

# UT Dallas ClinCard Site Coordinator FAQ

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### 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](mailto: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](mailto: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](http://clincard.com). Cards are generally signed out from the reception desk on the 2<sup>nd</sup> 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), unscheduled

Miscellaneous Payments (amounts determined at time of distribution), and Reimbursement Payments. Re-use of cards for returning subjects is encouraged as ClinCards may be loaded multiple times.

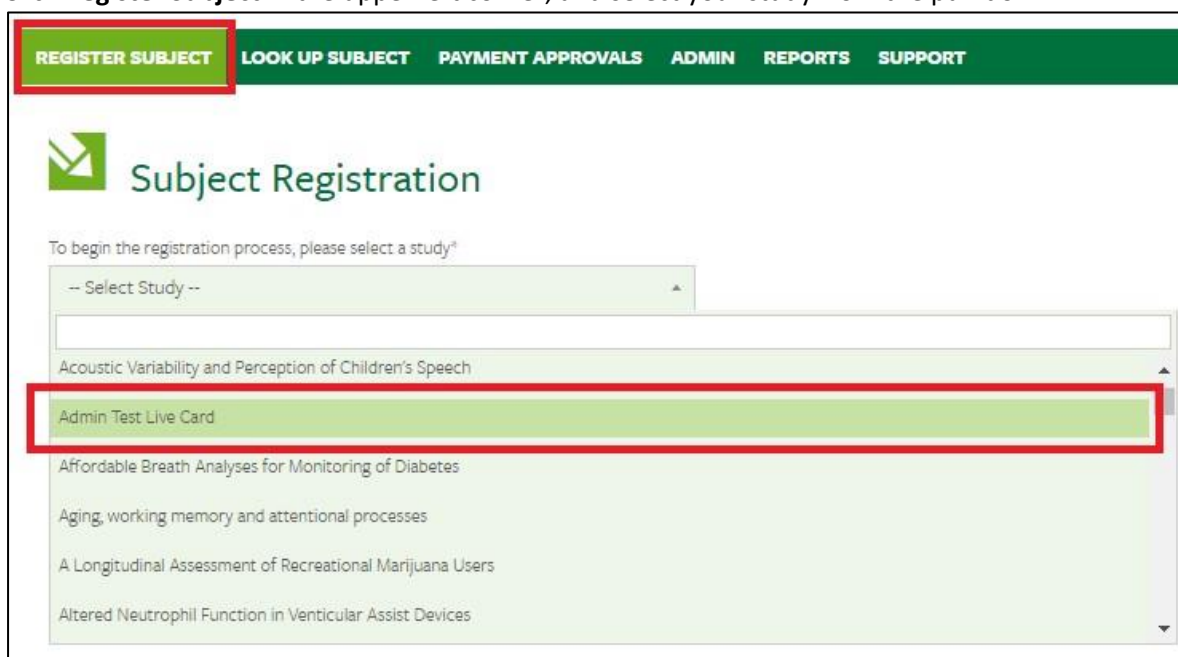
Use the [www.clincard.com](http://www.clincard.com) site portal to register subjects, assign cards, load payments, and report activity. You can also replace lost or damaged cards using [www.clincard.com](http://www.clincard.com). For login credentials (or any questions about portal use) please contact [clincard@utdallas.edu](mailto: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](mailto:clincard@utdallas.edu).

Please email [clincard@utdallas.edu](mailto:clincard@utdallas.edu) with any questions or concerns about ClinCards.

## II Register a Subject

1. Log in to [www.clincard.com](http://www.clincard.com), and
2. Click **Register Subject** in the upper left corner, and select your study from the pull-down.



The screenshot shows the ClinCard Subject Registration portal. At the top, there is a green navigation bar with the following menu items: REGISTER SUBJECT, LOOK UP SUBJECT, PAYMENT APPROVALS, ADMIN, REPORTS, and SUPPORT. The 'REGISTER SUBJECT' button is highlighted with a red box. Below the navigation bar, there is a green header with a checkmark icon and the text 'Subject Registration'. Below this, there is a prompt: 'To begin the registration process, please select a study\*'. Below the prompt is a dropdown menu with the text '-- Select Study --'. The dropdown menu is open, showing a list of studies. The 'Admin Test Live Card' option is highlighted with a red box. Other studies listed include 'Acoustic Variability and Perception of Children's Speech', 'Affordable Breath Analyses for Monitoring of Diabetes', 'Aging, working memory and attentional processes', 'A Longitudinal Assessment of Recreational Marijuana Users', and 'Altered Neutrophil Function in Ventricular Assist Devices'.

