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) and unscheduled Miscellaneous Payments (amounts determined at time of distribution). Re-use of cards for returning subjects is encouraged.

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 Subject Registration screen (below), specify a Subject ID unique to this subject and this study (any string can be used). Do not use personally identifiable info in the Subject ID.
4. Populate the Subject ID, Site, and Date of Birth fields exactly as shown below, and click Register.

   **NOTES:** Always specify January 1, 2001 (01/01/2001) in the “Date of Birth” field.
   Inform the cardholder that their card “system” birth date is 01/01/01.

   ![Subject Registration Form](image)

   **Specify 01/01/2001 for all cards**

5. 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 as (see Section III above).

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

   ![Assign ClinCard pop-up](image)

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

   ![Assign ClinCard dialog](image)

   The Subject ID has now been assigned this card in the GreenPhire system, and you can load funds. Site Coordinators can load funds via Scheduled Milestone Payments or Unscheduled Miscellaneous Payments.
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 do not require approval after loading, and are immediately available for use on the card.

Load a scheduled milestone payment as follows:

I. Navigate to the subject you would like to pay as shown in section III above.

II. At the Subject Information tab, click Request Payment:
III. At the Request Payment pop-up (below), select the Milestone associated with the payment, and make any optional Notes:

![Request Payment Pop-up](image)

IV. 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:

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

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

4. Click **Pay**.

5. 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.

![Payment Approvals](image)

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 payment(s) 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. Processing Errors

Errors made by site personnel during the course of a study in the areas of subject registration, 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.
VIII. 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, SP2, Mailstop 22.

IX. 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.

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