

Greenphire ClinCard – Site Coordinator FAQ's

Cards Expiring in July 2022

- 1. When is the last time a card can be loaded or used that expires in July 2022?**
 - Cards expiring in 7/22 can be loaded and/or used by participant up until 7/31/22. Cardholder cannot use 7/22 expired card on 8/1/22 or after.
- 2. What is an “active” card?**
 - Any card that has been assigned to a participant (regardless of balance of card)
- 3. How long will a card with a zero balance stay active?**
 - Until card has expired.
- 4. Will a card, with a balance, be subject to any fees?**
 - Yes, if the card has a balance and has not been used in 6 months, Greenphire will charge a \$4.50 per month fee. If cardholder uses card or if card is uploaded with a new payment, the 6-month clock starts again.
 - Cards with a \$0 balance are not subject to any fees.
 - If a card is assessed a \$4.50 inactivity fee, the Participant can call Greenphire at 1-866-952-3795 – they may offer a one-time refund of the inactivity fee.
- 5. If an active card expires in 7/22, with or without a balance, can participant get a new card with a new expiration date?**
 - Yes, participant should call the number on the back of their card 30 days leading up to the expiration date, or any time after the expiration date, to have Cardholder Support replace their card at no charge.
- 6. If a participant calls Cardholder Support to request a new card, because their existing card will expire in less than 30 days, will they be able to use their existing card until they activate their new card?**
 - No, when participant calls Cardholder Support to get a new replacement card, their old card is deleted and they must wait until they receive their new replacement card – upon receipt of new card, they will call Cardholder Support to activate their new card.
 - Any remaining balance on old card will automatically be moved to the new replacement card, as well as any pending uploaded payments to participant.
- 7. Can studies continue to process participant payments if participant has requested a replacement card from Cardholder Support?**
 - Yes, payments can continue to be processed in Greenphire. The payments will sit in a “pending” status until the participants new replacement card is activated.
 - Cardholder Support will update participant records to reflect new card numbers.
 - Any remaining balance and pending payments will automatically be moved to new replacement card.
 - Participant history will show this update by Cardholder Support.
- 8. How will participant receive a replacement card?**
 - Cards will be mailed directly to participant and participant will need to call Cardholder Support to activate their replacement card before they can start using it.
 - Participants should receive their new replacement card within 7-10 days.
- 9. When will replacement cards be ready to be used?**
 - Replacement cards are mailed in an inactive status to protect the funds in case the card is intercepted in the mail. The participant will have to contact Cardholder Support to activate their replacement card before they can begin using it. Cards can be used as soon as they are activated.

10. If a participant asks, what is Greenphire's Cardholder Support contact information?

- The customer support toll free number is 1-866-952-3795 or participants can access via web browser at www.myclincard.com.