ClinCard Training: Penn & CHOP

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Penn side: Basics

- There are internal (BBL) and external (Greenphire) processes in place for ClinCard
  - o Internal processes are to ensure we are compliant with auditors
  - o External processes are supported by Greenphire, which is the company that sponsors ClinCard
  - o Internal process should always be completed before the external process (unless in emergency situations e.g., your study doesn't have enough funds to pay research subject and in this case you can initiate external processes before starting internal processes)

- Internal documents are located on Saturn: /P_Cash/ClinCards Folder/ClinCard Best Practices for CRCs

- Internal personnel: John Hyon and Lucinda Bertsinger

- You can find external (Greenphire) SOP here: https://benhelps.upenn.edu/support/solutions/articles/15000044086-procedures-for-greenphire

- External personnel: can send email to dofClinReq@pobox.upenn.edu for inquiries. Another option is go to the BEN Helps Support Portal and click on **NEW TICKET** in the top right. You would then have a record in the portal of all tickets you have submitted. The ticket has an **Add CC** option also. A coordinator could submit a ticket for access and add their BA as a CC. The BA would receive the ticket as an email. You can also attach files to the Ticket.

- Note: You need a penn email address and penn key to access Penn ClinCard system

Penn side: BEN Helps

- As of February 1, 2021, the BEN Helps Support Portal makes it easier to find information. There are FAQ pages and articles with lots of information about all the different facets of the Greenphire ClinCard system. The BEN Helps home page has a search bar so you can type what you're looking for. You can also click on the title, **Paying Human Subjects/Others**, to see what's available.

- https://benhelps.upenn.edu/support/home
- Training documents can be found here: https://benhelps.upenn.edu/support/solutions/folders/15000071877

Penn side: Setting up a new study (Internal)

To be completed first before any interaction with Greenphire ClinCard personnel

1. Fill out form titled **"BBL_ClinCard_NEW_Request_form-05182022"**. (found under /P_Cash/ClinCards Folder/clincard_best_practices_for_crcs/request_templates/)

   a. If you have questions about this specific form related to your specific protocol, email Sage, John and/or Lucinda.

   b. Budget: always better to overestimate the amount so you don't run low on money ($$ left over in ClinCard after your study finishes will transfer back to the grant).

   c. If you request more than $5,000, John Hyon's higher ups will need to approve the request so it will take slightly longer but this is better in the long run.

2. Send completed form to John to review _**before**_ getting necessary signatures so he can edit as necessary (if he hasn't already reviewed it).

3. Get necessary signatures (PI, primary CRC on the study).

4. With all signatures, send the final copy of the form to John cc'ing PI and other study coordinators and save for your study records.

5. You can simultaneously complete the **BBL_ClinCard_Change of CRC_Request_form-05252022** (found under same pathway) to notify John who the Primary CRC is going to be and who the backup CRCs are. **This form should also be completed when a transition is happening with CRCs (new staff, staff turn over, etc)**

Penn: Setting up a new study (External)

- See https://benhelps.upenn.edu/support/solutions/articles/15000041667-greenphire-clincard-request-form for quick facts regarding setting up a new study

- Go here: https://benhelps.upenn.edu/support/catalog/items/65
- Request Type: Research Study
- Status: Not in Greenphire
- IRB Protocol Number, Study, Number of Cards being requested → self-explanatory
- Type of cards: Branded (they are not more expensive and remind participants about us at Penn!)
- Estimated Budget: Whatever budget was worked out with your PI/BA during the internal process
- Name/Email of Business Administrator: John Hyon, hyon1@pennmedicine.upenn.edu
  - Be sure to cc BA (right hand side, click "Add cc")
- Anticipated Duration (in months): study duration
- Payments: You will need the 26 digit budget code for this request -- make sure you have that number from John before you fill this form out
  - **Save number in place you can easily access as you will need this number again for future requests
- At this initial request, you need to fill out all of the above mentioned sections

Note 1: Cards --> these do expire, only get as many as you need to last for the next 3 months (you can always order more later)

Note 2: Once you have approval and your study is set up the person who completed these steps will have access to make payments/approve/create reports. Then, you will request access for other coordinators to the ClinCard email (after receiving John's approval and completing the internal form referenced in previous slide)

Penn: Increasing your budget or requesting new cards (Internal)

To be completed first before any interaction with Greenphire ClinCard personnel

- Fill out the form titled "**BBL_ClinCard_EXISTING_Request_form-05182022**" on Saturn (founder under …/request_templates)
  - Should be able to get header information from the BBL_ClinCard_NEW_Request_form-070119
  - Request enough cards to last for 3 months, as these cards do expire
- Send completed form to John for review and once he grants approval, obtain necessary signatures and send final draft to John; save copy for your records

Penn: Increasing your budget or requesting new cards (External)

- Go here: https://benhelps.upenn.edu/support/catalog/items/65
- Request Type: Research Study
- Status: In Greenphire
- IRB Protocol Number, Study, Number of Cards being requested → self-explanatory
- Type of cards: Branded (they are not more expensive and remind participants about us at Penn!)
- Estimated Budget: Whatever budget was worked out with your PI/BA during the internal process (Under "Budget Amount" enter the amount you are requesting to increase by)
- Name/Email of Business Administrator: John Hyon, hyon1@pennmedicine.upenn.edu
  - Be sure to cc John on the request by going to "Add cc" on right hand side
- Do not need to fill out anticipated study duration*
- Payments: 26 digit number (you should have received it from John when you set up study)
- Add note in comment section that you are requesting $XX amount more to be added to your budget in ClinCard.