3. At the **Register Subject** screen (below), Enter the participant's Name, Date of Birth, and Address. Date of Birth should be entered as day-month-year.

**Subject Registration**

To begin the registration process, please select a study \*

Admin Test Live Card

Study Status \*      Subject ID      Site \*

Enrolled      0001011      University of Texas at Dallas

**Name**

First Name \*      Middle      Last Name \*

Participant's First Name           Participant's Last Name

**Address**

Country\*      Search for an address

United States      Begin typing to find an address

Address 1\*      Address 2

800 West Campbell Road     

State \*      City\*      ZIP code

Texas      Richardson      75080

**Personal**

Timezone \*      Language

America/Central      English

Date Of Birth \*

14-Jun-1994

**REGISTER**

**Note:** As of January 2020, changes to banking regulations require a Name, Date of Birth, and Address be associated with all debit cards, including ClinCards. A HIPAA Agreement between UT Dallas and GreenPhire ensures all personal information remains fully confidential.

Sites **must** be able to tie payments to participants' actual identities, either via accurate information in the ClinCard system, or via confidential document linking ClinCard system information to actual participant information. This is required for compliance, record keeping and cardholder support.

4. 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.

REGISTER SUBJECT **LOOK UP SUBJECT** PAYMENT APPROVALS ADMIN REPORTS SUPPORT

## Look Up Subject

Study  
Admin Test Live Card

Only Studies with registered cardholders are displayed.

Name Subject ID Initials

Subject Email Last 4 Digits of ClinCard

**SEARCH**

### Search Results

20 records found

SEARCH:

LAST NAME	FIRST NAME	LAST FOUR	LOCATION	STUDY	ID
Cardholder	Valued	5429	University of Texas at Dallas	Admin Test Live Card	test live
Cardholder	Valued	None	University of Texas at Dallas	Admin Test Live Card	Admin live test subject 2

**RECENT ACTIVITY**

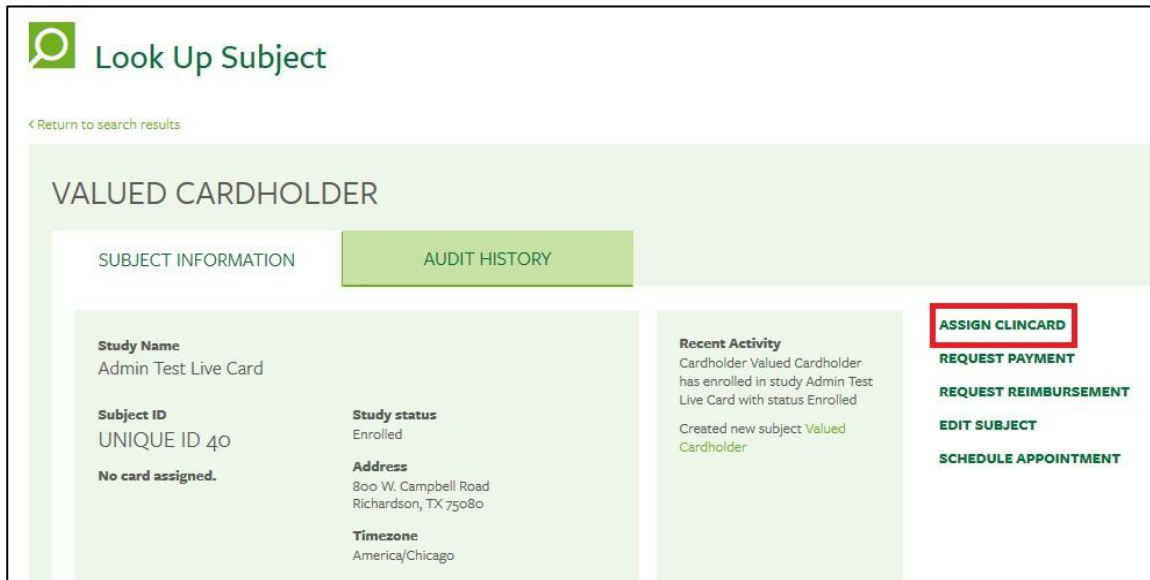
- Approved payment of \$50.00 for Valued Cardholder: Manual...
- Declined payment \$38.86 for Valued Cardholder: declined
- Submitted a manual payment of \$38.86 for Valued Cardholder: Manual...
- Changed Valued Cardholder subject information
- Approved payment of \$200.00 for Valued Cardholder: Manual...
- Cardholder Valued Cardholder has enrolled in study Admin Test Live...

