ClinCard at Rutgers

Updated 6/25/2021

Agenda

- Brief overview of ClinCard program at Rutgers (Nancy)
- Review of monthly reconciliation process (Jonathan)

Purpose of ClinCard Program:

- Electronic debit-card system for research subject payments or reimbursements, or recurrent payments of other types

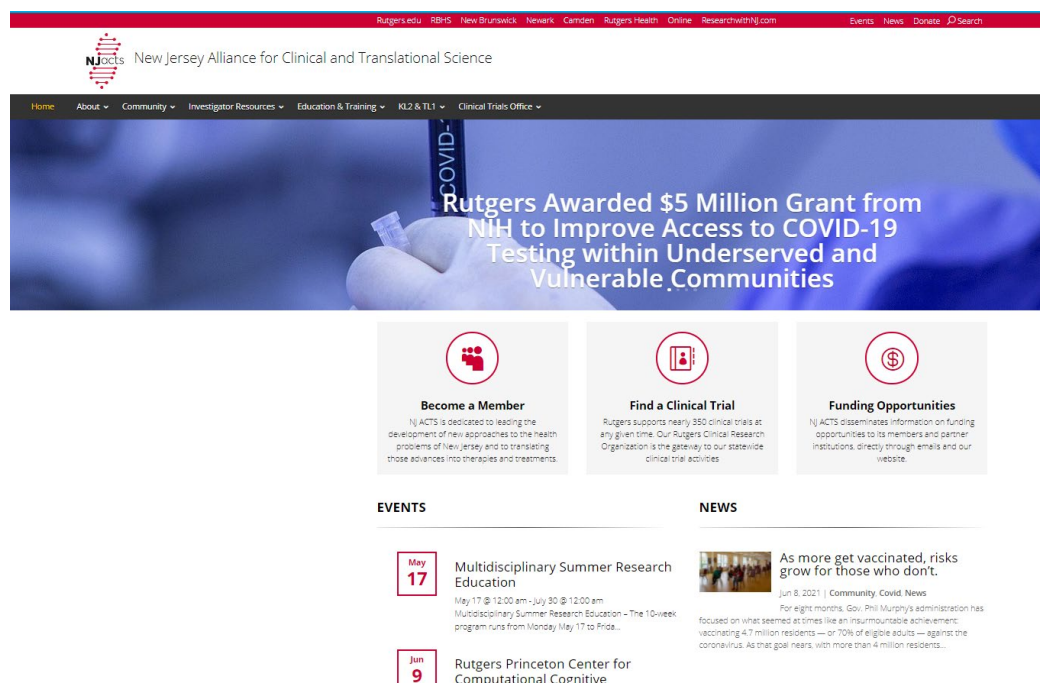- Web-based system to register a clinical research study, enter study subjects and authorize payments

Payments vs. Reimbursements

- Payments: set/pre-determined milestone payments to participants (examples: for attendance at scheduled study visits or for completing required questionnaires.) Payments are **taxable income**.

- Reimbursements: Direct reimbursements for travel (i.e. mileage, parking, tolls, ride share, air travel, hotel), or other expenses, such as medications. **Not considered taxable** income as long as accompanied by receipt (although no receipt required for mileage.)

RBHS/NJACTS Clinical Trials Office (CTO) ClinCard Information Portal Available at https://njacts.rbhs.rutgers.edu/clinical-trials-office/clincard/

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NJacts New Jersey Alliance for Clinical and Translational Science

About ⌄ Community ⌄ Investigator Resources ⌄ Education & Training ⌄ KL2 & TL1 ⌄ **Clinical Trials Office** ⌄

CLINICAL TRIALS OFFICE

Home / Clinical Trials Office

The RBHS Clinical Trials Office (CTO) was formed in 2020 under the Rutgers Institute for Translational Medicine and Science, with support from the RBHS Chancellor's Office and NJACTS. The mission of the CTO is to improve the quality and efficiency of the clinical trials conducted at RBHS by centralizing administrative functions, such as contract and budget negotiation, Medicare Coverage Analysis and partner hospital agreements, and by harmonizing processes and procedures across RBHS. The CTO works with the clinical research units across the campuses to offer seamless support to our faculty in implementing their clinical research.

The RBHS CTO is focused on providing support for RBHS clinical researchers outside of CINJ in their conduct of clinical trials and other prospective studies with billable clinical procedures, irrespective of funding source.