Penn: Using and initiating payments on the ClinCard system

- Will do walk through demonstration: https://clincard.com

- Must have participant's full SSN in order to issue a ClinCard *unless you have W-9 waiver

- Must collect C-2 and W-9 (if W-9 not previously collected for this participant; need to collect new forms for everyone each calendar year)

  o System being developed in Oracle to track participants who signed W-9 in current year

  o C-2 and W-9: *Write **legibly** using Upper Case letters & be sure to have participant's **signature** & **date** on C-2 before they leave

  o *Note: there were modifications made for C-2 and W-9 forms during COVID19 pandemic, please see Virtual Research Reference Manual SOP. For virtual procedures that are not paying close to $600/year, the form **BBL_ClinCard_W-9_Request_form_20200601** must be completed.

- When paying participants, payment and reimbursement are loaded in two separate transactions; reimbursement should be one transaction with all travel reimbursement combined (e.g., parking, gas mileage paid together under reimbursement tab)

Penn: Using and initiating payments on the ClinCard system

- "Miscellaneous" payments above $100 need to be approved by another authorized user; payments $100 or less do not need approval.
- "Milestone" payments do not need approval (even if they are above $100).
- Tell participants the money will be on the card within 24 hours to give yourself a buffer window. But realistically, the money should be loaded almost immediately unless it requires approval.

Penn: Monthly ClinCard Reports (Internal)

- Primary/lead CRC to complete monthly ClinCard reports, see specific steps here: /P_Cash/ClinCards Folder/clincard_best_practices_for_crcs/training_materials/Monthly Reporting Instructions_revised 02272023

- For these reports, you will gather all C-2 forms for a specific protocol and associated travel receipts, cross check that payments match in the ClinCard system to the physical C-2 forms, fill out cover letter, scan final document into Saturn and save physical copies in a binder for easy access

  o Note on relevant travel receipts: be sure that the travel receipts/documentation have dates and amounts visibly shown on them. An exception would be if a subject took SEPTA, for instance, since there are no receipts provided. However, if an Uber/Lyft receipt says "Today," it would be best for the coordinator to write the date on the page for verification if they cannot get the participant to re-send the receipt with the actual date included (but please try to get the pt to re-send the receipt with the actual date included on it).

  o Final resting place for C-2 forms therefore on Saturn under P_Cash and in binder

  o Final resting place for W-9: see here for more information: https://benhelps.upenn.edu/support/solutions/articles/15000044496-greenphire-w-9-forms

Penn: Lost or Stolen Card

- 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.

- *BBL will give participants free replacement cards but be sure participants know to contact us right away for lost/stolen cards so we can give free replacement cards. Otherwise, ClinCard will charge them for new cards.*

- Source: Procedures-for-Greenphire-from-UPENN-website (on saturn)

Penn: Inactive cards

- When the subject receives a new ClinCard and a payment is loaded, they have a 6-month grace period. Once the grace period has expired:

  - If there is a balance, then the subject has to make at least one purchase per month (30-day period) or a payment has to be loaded by Penn to count as activity.
  - After the grace period, they may have a fee deducted from the balance after each 30-day period of no activity.
  - If there is a $0 balance, then the subject does not have to worry about fees.

Penn: Virtual/Visa Payments

- On February 7, 2022, Penn Greenphire launched a new **Virtual** payment option called the "VISA" system.
- Visa card system still allows for physical cards if participants prefer them.
- You can read more about VISA Virtual ClinCard information here:

  https://benhelps.upenn.edu/support/solutions/articles/15000067125

  - Be sure to watch the recorded videos!

CHOP ClinCard

aka Participant Research Card (PRC)

https://intranet.research.chop.edu/display/deptctfm/Participant+Research+Card

Differences between CHOP and Penn ClinCard procedures:

- CHOP does not require:

  - Collection of social security numbers

  - A W9 form (unless participant will make more than $600/year)

  - A C2 form

- Only need to fill out LiBI receipt

  - Please record entire ClinCard number on LiBI receipt

- All ClinCard receipts must be scanned and sent to Nina

Same as Penn:

  - Transportation must be entered separately than compensation

  - Card is loaded at clincard.com

  - Same fees and methods to use card

Requesting Cards:

- Request cards at https://intranet.research.chop.edu/display/deptctfm/Participant+Research+Card+Request+Form

- Request access to an existing account by emailing PRC@email.chop.edu

  - Include IRB number and cc PI, who will need to email their approval

  - You must be listed as study staff in the eIRB system to do so

Lost cards or mailing card to a participant:

- If participant loses their card:

  - Cancel card by contacting Greenphire

  - Report lost card to PRC@email.chop.edu

  - Send replacement card to participant and DO NOT LOAD until participant confirms receipt of card

- If sending card to participant:

  - Do not load card until participant confirms receipt

Using cards:

- In-store purchases

  - Can select either credit or debit (requires PIN) – but credit is recommended

  - To use ClinCard balance to pay only portion of purchase, must tell cashier exact amount to enter so card isn't declined for insufficient funds.

- ATM

  - Requires PIN & fees apply

  - Must know available balance, bank teller cannot check balance

  - Withdrawing cash at bank

- Gas stations

  - Pay-at-pump has been disabled, but may be used inside to purchase gas. Must request exact amount.

  - Restaurants automatically pre-authorize (not charge) your card for 20% over the bill, so it will be declined if funds are insufficient