1 – ClinCard Account Financials Setup

Treasury, Office of Contracts Administration (OCA), Office of Post-Award Management (OPM)

1. Office of Budget and Finance (Treasury) deposits funds into The University of Texas at Dallas FBO (For the Benefit of) account with Greenphire.
   Note: An initial deposit of $5,000.00 is placed with the FBO account. The amounts deposited into the FBO are not for any specific study but intended to be a general deposit that may be drawn upon by any of the active studies set up in the Greenphire system.

2. Fund Balance Transfers:
   a. Finance - Treasury sets up an automatic transfer to fund Greenphire account.
   b. Transfer is completed via wire transfer on the first working day of each month unless modified or canceled in advance.
   c. Monthly transfer amount is $12,000.
   d. Transfer will be modified or canceled if available balance at the end of the current month meets or exceeds adequate levels, as determined by Treasury based on 12-month (previous fiscal year) history.

3. Fund Balance Monitoring -- a continuous process between OPM and Treasury:
   a. OPM monitors study budget reports.
   b. Treasury monitors fund balance to ensure funds are available to meet anticipated need, and ensures fund balance does not exceed the established fund balance ceiling.
   c. Greenphire system sends notification “Issuance Funding Threshold Reached” email when balance falls below minimum balance threshold:
      i. Current notification threshold is $2,000.
      ii. If minimum balance is reached, Treasury performs an immediate funds transfer to achieve minimum adequate balance.
2 – ClinCard Account Setup

Principal Investigator, Office of Contracts Administration (OCA)

1. Principal Investigator (PI) gains approval from the IRB for their study.
2. PI requests ClinCard access via clincard@utdallas.edu (OCA):
   a. OCA sends ClinCard documentation, Schedule of Planned Subject Payments and Close/Cancel ClinCard Subject Payments forms to PI for completion via email.
3. PI or delegate fills out the Schedule form.
4. PI or delegate sends Schedule form to clincard@utdallas.edu.
5. Office of Contract Administration follows up with PI or delegate to clarify any information required.

Office of Post Award Management (OPM), Office of Contracts Administration (OCA)

6. OCA submits the Schedule of Planned Subject Payments form and IRB materials to OPM.
7. OPM reviews and verifies information on Schedule form and determines if allowable to proceed:
   a. Verify IRB Protocol # is still valid:
      i. Confirm with IRB Manager.
   b. Confirm budget and allowability with PS Cost Center number provided:
      i. Allowable per contract.
      ii. Budget in line item C6903.
   c. Communicate with PI to correct or clarify any information required.
   d. Notify Office of Contracts Administration of approval to proceed with account setup.

Office of Contracts Administration (OCA)

8. Adds and removes UTD employees from the Greenphire system – selection of roles and security is based upon the submitted Schedule form.
9. Adds the Departments study:
   a. ClinCard login credential email is generated to Users by Greenphire Support.
10. Enters and maintains study payments schedule.
11. Edits study as necessary.
12. Sends an email to PI notifying them Study is setup and cards are available at Bursar’s Office:
    b. Copies Bursar’s Office on email to alert them of approved study and number of cards needed.
3 – ClinCard Use

Site Coordinator - register subjects, issue payments, set up appointments, edit subject profiles.

NOTE: Refer to the UT Dallas ClinCard Site Coordinator FAQ for additional instructions.

1. The Site Coordinator adds research subject (person) into Greenphire system at clincard.com.
   NOTES: Do not enter Personally Identifiable Information (PII) into the GreenPhire system. 
   Always specify January 1, 2001 (01/01/01) as cardholder “Date of Birth” in system.
2. The Site Coordinator assigns research subject to a study.
3. The Site Coordinator can then perform the following actions using clincard.com:
   a. Register/Edit Subject,
   b. Assign a ClinCard,
   c. Make a Site Visit Payment – specified on the Schedule of Planned Subject Payments,
   d. Make a Manual Subject Payment – unscheduled payments (not travel-related), e.g., a one-time blood draw or final survey,
   e. Review Audit History.
4. Finally, the Site Coordinator loads funds to the subject’s ClinCard through clincard.com.