The Clinical Trials Office provides the following resources

Clinical Research Units	**Leadership**	**ClinCard**	**Deep 6**
OnCore	**Contact Us**		**Meet the Staff**

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CLINICAL TRIALS OFFICE

Clinical Research Units

ClinCard

DEEP6

OnCore

ClinCard

Greenphire's ClinCard, a reloadable debit card system, is available to RBHS researchers. This system is the preferred method of payment at Rutgers for clinical research studies with recurrent follow up visits. The system allows for milestone study visit payments, as well as for reimbursement of travel expenses with appropriate receipts.

greenphire

Costs ○

Getting Started with ClinCard ○

Setting Up a New Study in ClinCard ○

ClinCard Consent Process & Subject-facing Materials ○

Making changes to study personnel in ClinCard after the study starts ○

Making changes to the subject stipend schedule after the study starts ○

School/unit contacts for disbursement of ClinCards ○

Accessing the ClinCard Portal ○

Best Practices for Card Accountability ○

Go To ClinCard Portal (for study teams)

Go To ClinCard Forms Library

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ClinCard @ RBHS

- General e-mail inquiries about ClinCard may be directed to: clincard@rbhs.rutgers.edu

- Additional Contact Information:
    Casandra Burrows casandra.burrows@rutgers.edu
    Jonathan Carter jonathan.carter@rutgers.edu
    Nancy Reilly reillyna@rutgers.edu

Rutgers ClinCard Policy Highlights

RBHS Clinical Trials Office

- "Owner" and Host of system
- Responsible for setting up new projects, granting system access
- Purchases and receives debit cards from Greenphire and distributes to schools

RBHS Clinical Trials Office (CTO)

- Generates reports from system (including a monthly report of all ClinCard expenses by study for the purposes of financial reconciliation)

- Generates and shares with Rutgers Tax office reports of recipients earning more than $600 annually and to whom the Tax Office will issue 1099 forms for income tax compliance

RBHS Chancellor's Finance Office

- RBHS Chancellor account funds the ClinCard Issuance Account

- Review reports of monthly reconciliation activity to assure that funds have been re-cooped

School or Unit: Must designate a ClinCard Point of Contact

- For communications with RBHS CTO

- Maintain school or unit card inventory; anticipate card needs

- Help trouble-shoot local issues with the system before escalating to RBHS CTO

- Communicate with investigators & study coordinators about the availability of the system

School or Unit – Must designate "Approvers"

- As per policy – approval is required for:
  - ❑ Payments of $100 or more
  - ❑ Manual (i.e. off schedule) payment
  - ❑ Travel or other reimbursements above the designated thresholds
- Should have at least two Approvers per school or unit
- Approvers should have access to the contracts for the studies or other projects; i.e. business office or research administrators
- Note: Approvers are not e-mailed with a prompt to approve a payment in 'real time' - e-mails are sent only at 6:00 AM and 4:00 PM. If the payment is urgent, the study coordinator should contact the Approver and ask them to go into the system to approve the payment

Reimbursement thresholds for secondary approval

Reimbursement Type	Auto Approve When Under
Drive/Mileage	$25.00
Tolls/Parking	$25.00
Flights	Never
Hotels/Accomodations	Never
Rental Cars	Never
Public Transit	$25.00
Taxi/Rideshare	$50.00
Meals/Food	$25.00
Medication	$25.00
Other	Never

School or Unit – Funds Reconciliation

- Designate one or two individuals to be responsible for reconciling ClinCard charges (i.e. transferring funds from the study project to the ClinCard funding account) on a monthly basis

PI and Study Team responsibilities

- All new users must review the ClinCard Site Coordinator Reference Guide (available on the RBHS/NJACTS Clinical Trials Office ClinCard Information Portal)

- Provide all required information about the study to the RBHS CTO (via redcap form) in order to set up a new study and make changes over the life of the study as needed

PI and Study Team

- Assure concordance between the study budget/contract and IRB application/consent and ClinCard study stipend schedule

- Educate study subjects about the system and administer ClinCard consent to subjects.

- Assure funds are available in project account to cover costs of the payments dispersed

- Anticipate card needs and maintain accountability of cards received and dispensed to study subjects

Consent Process

- ClinCard recipients must sign either the Rutgers-approved stand-alone ClinCard consent form (available on the Rutgers HSPP website as well as the RBHS/NJACTS Clinical Trials Office ClinCard Information Portal) OR a study informed consent form with language specific to ClinCard before receiving their first payment through the system

- Note that you if you use the stand-alone ClinCard consent form, you will need to provide a copy of this consent form in your submission to WIRB or any other commercial IRB.

Consent Process, continued

- If using the stand-alone consent, file the original consent form with the study informed consent form (or in another secure location.) Give the subject a copy of the signed consent form as well as the FAQ document

- Subjects who wish to go to a bank teller to receive full-face value of the stipend in cash may be provided a copy of the ClinCard "Mastercard face-to-face disbursement letter" to provide to the bank teller.

