

Greenphire ClinCard Policies and Procedures Manual

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1 INTRODUCTION

1.1 Overview

The University of Cincinnati’s Office of Research has partnered with the Greenphire ClinCard Company to provide a convenient means with which to make payments to research subjects. The benefits of this program include:

1. Centralizing subject payment mechanism so the university can be in compliance with IRS reporting regulations.
2. Provide greater security to the University’s employees and study participants by not using cash for study payments.
3. ClinCards are re-loadable and can be used across various university studies. This should help lower overall study costs.
4. Participant’s funds are secure against loss or theft. If lost, ClinCards can be replaced and the money remaining at the time of replacement can be transferred to the new card.
5. Less exposure for loss for the university since ClinCards have zero dollars loaded initially. If cards are lost or stolen, the university would only be out the cost of the card(s).
6. The ClinCard system allows the study site to automatically push messages (text, email, and voice) to participants that include payment, balance, and appointment reminders. These tools have demonstrated an increase in study participant satisfaction and retention.
7. Once payment has been approved, the full amount of payment can be accessed by the participant immediately.

Sponsored Research Services Accounting Division (SRS AD) is responsible for managing the Greenphire ClinCard program and each academic or administrative unit (the department) is responsible for managing and documenting payments for their various studies. There are three user roles that will be available to department personnel in the Greenphire ClinCard system: Site Coordinator, Approver, and Report Viewer. The Admin User role will be assigned to personnel in Sponsored Research Services Accounting Division. The Greenphire ClinCard forms to be used by the departments to manage the study are accessible at the SRS website at:

<http://srs.uc.edu/awards.aspx>

1.2 Definitions

Site Coordinator: User is authorized to register participants in the Greenphire ClinCard portal, assign/replace ClinCards to participants, request site visit payments, and opt-in participants for messaging or schedule appointment reminders. The user is restricted to viewing only the participants registered to their associated site and study. The Site Coordinator will be responsible for sending the W-9 to the Director of Tax Compliance. (See Section 3.1 for specific details) Under normal circumstances, a Site Coordinator will not have a dual role of Approver.

Approver: User is authorized to view pending participant payment requests in the Greenphire ClinCard portal and approve/decline them as necessary. Once approved, payments are loaded onto the participants ClinCard.

Report Viewer: User is authorized to view “on demand” reports available on the Greenphire ClinCard portal.

Admin User: User is authorized to add studies, edit current studies, maintain study payments, and maintain user roles associated with each study in the Greenphire ClinCard portal. This role is currently restricted to SRS Accounting personnel.

2 STUDY SETUP

2.1 Study Set-up Form

The Greenphire ClinCard Study Setup Request form can be accessed from the SRS website at:

<http://srs.uc.edu/Libraries/Greenphire/GreenphireClinCardStudySetupRequest.sflb.ashx>

The responsible department personnel must complete the following five tabs on the setup form:

- Cards: Enter the number of ClinCards anticipated to be used for the entire study and when the cards will be needed.
- Sites: Enter the appropriate information for the study site(s). All fields are required.

- Study: Enter the appropriate information for the study. Check comments for specific notes on data fields.
- Study Payment Schedule: Enter the appropriate information for the schedule of payments to participants. Check comments for specific notes on data fields.
- Users: Enter the appropriate information for the users for this study. Check comments for specific notes on data fields. Only request the number of users required to effectively administer the study. The minimum anticipated for each study is three, the Principal Investigator and two departmental personnel.

2.2 Departmental Review, Approval, and Routing

If the Greenphire ClinCard Study Setup Request form was not initially prepared by the Department Administrator (DA) listed on the SAP Grant Master Contact Tab for the research study, the form must be forwarded to the DA for review and approval. The Department Administrator must email the completed form to GreenphireClinCard@uc.edu. By emailing this form, the DA is formally authorizing the setup of the permissions in the Greenphire system to the department personnel listed on the setup form. It will take approximately 6 business days for a study to be setup in the Greenphire portal.

