

# ECU ClinCard Departmental Standard Operating Procedures

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## Purpose

The purpose of this SOP is to describe the requirements and procedures for the establishment and use of the ECU Greenphire ClinCard system. The program has been

established to provide an efficient means for study teams to provide compensation and reimbursements to participants in ECU IRB-approved research studies. Any participants who receive \$600 or more in compensation in a calendar year (January -December) from one or more studies will receive a 1099-M for tax reporting purposes.

### **Benefits**

- Direct on-site disbursement to study participants
- Reduced payment administration
- Improved funds workflow security/approval
- Enhanced processing/tracking/reporting
- Central accounting and tax reporting support
- University compliance with tax reporting requirements

### **Scope**

This document applies to all research studies using the ECU Greenphire ClinCard for participant payments.

The ECU Greenphire ClinCard is to be used to issue payments for research participants receiving over \$50 and/or are participating in multiple ECU studies. Anonymous questionnaires or surveys that offer incentives of fifty (\$50) or less are exempt.

All new studies issuing research participant payments over \$50 are required to use this payment method with few exceptions. At times, due to the research protocol an alternative remuneration methodology may be required. Under these circumstances permission to utilize another payment method other than the ClinCard method, will require approval by the Senior Associate Vice Chancellor, Division of Research, Economic Development and Engagement at ECU, or their designee.

The ECU Greenphire exception policy is located at <https://financialservices.ecu.edu/greenphire/>

## Responsibilities

Below is an example of the 4 roles as they pertain to ECU (Note: the dept individuals will be assigned by dept)

<b>Role/Permission Set</b>	<b>Job Duties</b>	<b>ECU Area that handles job</b>	<b>Individual assigned to job</b>
ClinCard Administrator	Creates/edits studies, payments and permissions	AP	AP Admin Support Specialist-Advanced
Approver	Dept. approver who approves studies and payments	Dept	Possibly Dept. Manager
Study Coordinator	Dept. staff who registers participants and pays subjects	Dept	Possibly Dept. Admin
Report-Access (Finance)	Finance team who review reports and manages fundings of issues account	AP/Finance	AP Admin Support Specialist-Advanced and Systems Coordination

## Study Setup in Greenphire Clincard System

**Step 1. Study Voucher Authorization Form:** Once IRB is approved with Greenphire language in the Informed Consent Form (ICF) and Banner FOAP has been assigned, complete the Study Voucher Authorization form (See Example - Attachment A and the Excel Version of the form can be found [https://financialservices.ecu.edu/greenphire/.](https://financialservices.ecu.edu/greenphire/)) Attach to this form for routing, a copy of the ICF with the Greenphire language approved and the Study payment schedule. This payment schedule will be used by Financial Services to add payments to the Greenphire System. Attach these approved forms into the AP Greenphire Team Dynamix Ticket "Submit New Study".

**Step 2. AP Greenphire Team Dynamix Ticket to "Set Up a New Study":** The requesting department should complete the *Accounts Payable Greenphire Team Dynamix Ticket request* to initiate the process.

<https://ecu.teamdynamix.com/TDClient/Requests/ServiceDet?ID=31599>

The following information is required to set up a new study in Greenphire Team Dynamix:

- Date needed
- Study IRB #
- FOAP
- Study Sponsor
- Study Budget (amount of all participant payments)
- Will mileage be reimbursed?
- PI contact information
- Study Coordinator(s) contact information
- Approver contact information
- # of cards needed for first 90 days
- # of cards needed for life of study
- Attachments: Attach the approved Study Voucher Authorization Form and, if applicable, the Consent to Collect, Use and Disclose Social Security Number Form to ticket; this will include the approved ICF and payment schedule.
  - Note: If either of these forms are a DocuSign document, please save first before uploading. (If you do not save before uploading, signatures/approvals will not appear in attachment).

### **Step 3. Greenphire ClinCard Access Approved:**

Individual access is granted to the ECU Greenphire ClinCard system by study-specific setup only. Contact information must be entered in the Greenphire Team Dynamix ticket to be granted access to a specific study in the Greenphire ClinCard system.

When access has been granted by the AP Greenphire Team for an individual to use the ECU Greenphire ClinCard system, that individual will receive an email from Greenphire stating access has been granted. Included in this email will be a link to the Financial Services Greenphire webpage <https://financialservices.ecu.edu/greenphire/> where the Coordinators and Approvers can access the ECU Greenphire ClinCard system and all documentation needed to use Greenphire.

