any of the following:

- a. A patient's name, address, social security number, or any information that could be used to identify a patient;
- b. The contents of any prescription drug order or medication order or the therapeutic effect thereof, or the nature of professional pharmaceutical services rendered to a patient;
- c. The nature, extent, or degree of illness suffered by any patient; or
- d. Any medical information furnished by the prescriber or the patient.

**3.28(3) Discrimination.** It is unethical to unlawfully discriminate between patients or groups of patients for reasons of religion, race, creed, color, gender, gender identity, sexual orientation, marital status, age, national origin, physical or mental disability, or disease state when providing pharmaceutical services.

**3.28(4) Unethical conduct or behavior:** A pharmacy technician shall not exhibit unethical behavior in connection with the technician's pharmacy employment. Unethical behavior shall include, but is not limited to, the following acts: verbal or physical abuse, coercion, intimidation, harassment, sexual advances, threats, degradation of character, indecent or obscene conduct, and theft.

[ARC 9009B, IAB 8/11/10, effective 7/23/10; ARC 5542C, IAB 4/7/21, effective 5/12/21]

**657—3.29(155A) Denial of registration.** The executive director or designee may deny an application for registration as a certified pharmacy technician or pharmacy technician trainee for any violation of the laws of this state, another state, or the United States relating to prescription drugs, controlled substances, or nonprescription drugs or for any violation of Iowa Code chapter 124, 124B, 126, 147, 155A, or 205 or any rule of the board.

An individual whose application for registration as a certified pharmacy technician or pharmacy technician trainee is denied pursuant to this rule may, within 30 days after issuance of the notice of denial, appeal to the board for reconsideration of the application.

[ARC 9009B, IAB 8/11/10, effective 7/23/10; ARC 1785C, IAB 12/10/14, effective 1/14/15; ARC 3857C, IAB 6/20/18, effective 7/25/18]

**657—3.30(155A) Reporting discipline and criminal convictions.** A registered pharmacy technician shall provide to the board written notice of and unredacted documents related to any disciplinary or enforcement action imposed by any licensing agency or regulatory authority on any license or registration held by the registered pharmacy technician no later than 30 days after the final action. Discipline may include, but is not limited to, fine or civil penalty, citation or reprimand, probationary period, suspension, revocation, and voluntary surrender. A registered pharmacy technician shall provide written notice to the board of any criminal conviction that is related to the practice of pharmacy or controlled substances no later than 30 days after the conviction. The term "criminal conviction" includes instances when the judgment of conviction or sentence is deferred.

[ARC 5542C, IAB 4/7/21, effective 5/12/21]

**657—3.31(155A) Discipline of pharmacy technicians.**

**3.31(1) Violations.** The board may impose discipline for any violation of the laws of this state, another state, or the United States relating to prescription drugs, controlled substances, or nonprescription drugs, or for any violation of Iowa Code chapter 124, 124B, 126, 147, 155A, or 205 or any rule of the board.

**3.31(2) Sanctions.** The board may impose the following disciplinary sanctions:

- a. Revocation of a certified pharmacy technician or pharmacy technician trainee registration.
- b. Suspension of a certified pharmacy technician or pharmacy technician trainee registration until further order of the board or for a specified period.
- c. Nonrenewal of a certified pharmacy technician registration.
- d. Prohibition, permanently, until further order of the board, or for a specified period, from engaging in specified procedures, methods, or acts.
- e. Probation.

- f.* The ordering of a physical or mental examination.
- g.* The imposition of civil penalties not to exceed \$25,000.
- h.* Issuance of a citation and warning.
- i.* Such other sanctions allowed by law as may be appropriate.

[ARC 9009B, IAB 8/11/10, effective 7/23/10; ARC 1785C, IAB 12/10/14, effective 1/14/15; ARC 3857C, IAB 6/20/18, effective 7/25/18; ARC 5542C, IAB 4/7/21, effective 5/12/21]

These rules are intended to implement Iowa Code sections 147.72, 147.80, 147.107, 155A.6A, 155A.23, 155A.33, 155A.34, and 155A.39.

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<sup>1</sup> April 30, 2008, effective date delayed 70 days by the Administrative Rules Review Committee at its meeting held April 4, 2008.