2.3 ClinCard Pickup and Tracking

The Greenphire ClinCard Request form can be accessed from the SRS website at:

<http://srs.uc.edu/Libraries/Greenphire/GreenphireClinCardRequest.sflb.ashx>

The responsible department personnel must complete the top portion of the form. If not prepared by the Department Administrator (DA) listed on the SAP Grant Master Contact Tab for the research study, the form must be forwarded to the DA for review and approval. The Department Administrator must email the completed form to GreenphireClinCard@uc.edu.

Sponsored Research Services will schedule the pickup of the requested ClinCards with the responsible department personnel who completed the form. At ClinCard pickup, the remainder of the Greenphire ClinCard Request form will be completed. The original will be maintained by Sponsored Research Services and a copy provided to the person picking up the batch of cards.

Having received the first batch of ClinCards for a study, the responsible department personnel must start the Greenphire ClinCard Study Log, which can be accessed at:

<http://srs.uc.edu/Libraries/Greenphire/GreenphireClinCardStudyLog.sflb.ashx>

3 STUDY MANAGEMENT

3.1 W9 Forms

Compensation for participating in the study is taxable income. In order to participate in the study, the Site Coordinator must obtain a signed W9 form from each participant. (Reimbursement of actual expenses incurred by the participant is not taxable income.) The Site Coordinator must mail the signed W9 to the Director of Tax Compliance, ML 0641, in a sealed envelope marked confidential. A blank W9 form can be accessed from the SRS website at:

<http://srs.uc.edu/Libraries/Greenphire/BlankW9.sflb.ashx>

3.2 Participant Registration

Each participant being compensated using the Greenphire ClinCard system must be registered in the Greenphire system. The Greenphire ClinCard Admin Portal can be accessed at:

<https://clincard.com/login/>

If the participant is new to the Greenphire ClinCard, the Site Coordinator will enroll the participant in the Greenphire system and assign the participant to the specific study. (Please see the Greenphire ClinCard Reference Guide for all pertinent instructions on the Greenphire system. PDF documents are available by clicking support after the user signs into the system.) If the participant is already registered in the Greenphire system under a different study, the Site Coordinator will assign the participant to the new study.

3.3 Participant Payment

When a participant is eligible for a payment, the Site Coordinator will access the Greenphire ClinCard Participant Payment Acknowledgement form at:

<http://srs.uc.edu/Libraries/Greenphire/GreenphireClinCardParticipantPaymentAcknowledgement.sflb.ashx>

The site coordinator completes the form with all pertinent study information. If the participant is new to the Greenphire ClinCard system, the participant will be given a new ClinCard and the number recorded on the payment acknowledgment form. If the participant is already enrolled in the study or is enrolled in other studies and has an active ClinCard, the participant's existing ClinCard number is recorded on the form. The participant will complete and sign the areas of the Greenphire ClinCard Participant Payment Acknowledgement form relevant to the participant. This acknowledgement form must be maintained in the study's project files.

After the Greenphire ClinCard Participant Payment Acknowledgement form is completed, the Site Coordinator will request the payment in the Greenphire ClinCard portal and notify the Approver a payment has been requested. The Approver will log into the Greenphire ClinCard portal to review the scheduled payment and approve or deny the request. Once approved, the payment will be loaded to the participant's assigned ClinCard and be available for use.

Unscheduled Visits: If a participant has to return for a repeat lab visit, repeat testing, and/or a repeat assessment, the study coordinator (or any of the users established in Greenphire for the specific study) can request the unscheduled visit be added to the study payment schedule. The request should be sent via email to GreenphireClinCard@uc.edu (marked urgent) and must include the following in the body of the email:

Study Name / Payment Description / Amount

The payment description should reference the original scheduled payment visit that is being repeated.

Examples:

ABC Study / Screening – Repeat / \$50

ABC Study / Week 8 Re-Visit / \$25

ABC Study / 6 Month MRI Re-test / \$75

Requests submitted to GreenphireClinCard@uc.edu will be added in one business day.

Reversals of Payments to Participants: Greenphire cannot reverse a payment if the associated funds have already been utilized by the respective ClinCard holder. Greenphire will make all reasonable business efforts to reverse a payment transaction on the same day Greenphire receives notice from the university directing said reversal.

3.4 Study Log

The Site Coordinator must update the Greenphire ClinCard Study Log started in step 2.3 if a new ClinCard was issued to the participant and confirm the balance of cards on hand for the study.