## **Greenphire Service Request System (Team Dynamix)**

The ECU Greenphire Service Request system is to be used for the following Greenphire ClinCard requests:

- Set Up a New Study
- Change an Existing Study
- Add a New User to Study
- Request Additional Cards
- Other Requests

## **Maintaining Greenphire ClinCards**

The AP Greenphire team will notify the Study Coordinator when cards are available for pick up. Cards should be picked up from the AP office at 120 Reade Street, Greenville, NC. The study coordinator or designee must bring appropriate identification when picking up card stock and sign the acknowledgement form with the token number of the cards being picked up. This acknowledgement form will be retained by AP as part of inventory reconciliation.

The ClinCards can be mailed by interoffice mail by the AP Greenphire team to the study coordinator. Send an email request to [Participant\\_payments@ecu.edu](mailto:Participant_payments@ecu.edu) for guidelines for this process.

The department must designate an accountable person that is responsible for the ClinCards. The cards must be maintained and safeguarded by the department and the accountable person in a manner that protects against inappropriate and unauthorized use or distribution. Any loss of cards should be reported immediately. The department must establish and maintain reconciliation procedures so that, at any given time, the department's distribution records reconcile exactly to the cards on hand.

## **Replenishing Greenphire ClinCards**

To request additional ClinCards, complete the ECU Greenphire Team Dynamix ticket request for additional ClinCard stock. To minimize the risk of potential loss to ECU, the number of cards should be limited to the absolute minimum necessary to conduct the study while remembering that ClinCards should be replenished prior to exhausting the supply.

It is recommended that you keep no more than a 90-day supply on hand.

### Returning Greenphire ClinCards

In the event a department must return any undistributed cards, they should be returned to the AP office at 120 Reade St. Contact [participant\\_payments@ecu.edu](mailto:participant_payments@ecu.edu) (Note: underscore between participant and payments) for additional instructions.

### Reporting

Reporting accessibility will be available at a study-specific level assigned at ECU Greenphire Study Set-up. When reporting is provided at a study level, users will only receive data that pertains to their designated studies; therefore, they will be unable to view certain reports that contain data solely at the University level (i.e., Program Balance Report, Program Balance Detail Report, Payment by Site Report, etc.).

Summary of Reports	
Report	Description
Program Balance	<u>Broad overview of ClinCard Program:</u> Issuance balance, total funding, number of payments, number of unique subjects paid.
Program Balance Detail	<u>Detailed view of ClinCard Program:</u> Issuance balance, total funding, number of payments, timestamps, payment description/note/amount, transaction type, subject IDs, users who triggered/approved payments, and site.
Payments By Site	<u>Broad overview of payments at a site-level:</u> Site number/name, unique subjects paid, number of payments, and total/average payments.
Site Payment Detail	<u>Detailed view of payments at a site level:</u> Timestamps, study, subject ID/card number, description, and amount.
Payments By Study	<u>Broad overview of payments at a study-level:</u> Study, status, study ID, unique subjects paid, number of payments, total payment, and average payment.
Payments by Subject	<u>Broad overview of payments at a subject-level:</u> Subject ID, site number/name, number of payments, total payments, average payment.
Payment Detail	<u>Detailed view of payments at a subject-level:</u> Timestamps, payment description/note/amount, study and site ID, transaction type, subject ID/card number, users who triggered/approved payments, and receipt upload.
Declined Payments	<u>Detailed view of declined payments:</u> Study, requested by, declined by, subject ID, time stamps, amount, and notes.
Subject Appointments	<u>View of subject appointments:</u> Subject ID, date and time scheduled.
Subjects by Study	<u>Detailed view of subject, card, and study:</u> Subject ID/status, site name/number, creation date, card assignment date, count of payments/studies, amount of payment.
Study Budget Report	<u>View of spend actual versus budget:</u> Sponsor name, study name/ID, budget, total payments, and remaining budget.
1099 Report	<u>View of required fields for issuance of Form 1099-MISC:</u> SSN, subject name, address, date of birth, site, studies, total paid, and notes.
User Management (Subscription Only)	<u>Detailed view of user permissions:</u> (Page 1 summary) Total users, users by type, total studies, total sites, (page 2 detail) username, first name, last name, program, study, site, coordinator, approver, can view reports, admin access, email, phone, user created date, last login, last password reset, and active days.
Card Inventory (Subscription Only)	<u>Detailed view of cards ordered and assigned:</u> (Page 1 assigned cards) Site number/name, study name/ID, subject ID, card token, date assigned, card expiration date, months until card expires, card status, assigned by, card balance, last deposit date (Page 2 unassigned cards) Unassigned card token and expiry date (page 3 summary) Site number/name, unassigned, assigned, replaced, expired, and total active.