NOTE: It is the responsibility of the PI and Site Coordinator to verify that subjects have met conditions for payment and to document study activities per department and IRB requirements.

3A -- Scheduled Site Visit Payments

No approval workflow is required for payments set up via the Schedule of Planned Subject Payments form. When the Schedule is approved, scheduled payments are entered into Clincard under the Maintain Study Payments tab.

Process:

Scheduled subject payments are specified and approved via the Schedule of Human Subject Payments form. The Site Coordinator performs the following steps to disburse a scheduled milestone payment:

NOTE: Refer to the UT Dallas ClinCard Site Coordinator FAQ for detailed instructions.

1. Via clincard.com, the Site Coordinator:
   a. Registers the subject,
   b. Assigns the subject a clincard,
   c. Selects Make Site Visit Payment,
   d. Selects the milestone payment to disburse, and
   e. Selects Pay to load the selected milestone payment to the subject’s card.
   NOTE: Once a subject has been paid for a scheduled milestone, that milestone payment no longer appears as an option in the drop-down.
2. The Site Coordinator disburses the ClinCard to the Subject.

NOTE: There is no approval or workflow notification for scheduled Site Visit Payments. Once Pay is selected, the payment is available for use via the card.
3B -- Unscheduled Manual Subject Payments and Approvals

When a manual subject payment is specified, a workflow (email notice of pending payment) and approval process takes place. The payment must be approved before becoming available on the card. Approvers are specified on the Schedule of Planned Subject Payments form.

NOTE: Best practice discourages the same person holding Site Coordinator and Approver roles. The ClinCard system will not allow the same person to make and approve a manual payment, even if that person is both Site Coordinator and Approver.

Process: The Site Coordinator performs the following steps to disburse a manual subject payment:

NOTE: Refer to the UT Dallas ClinCard Site Coordinator FAQ for detailed instructions.

1. Via clincard.com, the Site Coordinator:
   a. Registers the subject,
   b. Assigns the subject a clincard,
   c. Selects Manual Subject Payment,
   d. Specifies the payment amount,
   e. Notes any pertinent information regarding the payment, and
   f. Selects Pay to submit the payment for approval.

   NOTE: The payment is not loaded to the card until after approval. Clicking Pay moves the payment to the pending phase and notifies all study Approver(s).

2. The Site Coordinator disburses the ClinCard to the subject, noting that balance will be available in the next business days.

3. Clincard automatically sends email to study Approver(s):
   a. Approvers are specified via the Schedule of Planned Human Subject Payments form.

   NOTE: If the study has multiple Approvers, only one must approve the payment.

4. The Approver logs in to ClinCard and, via the Payment Approvals tab:
   a. Reviews the payment and notes,
   b. Approves or declines the payment request.

5. If approved, the card value is increased by the payment amount, and the payment is available for use via the card.

6. If denied, the payment is canceled. Denied payments cannot be approved later.

7. In ClinCard reports, manual payments (yellow) show different uses in the Created By and Approved By fields:

<table>
<thead>
<tr>
<th>Study</th>
<th>Created By</th>
<th>Approved By</th>
<th>Card</th>
<th>Subject ID</th>
<th>Approval Date</th>
<th>Transaction Date</th>
<th>Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Neuroimaging of Deidentification</td>
<td>Patrick Evans</td>
<td>Gela Shaker</td>
<td>3458</td>
<td>3220</td>
<td>2015-07-04</td>
<td>15:02:00</td>
<td>20.00</td>
<td>Manual Payment: $20.00 Participant showed up to MRI and was unable to do the scan because he had surgery 11 days ago on his nose. Being paid $20.00 for showing up.</td>
</tr>
<tr>
<td>Neuroimaging of Deidentification</td>
<td>Patrick Evans</td>
<td>Patrick Evans</td>
<td>3423</td>
<td>2743</td>
<td>2015-07-04</td>
<td>15:01:30</td>
<td>10.00</td>
<td>Physician Screening Visit: $10.00</td>
</tr>
<tr>
<td>Neuroimaging of Deidentification</td>
<td>Patrick Evans</td>
<td>Patrick Evans</td>
<td>3482</td>
<td>2893</td>
<td>2015-07-13</td>
<td>13:20:17</td>
<td>70.00</td>
<td>MRI scan: $70.00</td>
</tr>
</tbody>
</table>
4 — PeopleSoft Financial Reporting Activity

