I. Getting Started

UT Dallas uses the GreenPhire system to distribute human research subject payments via a pre-paid MasterCard (a “ClinCard”).

To set up a study in GreenPhire, submit a completed Schedule of Human Subject Payments form and IRB approval letter to clincard@utdallas.edu. No requisition is required to obtain cards or study budget information.

The Schedule of Human Subject Payments form and other ClinCard resources are available at https://www.utdallas.edu/contract/clincard-payments/ and via clincard@utdallas.edu.

The Office of Contract Administration issues ClinCards to PIs (or a delegate) after an approved study is set up in clincard.com. Cards are generally signed out from the reception desk on the 2nd floor of SP2 or delivered to sites via campus mail. The study PI is ultimately responsible for control of ClinCard loads.

Site Coordinators first register a subject with a subject ID, then assign a card to the subject ID, and finally load the card with funds via scheduled Site Visit Payments (of pre-determined amounts), unscheduled...
Miscellaneous Payments (amounts determined at time of distribution), and Reimbursement Payments. Re-use of cards for returning subjects is encouraged as ClinCards may be loaded multiple times.

Use the www.clincard.com site portal to register subjects, assign cards, load payments, and report activity. You can also replace lost or damaged cards using www.clincard.com. For login credentials (or any questions about portal use) please contact clincard@utdallas.edu.

When a study using ClinCards is completed, closed, or canceled, it must be closed-out. Close-out ensures that funds and cards assigned to a study are released. This can be accomplished by submitting a completed Close/Cancel ClinCard Subject Payments form to clincard@utdallas.edu.

Please email clincard@utdallas.edu with any questions or concerns about ClinCards.

II Register a Subject

1. Log in to www.clincard.com, and

2. Click Register Subject in the upper left corner, and select your study from the pull-down.
3. At the **Register Subject** screen (below), Enter the participant’s Name, Date of Birth, and Address. Date of Birth should be entered as day-month-year.

![Subject Registration Form](image)

**Note:** As of January 2020, changes to banking regulations require a Name, Date of Birth, and Address be associated with all debit cards, including ClinCards. A HIPAA Agreement between UT Dallas and GreenPhire ensures all personal information remains fully confidential.

Sites **must** be able to tie payments to participants’ actual identities, either via accurate information in the ClinCard system, or via confidential document linking ClinCard system information to actual participant information. This is required for compliance, record keeping and cardholder support.

4. **Click Register.** The subject is now registered, and you may assign them a ClinCard.
III. Find a Registered Subject

1. To find a subject, click **Look Up Subject**, select your study from the pulldown, and click **Search**.
2. In the **Search Results**, click on the subject for whom you’d like to assign a card or load funds.

3. The **Subject Information** tab appears (see next section). From this tab, you can assign a ClinCard, make scheduled Site Visit Payments (Milestone Payments) of pre-determined amounts, and request unscheduled Miscellaneous Payments of amounts specified at time of request.
IV. Assign ClinCard

1. Find your subject (see Section III above).

2. The Subject Information tab (below) appears. Click Assign ClinCard on the right:

3. At the Assign ClinCard pop-up (below right), input the Token # from the envelope containing the subject’s ClinCard, and click Assign:

   The Subject ID has now been assigned this card in the GreenPhire system, and Site Coordinators can load funds via Milestone Payments, Miscellaneous Payments, and Reimbursements.

Notes:

- Once a card has been assigned to a specified subject ID, it cannot be unassigned and given to an alternate subject.
- It may be helpful to associate the card Token # and subject ID in site records. Supplying this number expedites cardholder support requests.
V. Load Funds: Milestone Payments (Scheduled)

Site visit payment amounts are scheduled and approved when a study is set up (from information provided on the Schedule of Planned Subject Payments form). Scheduled site visit payments (under $1,000) do not require approval, and are immediately available for use on the card.

Load a scheduled milestone payment as follows:

1. Navigate to the subject you would like to pay as shown in section III above.
2. At the Subject Information tab, click Request Payment:

At the Request Payment pop-up (below), select the Milestone associated with the payment, and make any optional Notes:

3. Click Pay.

The selected payment is loaded on the subject’s card and available for use within several minutes.
VI. Load Funds: Miscellaneous Payments (Unscheduled)

Miscellaneous subject payments (formerly “manual payments”) can be for any amount, and require approval in the ClinCard system before the subject can use the funds.