Requirement for Social Security Number

- Subjects must agree to allow their SSN to be entered into the ClinCard portal

- Coordinators should inform subjects that a 1099 will be issued to them by Rutgers if they earn $600 or more in a calendar year, as noted in the consent form

- In accordance with Federal Law, subjects without a SSN or tax ID may not receive a study payment (although reimbursement for direct travel expenses provided receipts are available, is allowed)

- Studies with a total reimbursement of $250 or less, provided individual payments are $75 or less may be exempted from the SSN requirement
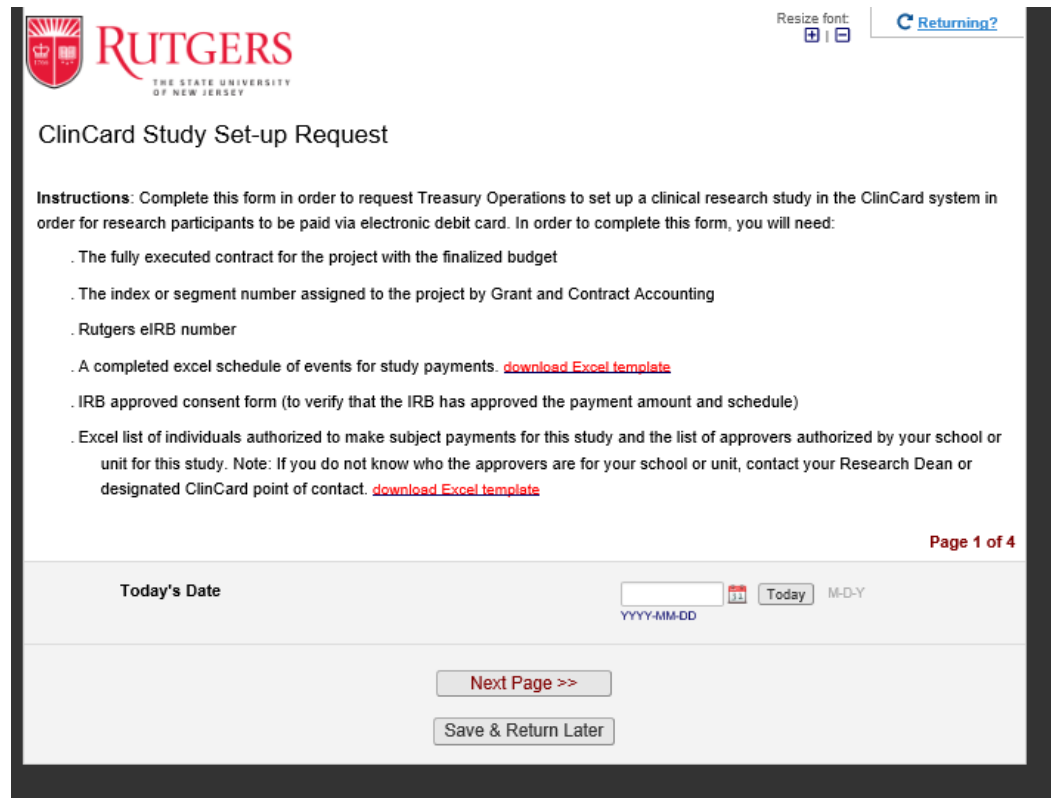
Additional Details

- The cost of ClinCard should be built into study budgets. As of 6/1/2018, the cost per card is $3.95 and there is a $1.15 fee for each payment upload. Rutgers overhead rates should be applied.

- In general, ClinCard should not be used for one-time payments of small amounts

New Study Set-up request via RedCap form:

Form available at:

https://research.njms.rutgers.edu/redcap/surveys/?s=NKYT879NJ9

ClinCard Study Set-up Request

To complete the form, you will need:

- Rutgers eIRB number
- Oracle Project number and UDO (Unit, Division, Organization) codes.
- Final study budget information regarding subject payments

Study Naming Conventions

- **Study Name**: Study Nickname + eIRB number
  (example: RUXCOVID - Pro2020000957)

- **Study ID**: UDO - PI Last name – Oracle Project #
  (example: 84060852088 - Nyaku – 825674)

New Study Set-up request

- Fill out the study payment schedule of events (available as an excel attachment within the RedCap form) to note both milestone payments as well as reimbursements allowed as per the budget and ICF.