[VIEW ALL >](#)

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 (see Section III above).
2. The **Subject Information** tab (below) appears. Click **Assign ClinCard** on the right:

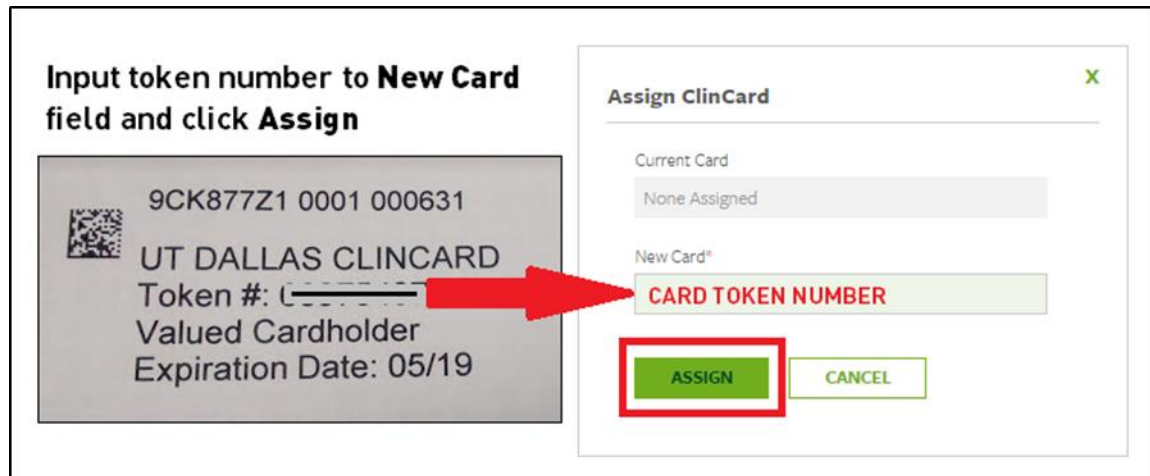


The screenshot shows the 'Look Up Subject' interface. At the top, there is a 'Look Up Subject' header with a magnifying glass icon and a link to 'Return to search results'. Below this is a 'VALUED CARDHOLDER' section with two tabs: 'SUBJECT INFORMATION' (selected) and 'AUDIT HISTORY'. The 'SUBJECT INFORMATION' tab displays the following details:

- Study Name:** Admin Test Live Card
- Subject ID:** UNIQUE ID 40
- Study status:** Enrolled
- Address:** 800 W. Campbell Road, Richardson, TX 75080
- Timezone:** America/Chicago
- Recent Activity:** Cardholder Valued Cardholder has enrolled in study Admin Test Live Card with status Enrolled. Created new subject Valued Cardholder.

On the right side of the page, there is a vertical list of actions: **ASSIGN CLINCARD** (highlighted with a red box), **REQUEST PAYMENT**, **REQUEST REIMBURSEMENT**, **EDIT SUBJECT**, and **SCHEDULE APPOINTMENT**.

