

UAB ClinCard Standard Operating Procedures

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Introduction

The Greenphire ClinCard is a reloadable card available to research sites as a payment option for study participants beginning October 2017. The card offers a faster and safer method of paying your study participants and will provide an excellent alternative to checks, gift cards and petty cash. In addition, Greenphire supplies a convenient administrative tool for loading, tracking and reporting your studies' payments.

Purpose

The purpose of this SOP is to describe the requirements and procedures for the establishment and use of the Greenphire ClinCard. The program has been established to provide an efficient means for study teams to provide

compensation and reimbursements to participants in UAB's IRB-approved research studies. Any participants who receives \$600 or more in compensation in a calendar year from one or more studies will receive a 1099 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

Scope

This document applies to all research studies using the Greenphire ClinCard for participant payments. Any exceptions must be approved by the Director of Grants & Contracts Accounting.

Process

Requesting Greenphire ClinCards

The requesting department should complete the *Greenphire ClinCard New Study Set-Up Application* form to initiate the process. Each department is responsible for defining and enforcing its own procedures for ensuring that the proper approval is obtained for each application. The appropriate accounting department will review and approve the request. If additional cards are needed at the department level to support this study, please follow the instructions in 'Replenishing Greenphire ClinCards' below. To minimize the risk of potential loss to UAB, 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.

Maintaining Greenphire ClinCards

The department must maintain records that substantiates the business purpose of each distribution. The business purpose will generally be the specific study in which the individual is participating. Such records should include the name, address, and other identifying information sufficient to support future follow-up

(as required) of the research participant receiving the card. All records must be maintained for a period of five years from the date of submission of the final expenditure report, or for awards that are renewed quarterly or annually, from the date of the submissions of the quarterly or annual financial reports as authorized by the awarding agency. The department must designate an accountable person that is responsible for the ClinCards. They 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 ClinCards, send 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 the 9-digit org code of the department and the number of cards needed. It is recommended that you keep no more than one-month's supply on hand.

Returning Greenphire ClinCards

In the event a department must return any undistributed cards, they should be returned to AB 990.

Requesting Access for Users

To gain access to the Greenphire system, send an email to FA-grantsaccting@mail.ad.uab.edu with **GREENPHIRE - Access Needed** in the subject line. In the body of the message, please include the following information: name, email address, IRB Number(s) of study(s), the level of access (coordinator or approver), and whether reports access is needed.

Responsibilities

Approvers

Approvers shall be designated to approve payments. Approvers cannot enter participants into studies or request payments to participants.

Coordinators

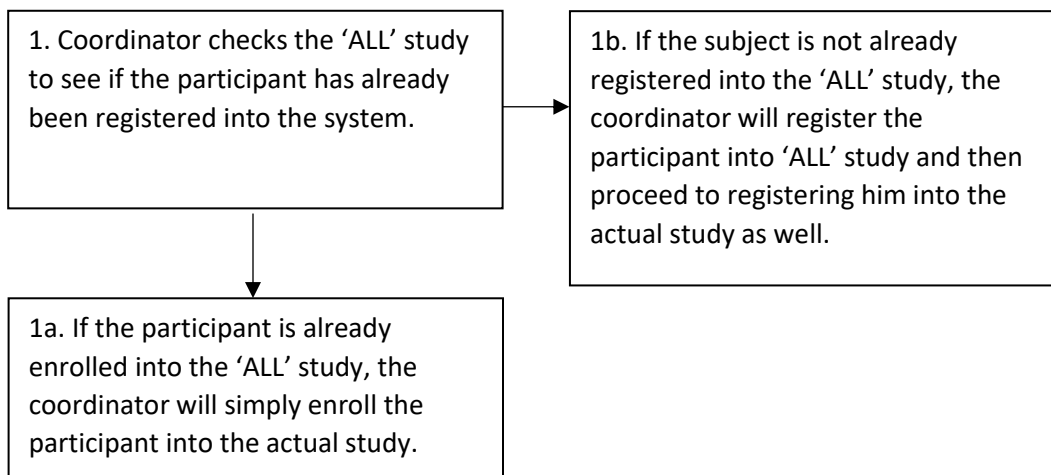
Coordinators will have access to the 'ALL STUDY - UAB' study along with their designated studies. They will be responsible for registering participants into the ClinCard system, as well as submitting payments to the participants. Prior to registering a participant, they should search the 'ALL' study to ensure the participant is not already entered.

Reporting

Reporting accessibility will be available at a study-specific level, in which case multiple studies may be listed if needed. 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.).

Subject Registration

Coordinators undergo the subject registration process as follows:



Using this model to register participants, coordinators will be able to view all participants within the system that are enrolled into the 'ALL' study.

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.

Lost or Stolen Cards

If a participant loses his card or has his card stolen, he should contact his coordinator immediately. The coordinator will be able to cancel the original card and reissue a new one. The balance (if any) left on the original card will be transferred to the new card. If the funds on the original card were fraudulently removed/spent, there will be no funds to transfer. If the participant calls Greenphire directly, he will pay a \$7 replacement fee (deducted from the remaining balance).

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 penalty.