

Research Subject Fee Account Procedures

1.0 PURPOSE

In accordance with the Boston VA Research Institute, Inc. (BVARI) Research Subject Fee Account Policy, the options to compensate research subjects on BVARI-managed accounts may include the following:

- Cash (for single payments less than \$60)
- Gift card (for single payments less than \$60)
- Check
- ClinCard

The Research Subject Fee Account Procedures outline the requirements to initiate a research subject fee account from BVARI, compensate participants in approved research studies at the VA Boston Healthcare System (VABHS), and ensure necessary tracking mechanisms are in place for account reconciliation and tax reporting purposes.

2.0 PROCEDURE

VABHS IRB Informed Consent Form

The VABHS Institutional Review Board (IRB) Informed Consent Form must include the following:

- **For all payment methods:** BVARI must be listed as a recipient of patient information.
- **For payment by ClinCard:** Notification of Greenphire's access to information must be specified as shown in *Attachment A Sample Informed Consent Form Language for Greenphire ClinCard*.
- **For payment by check:** Hanscom Federal Credit Union must be referenced. An example includes "You consent to the release of personally identifying information about you including (list the specific types of information, e.g., name, address, social security number, etc.) to the Boston VA Research Institute, Inc. and Hanscom Federal Credit Union (for check processing) who will provide the compensation to you."

Initial Request

- (1) To initiate a research subject fee payment option, a completed **Research Subject Initial Payment Request** and the approved VABHS Informed Consent Form must be submitted to BVARI.
- (2) Upon BVARI's review and approval of the request, additional information may be required.
 - a. **For payment by check or cash:** Bank forms must be completed and designate bank account signature authority to include the Principal Investigator (PI) and, generally, one study coordinator designee. The initial advanced payment will be allocated to the project name and directly deposited into the Hanscom Federal Credit Union account.
 - b. **For payment by ClinCard:** BVARI will provide an initial set of cards to the PI and designee. By default, the cards will have no value loaded on to them initially.

Study staff will be granted accounts and can login via the web portal, <https://www.clincard.com/>. From there, study staff may load value onto the card in two ways via the web portal: (1) Update the card when a patient completes a study visit; the payment corresponding to that visit will then be automatically uploaded to the card; or

(2) Request a manual payment in the web portal. This payment method can be used if the scheduled visits do not apply. However, BVARI SPA must approve any manual payments.

Required Documentation

Upon activation of the research subject fee account, PIs and research study coordinators must maintain complete and accurate documentation at all times. Study documentation must be maintained to include the patient name, social security number, address, study code number, date paid, amount paid, and initials of the individual logging the entry. This study documentation must be available for auditing upon request by BVARI during normal business hours.

For payment by check or cash, PIs and designees must monitor payments on a continuous basis using the **Monthly Research Subject Payment Bank Reconciliation Template**. The template must be updated on a monthly basis upon receipt of the bank statement by an individual who is not the signatory on the bank account.

Additional Requests

A **Research Subject Additional Payment Request** must be submitted to BVARI for all requests for additional funds, ClinCards, or gift cards. A completed **Monthly Research Subject Payment Bank Reconciliation Template** and copy of the most recent bank statement must be provided prior to the transfer of any additional funds into a bank account. Replenishment of bank account funds may take up to ten (10) business days to process.

3.0 RELATED DOCUMENTS

Research Subject Fee Account Policy

Research Subject Initial Payment Request

Research Subject Additional Payment Request

Research Subject Payment Bank Reconciliation Template *(for Hanscom bank accounts only)*

4.0 REVISION HISTORY

Revision Letter	Author	Date	Description of Changes
A	Denise Moody	2/24/21	New
B	Denise Moody	9/23/22	Revised Attachment A Greenphire consent form language

Attachment A: Sample Informed Consent Form Language for Greenphire ClinCard

The following language provides an example to be modified upon request by the VABHS IRB.

Notice: Payment Reimbursement through Greenphire
STUDY NAME AND/OR PROTOCOL

As a participant in the {STUDY NAME AND/OR PROTOCOL} study, you may receive payments for your participation to help support your participation in the clinical trial.

Greenphire is a company working on behalf of the Boston VA Research Institute (BVARI) used to support this reimbursement process. In order for you to get paid, Greenphire will need to process certain personal information about you. This information will be collected from you by the study staff study and given to Greenphire.

Greenphire will collect and use your information for the following purpose(s): ClinCard. You may be issued a Greenphire ClinCard, which is a debit card that your funds are loaded onto and can be used at your discretion. When a visit is completed, funds will be approved and loaded onto your card. The funds will be available within 1 business day and can be used at your discretion. In order to assign a ClinCard to you and load funds onto the ClinCard Greenphire will need your Name, Address, and Date of Birth.

Direct Deposit. If you decide not to receive your payment by Clincard, Greenphire will directly deposit funds into your bank account. In order to transfer funds, Greenphire will need your Name, Address, and Bank Account details.

Email and/or Text Messaging. You will have the option to receive updates related to appointment reminders and payment alerts via email and/or text message. Standard text messaging rates will apply. In order to send you messages Greenphire will need your mobile phone number and/or email address.

Taxation. Payment received as compensation for participation in research is considered taxable income. If payment exceeds \$600 in any one calendar year, Greenphire will file a 1099 (Miscellaneous Income) form on behalf of BVARI. Greenphire will need your Name, Address, and Social Security Number.

Greenphire has administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of your personal information. Your personal information will be used and disclosed only to support the described activities, including to service providers who assist us in managing, administering, or delivering the Services. Your personal information will not be shared by Greenphire with BVARI or sold, used or distributed for any other purpose. Your information will be kept for as long as necessary to provide the described activities and for compliance with applicable laws. You can exercise your rights to access, correct, modify, or delete your information at any time by contacting the staff from this study. If you exercise your rights or take away your consent, the study staff will not further transfer your personal information to Greenphire, however, this may not affect processing that occurred before you took away consent.