Study Short Title/Nickname:													
Rutgers eIRB Number:													
PI:													
					Subject Payment Schedule								
Visit Schedule	example: Screening	example: Baseline	example: Week 2										
Payment Amount	example: $50.00												
Select what type of reimbursements (if any) will be allowed. Note you will be required to upload receipts into the ClinCard website in order for any reimbursement OTHER than mileage													
	Yes	No											
Meals/Food													
Tolls/Parking													
Mileage													
Taxi/Rideshare													
Flight													
Rental Car													
Hotel/Accommodations													
Medication													
Other:													

Schedule of Events

- Be sure to name the visit in a manner that is consistent with the protocol study visits (i.e. screening, Week 4, etc.) and which will make sense to the study coordinator when he/she goes in to the system to authorize a payment

- Beware of recurrent visits: The ClinCard system allows payment only once for each visit designated in the schedule. If the protocol schedule has recurrent payable visits (such as "repeat lab" visit, or "unscheduled visit" for adverse events) – put multiple visits into the excel schedule (i.e. repeat lab visit #1, repeat lab visit #2, etc.)

New Study Set-up request

Fill out the ClinCard User/Approver List (available as an excel attachment within the RedCap form)

- Designates the list of study staff who are authorized to make study payments for participants
- Denotes the school or unit ClinCard approvers designated for the study (Contact your Research Dean if you do not know who these individuals are, or send an inquiry to clincard@rbhs.rutgers.edu.)

	A	B	C	D
1	**Short Study Title:**			
2	**Rutgers eIRB Number:**			
3	**PI:**			
4	**List of ClinCard Users Authorized to disperse study payments**		Use this space to report any changes in the user/approver list following initial study set up. Email the revised ClinCard User and Approver list to the Rutgers Treasury ClinCard coordinator.	
5	Name of ClinCard User	Rutgers e-mail address	Date added to study	Date dropped from study
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16	**List of your school or unit ClinCard appprovers for this study**			
17	Name of ClinCard Approver	Rutgers e-mail address	Date added to study	Date dropped from study
18				
19				
20				
21				
22				
23				

Be sure to communicate any relevant changes during the course of the study to the RBHS CTO

- As study staff are added or deleted from the study, you can inform the RBHS CTO ClinCard coordinator by sending an updated User/Approver list for the study via e-mail to clincard@rbhs.rutgers.edu. Provide dates as applicable, and rename the excel file with the new date.

- Changes to the payment schedule of events can be made in a similar manner

ClinCard Reconciliation Workflow

Reconciliation Workflow

- Shortly after the month's end, the CTO designee will use the Program Balance Detail report and card inventory report to generate a breakdown of costs by study for each school/operating unit.

- This report will include all fees (i.e. stipends/reimbursements, card costs & upload fees.)

Card Inventory Report: e-mailed to CTO designees every Monday morning

Monthly Report of ClinCard charges by study example

Study ID	Charges	Total Transactions	Card Creations	Transaction Fees	Card Creation Fees	Subsidized Fees
0545208528 - Panettieri - 203300	$ 69,750.00	2792	807	$ 3,210.80	$ 3,187.65	
0545208528 - Panettieri - 826192			1	$ -	$ 3.95	
1566657632-Kinney-825383	$ 1,725.00	42	19	$ 48.30	$ 75.05	
5060851850-Kassotis-826236			1	$ -	$ 3.95	
5060851850-Kassotis-826263	$ 200.00	2		$ 2.30	$ -	
5062355574-Rosen-825110	$ 100.00	2	8	$ 2.30	$ 31.60	
50659657317-Steinberg-824335	$ 354.80	18	7	$ 20.70	$ 27.65	
4057955700-Pyrsopoulos-821088	$ 450.00	6	2	$ 6.90	$ 7.90	
4060852088 - Nyaku - 825674	$ 125.00	5	1	$ 5.75	$ 3.95	$ 9.70
4060852088 - Swaminathan - 812777	$ 25.00	1	1	$ 1.15	$ 3.95	$ 5.10
4060852088-Swaminathan-821753	$ 25.00	1	1	$ 1.15	$ 3.95	$ 5.10
4060852088-Chew-812777	$ 120.00	4	2	$ 4.60	$ 7.90	$ 12.50

Reconciliation process

- The designated individual at each school/operating unit will remain responsible for performing journal entries for studies conducted at their locations.

- The expectation is that these journal entries will be completed by the end of the following month (i.e. June ClinCard charges will be reconciled by the end of July.)

- The journal entries will be credited to the Chancellor level account in order to offset the initial charges. The transaction date will be documented on the spreadsheet, and the spreadsheet will then be e-mailed to the designated staff person in the CTO and to Ragini.

Thank you!