## **Tools**

Detailed Greenphire ClinCard Participant Payment Process instructions can be found on the ECU Financial Services webpage link: <https://financialservices.ecu.edu/greenphire/>

## **Department Card Security**

1. Keep the cards in a secure location.
2. Limit authority to issue the cards to the minimum number of people as possible.
3. Maintain complete records to demonstrate the receipt and issuance of cards.

## **Consent to Collect, Use and Disclose Social Security Number and Tax withholding**

The IRB application for the Informed Consent Form (ICF) should be updated to reflect the Greenphire language to collect Social Security Number (SSN) at \$100 and/or if the participant is participating in multiple ECU studies. The language can be added to the ICF or be approved as a separate form with the IRB application.

The Disclosure Statement to Collect, Use, and Disclose Social Security Numbers for Tax Reporting Obligations (Word) can be found on the IRB webpage:

<https://rede.ecu.edu/umcirb/forms/>

## **Lost or Stolen Cards**

The PI/Study Coordinator has an option to replace the research participant card if lost/damaged at no charge to the participant via the ClinCard Portal using the “Replacing a Greenphire Clincard” instructions found in the Greenphire Clincard Participant Payment Process Department Instructions. The research study will be responsible for the cost of the replacement card (\$3.70).

If the study cannot replace the card, the research participant should contact Greenphire customer service at **1-866-952-3795**, there is a \$7.00 fee for replacement (deducted from the card balance) and it will take 7-10 days for the participant to receive the card by mail.

With either replacement method, the old card will be deactivated, and any existing balance will be transferred to the new card.

If your card is stolen, the research participant should call Greenphire Customer Service at **1-866-952-3795**. Customer Service will mark the card “stolen” and will assist in contacting MasterCard to open a case.

### **Quality Assurance**

All studies using the Greenphire ClinCard will be subject to review and audit. Any study or department not using the program according to these procedures must have approval from REDE.

### **Frequently Asked Questions (FAQ's)**

A list of Greenphire Clincard questions have been compiled and can be found on the Financial Services webpage <https://financialservices.ecu.edu/greenphire/>

### **Questions**

Any questions should be directed to the ECU Greenphire team at [participant\\_payments@ecu.edu](mailto:participant_payments@ecu.edu) (Note: underscore between participant and payments) or call 252-737-5907.



Excel Version of this form can be found at <https://financialservices.ecu.edu/greenphire/>

ATTACHMENT A

<b>EAST CAROLINA UNIVERSITY</b>		Please print legibly.
<b>Study Voucher Authorization Form</b>		Provide original signatures in blue ink.
Note: this form should be completed prior to generating the Greenphire Clincard Team Dynamix ticket or requesting cash payments.		
TO:	Financial Services/Depository Services/Cashier Office	
PI:	_____	
DEPARTMENT:	_____	
CONTACT:	_____	
DATE:	_____	
ECU BANNER #:	_____	
	Fund	Organization Account Program
Effective(date)	_____	(PI Name) _____ will begin
payments on	IRB STUDY ID (UMCIRB #)	
to be disbursed from	<input type="checkbox"/> GREENPHIRE-Clincard System <input type="checkbox"/> DHS Depository Services, Brody 1N12 <input type="checkbox"/> University Cashier office, Old Cafeteria Complex	
I will maintain financial and programmatic records/logs of these activities and all payments/incentives to participants. I understand that payments are subject to review/audit. I understand that participants that receive incentives of \$600 or more per calendar year must receive a 1099. I understand that I am responsible for verbally collecting SSN for participants using the Greenphire system who receive \$100 or more and/or have been identified as participating in multiple studies. For studies that have been approved to be exempt from using Greenphire, I am responsible for providing Accounts Payable a list of all participants with payment totals received during the calendar year. This list must be sent to Accounts Payable prior to the end of December so that the University can comply with tax reporting requirements.		
	Principal Investigator	Date Signed
APPROVAL:		
	Department	Date Signed
	Funding source(Clinical Trials, Grants, ITF, etc).	Date Signed
****Estimated that \$	_____ will be distributed to _____ participants in \$	
	total to be distributed for life of study	estimated # of participants
		increment per visit
increments for	_____ visits.	
	# of visits per participant	
Attach:	<input type="checkbox"/> Approved IRB Informed Consent section "how much will I be paid" <input type="checkbox"/> Approved payment schedule for Greenphire payments ** this information will be used to key the approved schedule of visits in the Greenphire system by Financial Services	