Office of Contracts Administration (OCA), Treasury

1. OCA runs financial report(s) on a monthly basis (as-needed reports available upon request to clincard@utdallas.edu).
2. OCA emails Treasury the Greenphire monthly Payments by Study report.
3. The monthly Payments by Study report:
   a. Provides detailed card usage information by cost center.
   b. Routine date range is from beginning through end of reporting month.
   c. Used by Treasury to generate monthly journal entries charging specific study cost center(s) for subject payments.
4. Treasury posts journal entry to PeopleSoft Financials.

5 — ClinCard Account Close-Out

Office of Contracts Administration (OCA), Principal Investigator (PI), Bursars Office

1. Prior to project end date noted on Schedule of Planned Subject Payments form and accompanying IRB letter, Office of Contracts Administration notifies PI that study is scheduled to end.
2. The PI determines either:
   a. No additional payments will be made, OR an extension is required.
   b. If an extension of study is needed:
      i. PI submits updated Schedule of Planned Subject Payments form and updated IRB materials to clincard@utdallas.edu
      ii. OCA submits revised form and IRB materials to the OPM for review and verification
      iii. The Office of Post-Award Management notifies Office of Contracts Administration of approval to proceed with revised dates
      iv. OBF notes revised project end date in Greenphire
3. If no extension is required, or if a study is canceled, the PI or their delegate submits a completed Close/Cancel ClinCard Subject Payments form to the Office of Contracts Administration (clincard@utdallas.edu), specifying:
   a. The date of study closure/cancellation/completion,
   b. The number of cards (if any) to be returned.
4. The PI or their delegate return unused ClinCards to the Office of Contracts Administration in AD 2.408, Mailstop AD31, in person or by campus mail.
5. Office of Contract Administration:
   a. Updates the study status to “Completed” (releasing remaining study budget),
   b. Removes or inactivates all study roles for research staff.
6. The Office of Contracts Administration periodically works with the Bursar’s office to ensure unused cards are available for reassignment to other studies.
7. Treasury conducts final review, audit, and reconciliation of funds loaded on cards.
8. PIs or their delegates are responsible for documentation, control, and reconciliation of subject payments, including all requirements for IRB and ethics compliance.

6 — Other Resources and Notes

- **Using Your UT Dallas ClinCard** is a short guide for subjects on the easiest ways to use their ClinCard. Distribute this to subjects, and you will receive fewer calls!

- The **UT Dallas ClinCard Cardholder FAQ** contains detailed instructions for subjects on ClinCard use, and registering the card at [www.myclincard.com](http://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 **UT Dallas Site Coordinator ClinCard FAQ** document contains instructions for the PI/Site Coordinator on GreenPhire ClinCard setup and use.

- **For all subjects**, specify January 1, 2001 (01/01/01) as the Date of Birth in the ClinCard system at registration, and inform the cardholder. Cardholders must know the system Date of Birth to check card balance or set a PIN.

- Use of any Date of Birth value other than January 1, 2001 (01/01/01) is likely to result in support calls to the Site Coordinator by subjects unable to check card balances.

- The Office of Contracts Administration is available to help and support Principal Investigator, Site Coordinators, and department personnel with ClinCard questions at clincard@utdallas.edu.

- 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.**