

ClinCard Department FAQ

▶ Are you able to preschedule payments?

Yes

▶ Are you able to pay participant differently?

You can preschedule payment amounts or make a miscellaneous payment.

▶ Does a participant's name display on ClinCard?

The card does not show participant's name or ECU's logo.

▶ When is a Social Security Number required?

A study needs to collect a participant's SSN for the following two instances:

1. An individual participant that may receive at least \$100 in a calendar year
2. Participant is participating in multiple studies, regardless of amount paid

▶ Can a study be exempt from using Greenphire for participant payments?

A study can be exempt from using Greenphire as the participant payment option in the following two instances:

1. Any study that offers a one-time incentive of \$50 or less to an individual in a calendar year.
2. The study obtains an approved exemption form from REDE ([Greenphire Exceptions Request](#)). Approved exception must be obtained before participant payments are processed.

Note: Active studies as of 9/1/2020 can continue to use their existing method of payment for participants until 8/31/2021. As of 9/1/2021, ALL studies are required to use Greenphire as their participant payment solution or obtain an approved exception from REDE.

▶ How do I handle participants who do not have a SSN or who do not want to provide identifying information due to nature of the study?

Generally, non-resident aliens do not have SSN's but, even if the non-resident alien is paid a penny, ECU has an obligation to pay tax on their behalf or somehow collect a payment for those individuals. If you are conducting a study with non-resident aliens, a risk assessment needs to be done to determine if we should remit tax from that group to stay in compliance with IRS guidelines. Non-resident aliens should be handled on a case by case basis. Please call the AP Greenphire team for assistance – 252-737-5907 or send email to participant_payments@ecu.edu. If they are a US resident, for tax purposes, ECU's only obligation is to report tax reportable income. If you have a US resident that does not want to provide a SSN, that participant cannot exceed cumulative payments of \$600 in a calendar year (January – December).

▶ **How are minors (below 18 years of age) set up in Greenphire?**

Reporting payments to minors will be reported for tax purposes as received by the minor, if the minor has a social security number. However, if the minor does not have a SSN, the payment will be reported under the parent's social security number.

▶ **How does money get on the ClinCard?**

AP sets up study in Greenphire. Participant completes participation in study. Study Coordinator adds participant into Greenphire, assign ClinCard to participant and picks milestone payment. Participant will have funds on card within 10 minutes.

▶ **Does Greenphire tell you how many studies a participant is in?**

Yes, when the Study Coordinator looks up a participant's name, the list of studies the participant is in will appear. It will only show the IRB number for each study.

▶ **What should I do if my ClinCard is lost, stolen or damaged?**

If a card is lost/damaged, the study has two choices:

1. Replace the card on-site at no charge to the participant, or
2. Have participant contact Greenphire customer service (**1-866-952-3795**) to request a new card. Greenphire will charge the participant \$7 for the replacement and it will take 7-10 days to receive by mail.

In both instances, the lost card will be deactivated, and any remaining balance will be transferred to replacement card.

▶ **If you do not enter the SSN, how do you look up that participant in Greenphire?**

By name, address, date of birth or last 4 digits of ClinCard, if participant knows that information. If a participant moves, please update that address in Greenphire.

▶ **Are there expiration dates on the ClinCards?**

Yes, 3 years. If a card expires when the participant has it, and as long as the card has been issued to the participant, the card can be replaced at no cost. Greenphire can replace card within 30 days but Study Coordinators need to call Greenphire ahead of time.

▶ **Are there cards Master Card or Visas?**

Master Card.

▶ Can a study have multiple students or research Study Coordinators?

Due to a limited number of licenses for the entire university, we try to limit the number of Study Coordinators to two (one main and one backup) per study but there may be instances where additional Study Coordinators are needed. Yes, students can be Study Coordinators.

▶ When are expenses uploaded into Banner?

They will be uploaded on a monthly basis.

▶ What are the costs to the study to use Greenphire?

\$3.70 per card and \$1.15 per load. (Currently, we have a free supply of cards for your use, until the supply runs out)

▶ How do I request an exception from using Greenphire?

Click on the below Team Dynamix link and completed all require fields (in red):

[Greenphire Exceptions Request](#)

If your exception is approved by the Division of Research and Grants, you will be emailed a project-specific link to record each participant payment.

▶ What participant information is needed for exception log?

Below is a list of items needed for exception log:

- Recipient's name
- Recipient's address
- Recipient's phone number (if available)
- Recipient's email (if available)
- Amount of payment(s)
- Date of payment(s)
- Recipient's SSN (for total payments over \$100 or more and/or the participant is in other studies)

Note: If the participant is being paid via the Sponsor's Greenphire portal, the study reports showing participant payments can act ask your log for ECU compliance purposes.

▶ How do I record an anonymous research participant on my exception log?

There may be times when a research participant should remain anonymous (possibly due to study protocol). In those cases, the study should work with the Division of Research and Grants to 'deidentify' these individuals. These will be handled on a case-by-case basis.

▶ **What documentation is needed when submitting a request for gift cards, paying for gift cards via ProCard or reimbursing an employee for purchase of gift cards?**

Materials Management will require proof of REDE exception approval when submitting their paperwork to request purchase of gift cards for participant payment. Be sure to upload your REDE exception approval when processing your ProCard charges in Chrome River or an expense report for an employee reimbursement. These reports will not be approved by AP without this documentation.