4 STUDY CLOSEOUT

4.1 Closeout Notification

When a study has been completed, the Department Administrator must notify Sponsored Research Services the study is complete and no additional ClinCards will be issued or payments requested and authorized. The DA will provide this notification in an email to GreenphireClinCard@uc.edu. The notification should also indicate the balance of ClinCards on hand at the end of the study. Refer to 4.2 if a balance of cards remains.

4.2 Returning Un-Issued ClinCards

If the Greenphire ClinCard Study Log shows a balance of ClinCards on hand at the end of the study, the responsible department personnel should also access the Greenphire ClinCard Relinquishment form at:

<http://srs.uc.edu/Libraries/Greenphire/GreenphireClinCardRelinquishment.sflb.ashx>

The top portion of the form should be completed and if not prepared by the Department Administrator (DA) listed on the SAP Grant Master Contact Tab for the research study, the form must be forwarded to the DA for review and approval. The DA will include the completed form when notifying Sponsored Research Service in 4.1 that the study is completed.

5 ADMINISTRATIVE TASKS

5.1 Greenphire Study Reports

A variety of reports are available online through the Greenphire system. Users will access the reports appropriate for their area to manage the study.

Required Report: On a monthly basis, the Department Administrator must: 1) Print the monthly Payments by Subject activity report for each study he/she is responsible for; 2)

Review the report with the principle investigator for the grant being charged; and 3) Obtain the principal investigator signature on the monthly Payments by Subject activity report. The signed report must be maintained by the DA in the study's project files.

5.2 Greenphire Tax Report

Greenphire's 1099 Report will be utilized by the Director of Tax Compliance for 1099 tax reporting purposes. The report will include the following data:

- Name of payment recipient
- Social Security Number (or ID which can be used to determine SSN)
- Address
- Amount received for the calendar year
- Program under which the fees were paid to support client compliance with CFR Title 26 1.6041-1

Study participants receiving \$600 or more in one calendar year through the Greenphire ClinCard system will receive a 1099 from the university. Departments not using the Greenphire ClinCards for participant compensation are responsible for tracking and reporting all taxable income issued to a participant in one calendar year regardless of the amount paid. This information must be sent to the Director of Tax Compliance, ML 0641.

5.3 Allocation of Fees and Study Disbursements

SRS AD will process all journal entries necessary to allocate the full cost of all ClinCards associated with using the Greenphire ClinCard system to the appropriate research study. The UC Flex accounting string identified on the Greenphire ClinCard Request form will be used to charge the appropriate study.

Sponsored Research Services will charge the study for the total cost of the ClinCards requested on the Greenphire ClinCard Request form once the cards have been picked up by the department.

Using an appropriate Greenphire monthly activity report, Sponsored Research Services will charge the study for load fees and participant payment distributions monthly.

Sponsored Research Services will refund the study for the total cost of the ClinCards relinquished on the Greenphire ClinCard Relinquishment form once the cards have been returned by the department.

6 FORMS

The Greenphire ClinCard forms to be used by the departments to manage the study are accessible at the SRS website at: <http://srs.uc.edu/awards.aspx> or via the links below.

6.1 Greenphire ClinCard Study Set-up Request

<http://srs.uc.edu/Libraries/Greenphire/GreenphireClinCardStudySetupRequest.sflb.ashx>

6.2 Greenphire ClinCard Request

<http://srs.uc.edu/Libraries/Greenphire/GreenphireClinCardRequest.sflb.ashx>

6.3 Greenphire ClinCard Study Log

<http://srs.uc.edu/Libraries/Greenphire/GreenphireClinCardStudyLog.sflb.ashx>

6.4 Greenphire ClinCard Participant Payment Acknowledgement

<http://srs.uc.edu/Libraries/Greenphire/GreenphireClinCardParticipantPaymentAcknowledgement.sflb.ashx>

6.5 Greenphire ClinCard Relinquishment

<http://srs.uc.edu/Libraries/Greenphire/GreenphireClinCardRelinquishment.sflb.ashx>

6.6 W9 Form

<http://srs.uc.edu/Libraries/Greenphire/BlankW9.sflb.ashx>