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



The screenshot shows a 'Assign ClinCard' pop-up dialog box on the right and a sample ClinCard envelope on the left. The envelope contains the following information:

- 9CK877Z1 0001 000631
- UT DALLAS CLINCARD
- Token #: [redacted]
- Valued Cardholder
- Expiration Date: 05/19

The 'Assign ClinCard' dialog box has the following fields and buttons:

- Current Card:** None Assigned
- New Card\*:** CARD TOKEN NUMBER (with a red box around the input field)
- Buttons:** ASSIGN (with a red box around the button) and CANCEL

A red arrow points from the 'Token #' field in the envelope to the 'CARD TOKEN NUMBER' input field in the dialog box.

The Subject ID has now been assigned this card in the GreenPhire system, and Site Coordinators can load funds via Milestone Payments, Miscellaneous Payments, and Reimbursements.

### Notes:

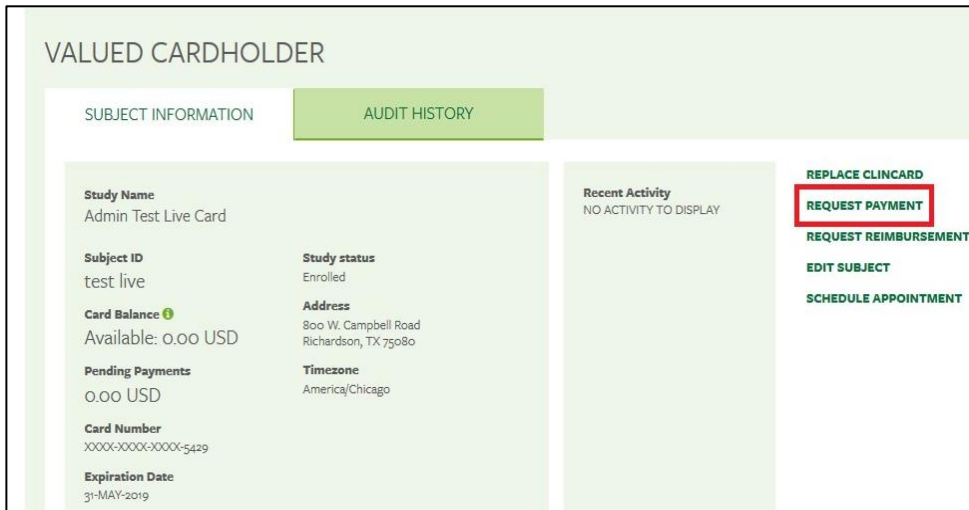
- **Once a card has been assigned to a specified subject ID, it cannot be unassigned and given to an alternate subject.**
- **It may be helpful to associate the card Token # and subject ID in site records. Supplying this number expedites cardholder support requests.**

## 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 (under \$1,000) do not require approval, and are immediately available for use on the card.

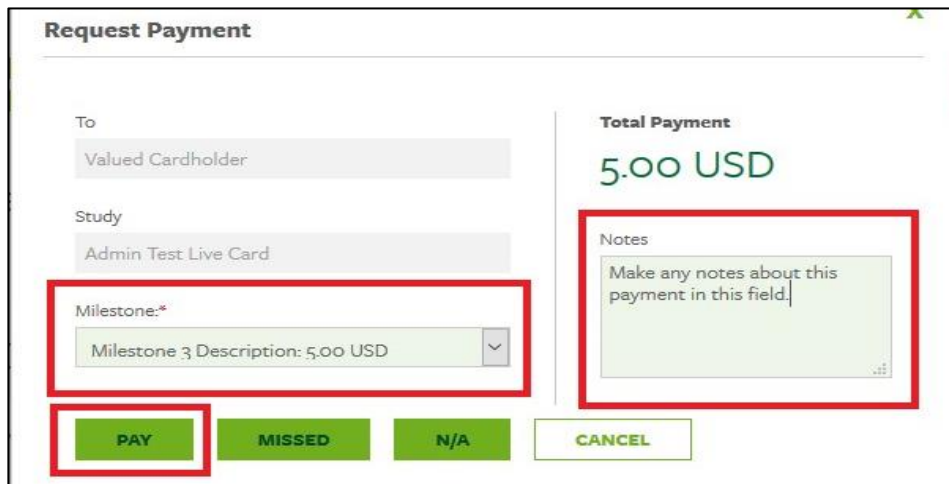
Load a scheduled milestone payment as follows:

