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INTRODUCTION

The Greenphire ClinCard, a reloadable, prepaid card, is a faster, safer method to pay your study participants and is the preferred payment method over AP check requests (PDA forms) or petty cash. The ClinCard allows for direct, on-site disbursement which helps to increase participant retention. In addition, the Greenphire ClinCard system supplies a convenient administrative tool for loading, tracking, and reporting your studies' payments in real-time. As of October 2016, the Division of Finance pays all fees associated with the ClinCard program.

POLICY

The Greenphire ClinCard program has been established to provide an efficient alternative for study teams to provide compensation and reimbursements to study subjects participating in Penn's IRB-approved studies as well as participants in non-clinical projects. Financial policy 2319.1 has been updated to incorporate this new form of payment. Any research subject who receives \$600 or more in compensation in a calendar year will receive a 1099 for tax reporting purposes.

PURPOSE

The purpose of these guidelines is to describe the procedures for the use of the Greenphire ClinCard.

SCOPE

This document applies to all research studies using the Greenphire ClinCard for research subjects. Any non-clinical projects must be approved by the Director of Disbursements.

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SUBMIT A REQUEST

Before submitting a request for your study be set up in Greenphire, please consider the following with your team and/or Business Administrator/Business Office:

- Who will be the main contact for the study and submit the online request? (must have a Pennkey/password)
- Who will need access to Greenphire, and what kind of access does each person need?
- Does the BA want access to Reports within Greenphire?
- Which person(s) should be assigned as Approver for payments over \$100?
 - The person that loads the payment can be the same person that approves the payment.

Please contact the Penn Administrators at dofclinreq@pobox.upenn.edu if you have any questions.

We encourage each Business Office/Department to develop an internal approval process that a study/project is required to complete before submitting a study in the online request.

When you are ready to submit your request to set up a study in the Greenphire ClinCard system, go to our webpage: http://www.finance.upenn.edu/comptroller/accts_payable/Greenphire/ (or google UPenn Greenphire)

Click on the link: *Click Here to Submit your Greenphire ClinCard Request*

Pennkey and Password are required to log in. If the study is not yet in the Greenphire ClinCard system, please click the box for 'New' study.

In the Comments/Notes section at the bottom of the request form, please list other people that will need access to the study in the Greenphire system and what kind of access they need:

- **Coordinator** - registers subjects in Greenphire and makes payments
- **Approver** - Any manual payment or reimbursement of \$100 or more must be approved before the money is issued to the subject on their ClinCard.
- **Reports** - There are many reports in Greenphire such as 'Payment Detail' and 'Study Budget Report.'

One person can have one type of access, all three, or any combination.

****The person submitting the request will be listed in our records as the main contact for the study and will automatically receive all 3 types of access unless otherwise stated.****

(See *Responsibilities* on Page 6 in this document.)

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You can choose either the Penn-Branded or generic ClinCard.



Budget Amount

The Budget Amount on the ClinCard Request Form is the total amount you expect to pay your participants. We enter this dollar amount into the Greenphire ClinCard system when we set up your study, and your spending is limited to this amount. You have the ability to keep track of your payments and budget using the *Study Budget Report* under the Reports tab in Greenphire. At any time, you can submit another request to increase your budget.

You do not pay anything up front. We will enter a journal entry in BEN each month for Greenphire activity for the preceding month.

Business Administrator Approval

We must have an emailed approval from your Business Administrator/Finance staff in order to set up your study in Greenphire and to issue ClinCards. They are responsible for approving your budget and your use of Greenphire as a payment method.

Fill in their name and email address in the request form, and they will receive an email when you submit the request.

We do not process your request until we have an email from your BA/Finance person with approval. Their approval level is based on their TAC or PO authority. Please let your BA know when you have submitted your request so they can respond with their approval.

Duration of Study

Please enter the period of time that your study team plans to process payments for the study, from your first payment to the first patient until the last payment to the last patient. We will never close a study until we confirm with the main contact. To prevent fraud, we want to make sure studies do not stay open longer than necessary, especially if they have money available in their budget.

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Budget Codes

The Disbursements group front-loads the money to pay your subjects. We charge each study/department (using the budget codes you supply us) via a journal entry one month in arrears.

In Greenphire, one study is linked to one budget code. If you have multiple budget codes, you need to set up multiple studies. The study nickname can be used to help you differentiate between studies/budget codes. You must submit a separate request for each study.

Approval Process and Setup

Once you submit your Greenphire request, you receive an emailed copy of the request, the BA/Finance person you listed also receives a copy, and so do the Penn Administrators. The BA/Finance person can click 'Reply All' right away and let us know they approve it. If they have any changes or additions they want to make, they can do so in this email. If a day goes by, and we have not yet received approval from the BA, we will reach out to them for approval.