Request a miscellaneous site visit payment as follows:

1. Navigate to the subject you’d like to pay as shown in section III above.
2. At the Subject Information tab (below), click Request Payment:

   ![Request Payment Dialogue]

   The Request Payment dialogue appears.

3. At the Request Payment dialog (below), select Miscellaneous Payment in the dropdown menu:

   ![Completed Request Payment]

  clincard@utdallas.edu

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4. Specify the **Amount** and document the reason for payment in the **Notes** field (required).

![Request Payment Image](image)

5. Click **Pay**.

6. Study Approvers specified on the *Schedule of Human Subject Payments* form receive an email notification requesting approval. Miscellaneous payments must be approved via clincard.com before becoming available for use on the ClinCard.
A. Approvals:
1. To approve miscellaneous subject payments, log into clincard.com and navigate to the Payment Approvals tab (or click the link in the notification email).
2. In the Payment Approvals screen (below), check the box next to the payment(s) you want to approve or decline.

3. Make any optional notes relating to the approval in the Add Notes field.
4. Click the Approve Selected or Decline Selected button to approve or decline the payment(s).

Approved payments are loaded on the subject’s card, and are available for use within an hour or so. Declined payments are canceled and cannot be approved later.
VII. Reimbursements

Reimbursements are payments to the subject for expenses not related to study participation, e.g., travel and lodging. These payments are generally determined on site as they can vary between subjects.

There are two ways that site personnel can make Reimbursements to subjects. Both methods of payment require approval from the designated study Approver.

A. Miscellaneous Payments

Refer to section VI on making a Miscellaneous Payment to the subject. Make sure to specify the type of reimbursement in the Notes section.

Note: A Miscellaneous Payment cannot be associated with a Milestone visit.

B. Request a Reimbursement

The Reimbursement feature allows site personnel to directly associate a reimbursement payment with a Milestone visit and can upload corresponding receipts if desired.

1. Look up the subject
2. Select Request Reimbursement
3. Specify the reason for payment from the **Reimbursement Type** drop down menu:

4. Enter the amount and make notes about the payment. You may also upload copies of receipts if desired.
VIII. Errors
Errors made by site personnel during the course of a study in the areas of payments and approvals cannot be corrected retroactively. While some payments and fees may be reversed upon PI request to clincard@utdallas.edu, the UT Dallas ClinCard system is set up to ensure compliance via separation of duties, which limits the abilities of ClinCard Administrators. ClinCard Administrators have no access to reverse, override, delete, or change time/user stamps recorded for ClinCard activity.

IX. Study Close-Out
When a study using ClinCards is completed, closed, or canceled, it must be closed-out in GreenPhire. Any unused ClinCards must be returned at the completion of the study. This close-out ensures that any remaining study funds are released, subject payment data is locked for integrity and unused ClinCards can be re-assigned to another study.


Return the completed Close/Cancel ClinCard Subject Payments form with any unused ClinCards to the Office of Contracts and Special Projects, Mailstop SP2 22.

X. Notes
• Specify 01/01/2001 as the date of birth for ALL cardholders.
• Cardholders MUST know the date of birth associated with their card to check card balance via phone, or set up a PIN for use as a debit card.
• Cardholder documents assume 01/01/2001 as the Date of Birth. A date of Birth value other than 01/01/2001 will result in cardholder support calls to the site coordinator.
• Encourage the cardholder to use the full balance on the card immediately, most easily via making a credit card purchase for the full card value, or by requesting the full balance in cash from a bank teller.
• In case of loss/damage, UT Dallas site coordinators can replace cards for up to 6 months after the last funding. Replacement deactivates the old card, transferring any remaining balance to the new card. **After 6 months, or in case of theft, the cardholder must call ClinCard support at 1-866-952-3795.**

XI. Other Resources
• The **UT Dallas ClinCard Cardholder FAQ** contains detailed instructions for subjects on ClinCard use, and registering the card at www.myclincard.com to view card balance and purchase history.
• Refer to **UTDBP3036 – Policy on Payment of Research Subjects** for the requirements and process for human subject payments, including confidentiality, IRS requirements, and accounting.
• The *GreenPhire/ClinCard Procedures* document contains detailed instructions on GreenPhire ClinCard setup, use, and administration.

• The Office of Contracts Administration is available to help and support site and department personnel with ClinCard questions at clincard@utdallas.edu.