1. Navigate to the subject you would like to pay as shown in section III above.
2. At the **Subject Information** tab, click **Request Payment**:



The screenshot shows the 'VALUED CARDHOLDER' interface. It has two tabs: 'SUBJECT INFORMATION' (selected) and 'AUDIT HISTORY'. Under 'SUBJECT INFORMATION', there are fields for Study Name (Admin Test Live Card), Subject ID (test live), Card Balance (Available: 0.00 USD), Pending Payments (0.00 USD), Card Number (XXXX-XXXX-XXXX-5429), and Expiration Date (31-MAY-2019). To the right, there are fields for Study status (Enrolled), Address (800 W. Campbell Road, Richardson, TX 75080), and Timezone (America/Chicago). A 'Recent Activity' section shows 'NO ACTIVITY TO DISPLAY'. On the far right, there is a vertical menu with buttons: 'REPLACE CLINCARD', 'REQUEST PAYMENT' (highlighted with a red box), 'REQUEST REIMBURSEMENT', 'EDIT SUBJECT', and 'SCHEDULE APPOINTMENT'.

At the **Request Payment** pop-up (below), select the **Milestone** associated with the payment, and make any optional **Notes**:



The screenshot shows the 'Request Payment' pop-up form. It has a 'To' field with 'Valued Cardholder' and a 'Study' field with 'Admin Test Live Card'. A 'Total Payment' section shows '5.00 USD'. Below this is a 'Milestone:\*' dropdown menu with 'Milestone 3 Description: 5,00 USD' selected, highlighted with a red box. To the right is a 'Notes' text area with the placeholder text 'Make any notes about this payment in this field.', also highlighted with a red box. At the bottom, there are four buttons: 'PAY' (highlighted with a red box), 'MISSED', 'N/A', and 'CANCEL'.

3. 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 screenshot shows the 'VALUED CARDHOLDER' interface with the 'SUBJECT INFORMATION' tab selected. The subject's name is 'Admin Test Live Card'. The 'REQUEST PAYMENT' button is highlighted with a red box. Other buttons include 'REPLACE CLINCARD', 'REQUEST REIMBURSEMENT', 'EDIT SUBJECT', and 'SCHEDULE APPOINTMENT'.

Study Name	Admin Test Live Card
Subject ID	test live
Card Balance	Available: 0.00 USD
Pending Payments	0.00 USD
Card Number	XXXX-XXXX-XXXX-5429
Expiration Date	31-MAY-2019
Study status	Enrolled
Address	800 W. Campbell Road Richardson, TX 75080
Timezone	America/Chicago

The **Request Payment** dialogue appears.

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

The 'Request Payment' dialog box shows the 'To' field as 'Valued Cardholder' and the 'Study' as 'Admin Test Live Card'. The 'Milestone' dropdown menu is open, with 'Miscellaneous Payment' selected. The 'Total Payment' is 0.00. A 'CANCEL' button is visible. The 'Recent Activity' section at the bottom shows 'Preset Payment Option: "Milestone 2 Description: 5.00USD" was marked pay'.

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

**Request Payment** X

**Do not use this for self-drive mileage or any other reimbursements.** Use the REQUEST REIMBURSEMENT link to reimburse study participants.

To: Valued Cardholder

Study: Admin Test Live Card

Milestone\*: Miscellaneous Payment

Amount\*: 5.00

Total Payment: 5.00 USD

Notes\*: Make any notes about this payment.

**PAY** MISSED N/A CANCEL

- Click **Pay**.
- 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](http://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.

REGISTER SUBJECT LOOK UP SUBJECT **PAYMENT APPROVALS** ADMIN REPORTS SUPPORT

### Payment Approvals

**APPROVE SELECTED** **DECLINE SELECTED** CANCEL

Unchecked payments will continue to wait for approval.