▶ **What logs are required if I use gift cards for participant reimbursement?**

Two reports are required. The first is the participant log, the record of who received the gift cards. The participant log is online, and a link to the log is sent to the investigator as part of the Greenphire exception approval process. The other report is the actual gift card log, which is a record of the cards that were purchased and the balance on each card. For grant funded projects, the gift card log is to be turned into ORA at the end of the grant. If there are any gift cards that are not distributed, the unit must move the charges off the grant and turn the cards into Materials Management to be sold to another department across campus. The gift card expense on the grant can only be for the cards distributed for the grant. If cards are being distributed to students, the unit must submit the information to Financial Services and Financial Aid.

▶ **When is a ClinCard active? When is it de-active?**

A card becomes active when a card is assigned to a participant and/or money is placed on the card. A card becomes inactive when there has not been any balance changes to card in 6 months. Once a card becomes inactive, the card will start incurring a fee of \$4.50 per month. Anytime a participant uses a card, or the balance changes, this resets the time period. A card is considered deactivated when there is over 180 days of non-use. Study Coordinators can send an email to Greenphire ahead of time requesting Greenphire re-active a card.

▶ **What if a payment is made in error?**

If a payment is made in error, immediately contact site support at support@greenphire.com or Local United States/Canada [215-609-4378](tel:215-609-4378) or United States Toll Free [844-847-0107](tel:844-847-0107), and Greenphire can void the payment and remove the funds from the ClinCard. However, if the funds have already been spent, there is no way to void the payment and remove the funds.

► What if a payment needs to be made that exceeds the study budget in Greenphire?

Greenphire will send an email notification to Accounts Payable and the Site Coordinator that a study is trying to process a payment for a participant that exceeds to budget amount of study. The Site Coordinator will need to let the participant know that their payment did not process. The budget will need to be modified in Greenphire for the payment to process. Before AP can modify the study budget, the study needs to submit a new Study Voucher Authorization form showing new budget amount and obtain new approvals. This form needs to be attached to a Team Dynamix ticket request to modify an existing study. AP will modify budget in Greenphire upon receipt of this ticket. All payments the study tried to process that exceeded the initial budgeted amount will then process and the Site Coordinator will receive an email from Greenphire stating the budget dollars were increase and sufficient funds are now in place to cover existing payments.

► How is mileage or personal expense reimbursed in Greenphire?

Yes, you will use Request Reimbursement field instead of Request Payment field. To make these types of payments, please follow the below steps. These steps are also included in the Department How-To-Guide.

Click on Request Reimbursement field.

Click on drop down – Select a Reimbursement Type

Select Drive/Mileage or Other Reimbursement

If you select Drive/Mileage, enter participant starting address and ending address, travel date and notes (explain purpose of mileage – ex: site visit, milestone #, etc.). Check round trip if appropriate. Greenphire will use Google maps to calculate mileage. If the study is set up to reimburse mileage, AP will add this mileage rate when study is created. Click Add Request. Verify mileage calculation and click Submit Request.

If you select Other Reimbursement, enter amount and notes (both are required fields). For the receipt, you have two choices: upload the receipt or click on 'Receipt received but unable to be uploaded'. If 'Receipt received by unable to be uploaded' is NOT checked, no NOT process reimbursement without uploading receipts. (Receipts should be retained in department to audit purposes). Click Add Request. Verify amount of reimbursement and click Submit Request.

► **What if an industry-sponsor requires an ECU investigator to use a Sponsor's participant payment system?**

Although the use of ECU's Greenphire is strongly preferred, Principal Investigators and their teams which perform industry-sponsored clinical trials are permitted to use a Sponsor's dedicated participant payment system for participant payments if required.

A Greenphire exception is not required when participant payments are from Sponsor participant payment system.

In these scenarios, an IRB-approved informed consent must clearly detail that the industry-sponsor or their designee will be responsible for distributing a payment stipend to the patient. The Sponsor and/or designee would be solely responsible for IRS reporting and the production of any associated 1099. ECU will have no responsibility to request a research participant's social security number (SSN) or other identifiable information for institutional records-keeping. Still, the Investigator and his/her research team must maintain Good Clinical Practices to maintain informed consent by producing adequate source documentation, subject to audit, inspection and according to ALCOA-C principles, that a participant received a stipend as described in the informed consent form. A waiver of Greenphire exception is not required to utilize a Sponsor's participant payment system when ECU is contractually obligated. The Office of Clinical Trials can provide guidance to confirm if a team is contractually obligated for industry-sponsored clinical trials.

► **What are the different roles in Greenphire and the reports available to these roles?**

Greenphire ClinCard Roles and Permissions			
Role/Permission Set	Job Duties	Report Access	ECU area that handles this functionality
ClinCard Administrator	Creates/edits studies, creates/edits milestone payments, creates/edits user access/permissions	All reports, all studies	Accounts Payable
Approver	Approve variable/travel reimbursements	All reports except 1099's, study-level reporting only	Possible Department Manager
Study/Site Coordinator	Registers participant, assigns ClinCard, pay participant	(optional) All reports except 1099's, study-level reporting only	Possible Department Admin
Reports Only (Finance)	Finance team who review reports and manages fundings of issuance account	All reports, all studies	REDE

Greenphire ClinCard Reports and Role Access				
Report	Role Access			
	ClinCard Administrator	Approver	Study/Site Coordinator	Reports Only
Program Balance	x			x
Program Balance Detail	x			x
Payments by Site	x			x
Site Payment Detail	x			x
Payments by Study	x	x	x	x
Payments by Subject	x	x	x	x
Payment Detail	x	x	x	x
Declined Payments	x	x	x	x
Subject Appointments	x	x	x	x
Subject by Study	x	x	x	x
Study Budget Report	x	x	x	x
1099 Report	x			x
User Management	x			x
Card Inventory	x			x