

1. What is Greenphire?

Greenphire is the name of the vendor providing the study participant payment system for UAB. The system uses reloadable debit cards (ClinCards) to pay both clinical and research study participants. If you pay your participant(s) via check, you will have the option of continuing to do so or using the Greenphire system.

2. How does the Greenphire system work?

All your studies and their associated payment schedules will be pre-loaded into the web-based [Greenphire system](#). Users that you select will have the ability to log into that system to add participants to your study, as well as to make payments to those participants on their reloadable debit cards.

3. What participant information will we need to start using the Greenphire system?

At the very least, you must have the participant's name, address, date of birth, and social security number. You will also have the option of entering the participant's cell phone number or e-mail address if they would like to receive notification when a study payment has been loaded on their card.

a) What if a participant does not have a social security number?

Unless your study has been granted an exception*, social security numbers are required of all participants.

b) What if a participant does not have an address?

If a participant is unhoused, you should ask if there is a relative's address that they can use. If this is not possible, then you should ask if there is a shelter where they sleep.

4. What are the costs to the Department for using the Greenphire system?

Each study will be charged \$1.75 by Greenphire for each load fee. Include these load fees in the budget for your study.

5. Do I have to amend my informed consent form?

If your informed consent form specifies a method of participant payment, then you will need to amend the form and have it reviewed for approval by the [UAB Institutional Review Board \(IRB\)](#). If you are using the IRB-recommended template that specifies that a participant will be paid, but does not specify a method of payment, no amended form is needed.

6. Can I give my participants the cardholder FAQ provided by Greenphire?

Yes. UAB's IRB has stated that this FAQ can be given to your participants.

7. Does Greenphire's data security meet UAB's IRB data security requirements?

Yes.

8. We offer participants travel reimbursement; will this be available in the Greenphire system?

Not currently. The Greenphire system cannot handle the UAB approval process for participant travel reimbursement. If you are offering travel reimbursement, you will have to process that as a [payment request](#) in the Oracle system.

9. What if one of my participants loses their card?

The participant should notify the Study Coordinator, who will be able to replace it for them. By replacing the card in the [ClinCard portal](#), the old card will automatically be deactivated, rendering it unusable.

Any funds remaining on the deactivated card will be transferred to the replacement card. Alternatively, the participant can call [customer service](#), however, there is a \$7.00 fee for replacement, and it will take 7 – 10 days to receive by mail.

10. How do I add a new study to the Greenphire system?

Any new study will be entered based on the information provided in the [new study application](#).

11. How do I request the ClinCards for my study?

After your area receives training on how to use the system, you will receive an initial supply of ClinCards for use in your department. When the supply begins to run low, you can request more cards by sending an e-mail to FA-grantsaccting@mail.ad.uab.edu with **GREENPHIRE – Cards Needed** in the subject line. In the body of the e-mail, include your 9-digit org code and the number of cards needed (we recommend that you keep no more than one-month’s supply on hand). You will be notified via return e-mail when the cards are ready for pickup at the Financial Affairs Operations Center located at 701 20th Street South, Suite 160.

12. What if we want to add/remove an employee who has access to our studies or edit study information in Greenphire?

If you need to make any changes to the information you provided when your study was set up in Greenphire (study staff, participant payment descriptions or amounts, account number, etc.), please send an e-mail to FA-grantsaccting@mail.ad.uab.edu with **GREENPHIRE** in the subject line. In the body of the e-mail, include the study name, the IRB number, and any changes needed.

13. What reports are available from the Greenphire system?

There are several reports available in the Greenphire system, all of which are downloadable to Excel. Access to view reports for your area is assigned to each person when they are set up as a user. If you do not have access to reports, please contact the appropriate person in your department to request this access. Three of the most informative reports are detailed below.

- 1) **Payment Detail Report** displays the finite details of each payment that has been made for all studies to which you have access. This report can be filtered by Date Range and is the most comprehensive report you will have access to. This report will return the following data:
 - Date participant payment was requested
 - Transaction ID – unique number assigned by the Greenphire system
 - Study name – as assigned to your study (ex: 31-Pulm ALIAS 10000612)
 - Name of user who requested the payment
 - Name of user who approved the payment
 - Site number – *Not in use by UAB currently*
 - Site Name – Should be UAB All Study (Central)
 - Last four digits of the participant’s ClinCard number
 - Subject ID – participant’s unique study number assigned by you
 - Date the payment was approved
 - Transaction date – date funds were added to participant’s ClinCard
 - Transaction type – typically, ADD FUNDS

- Amount – dollar amount paid to participant for this transaction
 - Description – denotes milestone (ex: Visit 1, Follow-Up, Survey Completion, etc.)
 - Payment Notes – any notes entered by the Coordinator will display here
 - Approval Note – any notes entered by the Approver will display here
 - Study ID – Account number associated with study in the UAB Oracle system
- 2) **Payments by Study** provides an overview of all payments for studies you have permission to access. This report can be filtered by Date Range or Study Status. This report will return the following data for each study you have access to:
- Study name – as assigned to your study (ex: 31-Pulm ALIAS 10000612)
 - Study status – Active, Completed, or Canceled (No Activity)
 - Study ID – Account number associated with study in the UAB Oracle system
 - Study creation date – Date study was set up in the Greenphire system
 - Number of unique participants paid
 - Number of payments made
 - Total payments – sum of all dollars paid to participants
 - Average payment – average payment amount per subject or per visit within that study
- 3) **Payments by Subject** provides a payment overview for each Subject (Participant). This report can be filtered by Study and by Date Range. This report will return the following data:
- Subject ID – participant’s unique study number assigned by you (clicking on the Subject ID hyperlink will re-direct you to the Patient Detail Report)
 - Site number – *Not in use by UAB currently*
 - Site name – Should be UAB All Study (Central)
 - # payments – total number of payments made to specific participant
 - Total payments – sum of all dollars paid to participant
 - Average payment – indicates the average amount paid to subjects for visits