**Selected Totals By Currency Type** (Displaying 1 - 1 of 1 pending payment available)

US DOLLAR  
2.00 USD

FILTER BY: DATE RANGE STUDY SUBJECT ID

AMOUNT	TYPE	DATE	STUDY	SUBJECT ID	IN REVIEW	ADD NOTE
<input checked="" type="checkbox"/>	2.00 USD Miscellaneous Payment	09-Oct-2018	Admin Test Live Card	test live	No	Type to add note...

Notes: Reimbursement for travel to site.  
Requester: Erin Jordan

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 payments 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. Reimbursements

Reimbursements are payments to the subject for expenses not related to study participation, e.g., travel and lodging. These payments are generally determined on site as they can vary between subjects.

There are two ways that site personnel can make Reimbursements to subjects. Both methods of payment require approval from the designated study Approver.

### A. Miscellaneous Payments

Refer to section VI on making a **Miscellaneous Payment** to the subject. Make sure to specify the type of reimbursement in the **Notes** section.

**Note:** A **Miscellaneous Payment** cannot be associated with a **Milestone** visit.

### B. Request a Reimbursement

The Reimbursement feature allows site personnel to directly associate a reimbursement payment with a Milestone visit and can upload corresponding receipts if desired.

1. Look up the subject
2. Select **Request Reimbursement**

The screenshot displays the 'VALUED CARDHOLDER' interface. At the top, there are two tabs: 'SUBJECT INFORMATION' and 'AUDIT HISTORY'. The 'SUBJECT INFORMATION' tab is active, showing the following details:

- Study Name:** Admin Test Live Card
- Subject ID:** Test 3
- Card Balance:** Available: 0.00 USD
- Pending Payments:** 0.00 USD
- Card Number:** XXXX-XXXX-XXXX-6591
- Expiration Date:** 31-MAY-2019
- Study status:** Enrolled
- Address:** 800 W. Campbell Road, Richardson, TX 75080
- Timezone:** America/Chicago

On the right side, there is a 'Recent Activity' section with the following text:

**Recent Activity**  
Preset Payment Option  
"Milestone 1 Description: 5.00USD" was marked pay  
Assigned card X-6591 to Valued Cardholder

Below the activity, there is a vertical list of action buttons: 'REPLACE CLINCARD', 'REQUEST PAYMENT', 'REQUEST REIMBURSEMENT' (highlighted with a red box), 'EDIT SUBJECT', and 'SCHEDULE APPOINTMENT'.

3. Specify the reason for payment from the **Reimbursement Type** drop down menu:

**Request Reimbursement** X

Reimbursement request for Valued Cardholder

Admin Test Live Card  Select a Milestone (optional)

Select a Reimbursement Type

- Select a Reimbursement Type
- Drive/Mileage
- Other Reimbursement

**To add a reimbursement request, complete the fields listed above.**

4. Enter the amount and make notes about the payment. You may also upload copies of receipts if desired.

**Request Reimbursement** X

Reimbursement request for Valued Cardholder

Admin Test Live Card  Select a Milestone (optional)  Other Reimbursement

**Please note:** When uploading a receipt, be sure to remove any information that may identify study participants.

Amount\*  
10.00 USD

Notes\*  
Make Notes about Reimbursement

Upload receipt

Accepted file types are **pdf, jpg, or png**. Uploaded files should not contain information which would reveal subject identity if viewed by other users of the system.

Receipt received but unable to be uploaded

## VIII. Errors

Errors made by site personnel during the course of a study in the areas of payments and approvals cannot be corrected retroactively. While some payments and fees may be reversed upon PI request to [clincard@utdallas.edu](mailto: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.

## IX. 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.

To close out a ClinCard study, complete the *Close/Cancel ClinCard Subject Payments* form, available on the Office of Contracts web site at <https://www.utdallas.edu/contract/clincard-payments/>.

Return the completed *Close/Cancel ClinCard Subject Payments* form with any unused ClinCards to the Office of Contracts and Special Projects, Mailstop SP2 22.

## X. 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.**

## XI. Other Resources

- 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 *GreenPhire/ClinCard Procedures* document contains detailed instructions on GreenPhire ClinCard setup, use, and administration.
- The Office of Contracts Administration is available to help and support site and department personnel with ClinCard questions at [clincard@utdallas.edu](mailto:clincard@utdallas.edu).