As soon as we get BA Approval, we set up your study in the Greenphire ClinCard system, get your ClinCards together, and then email you to let you know you can come pick them up in the Franklin Building. The naming convention for studies in Greenphire is CNAC#-ORG#-IRB# (or School/Center)-Study/Project Nickname. Once you pick up the ClinCards, you will be given access to your study in the Greenphire ClinCard system. If this is your first study in Greenphire, then we will set you up with user access, and you will receive an email from Greenphire with your user ID and instructions how to log in. We try to make this part of the process as quick as possible. Our goal is that within 3 business days you will have your ClinCards and have access to the study in the Greenphire ClinCard system.

Changes to Existing Studies in Greenphire

If you are already working with a study in Greenphire, and you need to order more ClinCards, increase your budget, or other changes/additions, please fill out another request form online and make sure to click the box for 'Existing Study.' You do not need to fill out every space, just the identifying information (IRB, Study Nickname, and BA name/email) as well as the item(s) you're changing. Feel free to explain or add more information using the 'Comments/Notes' section at the bottom of the form.

****If you are increasing your budget, please include a note letting us know if the budget amount is what you want to increase by or the total amount your budget should be raised to.****

You may change your budget code for a study whenever necessary; the study stays open based upon the purpose of the study. Please email (dofclinreq@pobox.upenn.edu) or submit an online request and include effective date.

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GREENPHIRE CLINCARD SYSTEM

Experiments should be conducted as usual and all the same paperwork should be collected, including Penn ID's and/or W-9's from participants. You will keep this for your files. We encourage departments and Business Offices to develop and maintain their own approval process and system of checks and balances around the Greenphire ClinCard system.

Responsibilities

Administrators Disbursements will upload the studies into the ClinCard portal and upload the payment schedules. Upon loading the studies into the portal, the administrators will assign the studies to the designated Research Coordinators. By keeping the Administrator permission limited, other users will not be able to edit the study and/or the study budget.

Approvers may be designated at the study level to approve payments. Manual payments or travel reimbursements more than \$100 will go into a pending status until Approved. The team for each study will determine who they want to have Approver access. The Coordinator that schedules the payment can be the same person that approves the payment.

Coordinators will have access to the "ALL" study along with their designated studies. They will be responsible for registering subjects into the ClinCard system, assigning ClinCards, as well as submitting payments to the subjects. Prior to registering a subject, they should search the "ALL" study to ensure the subject is not already set up. (Coordinators working on studies that take place at a site other than Penn's campus will not have access to the "ALL" study.)

Reporting accessibility will be available at a Program (University) level, or it may be limited to a Study-Specific level, in which case multiple studies may be listed if need be. 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, and Travel Funding).

****The main contact is given total access to the study: Approver, Coordinator, and Reports unless otherwise stated.****

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Registering a Participant

- When you register a participant in the Greenphire ClinCard system, it would be best to register them with their First and Last Name, present address, and DOB. This information is required by Greenphire as a way of identifying this person as the owner of the ClinCard assigned to them if they call the Customer Service number on the back of the ClinCard. The participant can also reach out to the Coordinator or study team if they have issues with the ClinCard.
 - See [Know Your Customer](#) on Penn’s Greenphire webpage.
 - See [Cardholder FAQ](#) on Penn’s Greenphire webpage.
- The Coordinator only needs to register the participant once. Then, you can assign them to any study/project to which you have access.
- If you mistype the Token# when assigning a ClinCard, please contact the Penn Administrators (dofclinreq@pobox.upenn.edu) or Greenphire Support (via the support tab or via email support@greenphire.com). Support can correct the number of the ClinCard to make sure the correct card is assigned to the participant.

Please ask all participants to hold on to their ClinCards because they are good for 3 years. They can use them for multiple payments as well as another study also under the Penn site in Greenphire.

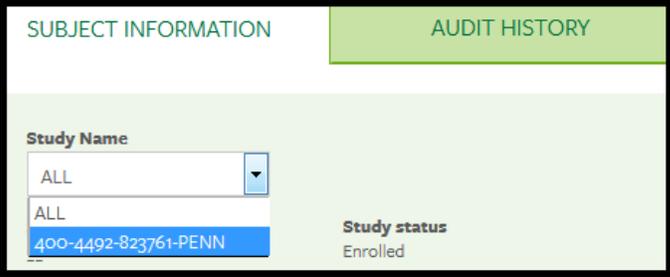
Messaging

- When you register participants, add their cell phone and/or email address. By clicking the box that says “Enable Email Alerts” or “Enable Text Messaging,” the participant will automatically receive a notification when a payment is loaded onto their ClinCard.
- You can set appointment reminders in the Greenphire ClinCard system, and the patient will be sent notifications 3 days and 1 day before the appointment.

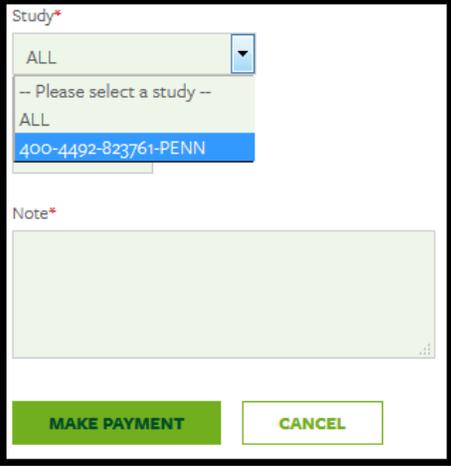
See [Greenphire ClinCard Msg Templates](#) on Penn’s Greenphire webpage.

ClinCard Payments

- When making a payment for a participant, you have two options:
 - Select the study in the dropdown box in the participant's profile and then select the correct payment button.



- Click on the correct payment button and then select the study from the dropdown box.



- If you try to load a payment in the ALL Study, you will receive an error message in Greenphire and via email.
- A Manual Payment over \$100 will need a second level of approval. The coordinator will be able to process the payment, but then must approve the payment in Greenphire before the money will be issued to the participant's ClinCard.
 - The same person that loads the payment can be the same person that approves the payment. Most payments in Greenphire are less than \$100, so we just want the Coordinator to double check they entered the correct amount before they issue the payment.
 - To approve the payment, click on the 'Payment Approvals' button.
 - If you have a pending payment, the system will send you an email at 6am and at 4pm to remind you.
 - The study team determines how they want to handle this process.

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ClinCard Payments, continued

- To avoid this two-step process for payments, you can set up milestone payments if all or most of your patients will receive the same payment(s) for the same visit(s).
 - Send us an email with the list of visits and dollar amounts in the order they occur, and the Penn Administrator sets up the payment milestones in Greenphire. You can also include this in your initial request.
 - When paying participants, click on MAKE SITE VISIT PAYMENT in the participant’s profile. Then, select the correct payment option and click PAY.
- The cap on single payments is set at \$1,000. If you need to make a payment above that amount, please contact the Penn Administrators (dofclinreq@pobox.upenn.edu), and they can temporarily raise the limit.
- Once the money has been loaded onto the ClinCard, the participant can take the ClinCard to any major bank that cooperates with MasterCard and ask a bank teller for the balance in cash or they can spend it as credit in store or online.
 - We do not recommend participants setting up pin numbers for their ClinCards. There are extra fees associated with ATM withdrawals.
 - For bank issues, see [MasterCard Face-to-Face](#) on Penn’s Greenphire webpage.
 - See [Cardholder FAQ](#) on Penn’s Greenphire webpage.
- Please ask all participants to hold on to their ClinCards because they are good for 3 years. They can use them for multiple payments as well as another study also under the Penn site in Greenphire.

If a ClinCard is Lost or Stolen

- If lost/misplaced, the ClinCard can be spent by anyone until it is deactivated by Greenphire or replaced by the Coordinator.
- Only one ClinCard can be active for a participant at a time. You can assign them a new ClinCard, and the system will automatically transfer the available balance to the new ClinCard (may take up to 20 minutes to show in their profile) and deactivate the old ClinCard.
 - Pull up the participant’s profile, and on the right hand side, click on ‘Replace ClinCard.’ Enter the Token# found on the front of the card envelope, and then click ‘Assign.’
- If someone finds the lost ClinCard before it is deactivated and spends any of the money on it, there is nothing we can do to reclaim or replace that money.

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GREENPHIRE SECURITY

User Access

When you submit your request to set up your study in Greenphire, please also include in the Comments/Notes section the names and email addresses of everyone that will need access to the study in Greenphire and which type of access they will each need. We must have BA approval to give someone access to a study.

If a Greenphire user does not log in to the Greenphire ClinCard system for a period of 3 months, their user access will be deactivated. When they need to access the system again, either they or the study's main contact will need to contact the Penn Administrators to reactivate their user access.

To prevent any possible fraud, please contact us if a Greenphire user will be leaving the department or Penn or if they no longer need access to a particular study.

Card Security and Recordkeeping Requirements

- Keep ClinCards in a secure location.
- Limit authority to issue the cards to the minimum number of people possible; one person per study is strongly recommended.
- Exercise caution in sharing account information.
- Maintain complete records to demonstrate the receipt and issuance of cards.
- Do not photocopy ClinCards.

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, may be subject to removal.

Closing a Study

When you submit the Greenphire ClinCard Request, we ask for the duration of the study. We keep a record of when studies/projects are estimated to end, and we will email the main contact to check if a study is ready to be closed in Greenphire. We understand there are many reasons why studies get extended, and we will not close a study in Greenphire without confirming with the main contact first. We also ask that you contact us when you have finished paying all your participants, and your study is ready to be closed. If you realize later you need to pay a participant, we can always reopen a study.