

# Payments

User Policy/Guide

# Introduction

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- ▶ Washington University will be using the Advarra (formerly Forte) Participant Payments reloadable card system to manage stipends and travel reimbursements for clinical trials.
- ▶ The Payments system is strongly recommended for all studies where subject stipends and/or reimbursements were previously provided in the form of gift/debit cards or cash.
- ▶ Implementation of this system/process will lead to increased efficiency for our institution, resulting in better customer service for study subjects.
- ▶ Management of the system, process, and card inventory will be centrally located at the Center for Clinical Studies (CCS)
- ▶ The system and processes are designed for *new* studies going forward, not existing studies that have already been using other means of payment.

# Contact Info

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\* Participants should typically contact their research coordinator first for most questions or issues. All other support contact info as follows:

## Tier 1

- ▶ General questions or issues: [CCS-Participantpayments@email.wustl.edu](mailto:CCS-Participantpayments@email.wustl.edu)

Center for Clinical Studies  
Campus Box 8009  
660 S. Euclid Ave., IWJ Suite 301  
St. Louis, MO 63110

- ▶ WU Payments Managers: Dan Santacruz [santacruz@wustl.edu](mailto:santacruz@wustl.edu)      Angie Crawford [angelacrawford@wustl.edu](mailto:angelacrawford@wustl.edu)

## Tier 2

- ▶ Payments Internal support: Kayla Allen [klallen@wustl.edu](mailto:klallen@wustl.edu)  
314-362-3311
- ▶ Advarra/Forte Payments Support: [paymentssupport@forteresearch.zendesk.com](mailto:paymentssupport@forteresearch.zendesk.com)  
608-826-7800

# System Access

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Future users are required to complete the following prior to an account being set up in the system:

- ▶ Visit the CCS/Payments website at: <https://clinicalstudies.wustl.edu/payment/>
- ▶ Online Training Modules: Online training can be found in Learn@Work. Search for “Payments Online Training”. Within the materials, you will be instructed on how to access the online videos in Advarra University. You are only required to complete those modules that are applicable to the role being requested.
- ▶ Once these items are completed, fill out the Advarra Payments System Access form on the CCS/Payments website, then email the form to [CCS-Participantpayments@email.wustl.edu](mailto:CCS-Participantpayments@email.wustl.edu). Please copy the user’s supervisor on the email.
- ▶ After the CCS creates the user account, the user will receive an automated email from the system to active the account.

\* Additional info on the system roles on the next slides.



# System Access (cont.) - User Roles

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- ▶ Most administrative and global roles will be designated for CCS use only:
  - ▶ Org Admin
  - ▶ Protocol Admin (Global)
  - ▶ Contact Admin
  - ▶ Financial Rev. with PHI (Global)
  - ▶ Financial Rev. without PHI (Global)
  - ▶ Payments Reports (Global)
  - ▶ User Access Auditors
  - ▶ Business Unit Manager
  - ▶ SSN Override Administrator
- ▶ Roles available to Departments:
  - ▶ Protocol Admin (Assigned)
  - ▶ Financial Rev. with PHI (Protocol)
  - ▶ Financial Rev. without PHI (Protocol)
  - ▶ Participant Check-in
  - ▶ Participant Check-in and Pay
  - ▶ Payment Card Replace

# Creating a Protocol

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Once the appropriate users for a particular study are set up, the study can be input in the system by someone with the Protocol Admin (assigned) role. When building a protocol in Payments, the following fields should be completed:

- ▶ Protocol Number (same as IRB number)
- ▶ NCT Number (if applicable)
- ▶ Protocol Name
- ▶ IRB Number (optional)
- ▶ Financial/Internal Reference Numbers (WorkDay number)
- ▶ Keywords: use this field to enter PI Name
- ▶ Business Unit
- ▶ Visit Schedule/Reimbursement Rules (if applicable)
- ▶ Applicable Protocol Users (staff that will be working in Payments for this study)
- ▶ Make sure study is set to “Active”

# Creating a Protocol (cont.)

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Following are the steps to be completed after the study team has entered the protocol in the system:

- ▶ Email the CCS at [CCS-Participantpayments@email.wustl.edu](mailto:CCS-Participantpayments@email.wustl.edu) to advise that a protocol has been created in the system. The email should include the protocol number as well as the documentation (consent form, protocol, etc.) that details the participant payment schedule.
- ▶ The CCS will then review the study in the system and advise if any edits are required.
- ▶ Once the CCS confirms the system input, the debit cards can be distributed to the study team.

\* Information about the card distribution on the following slide.



# Card Management

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- ▶ CCS will order cards in bulk monthly from Advarra/Forte and pay for the cards upfront upon receipt of invoices from Advarra/Forte.
- ▶ The cards will be distributed to study teams upon activation of the study in the Payments system and based on expected need for that particular study.
  - ▶ To request cards fill out the Advarra Card Request Form on the CCS/Payments website, email the form to [CCS- Participantpayments@email.wustl.edu](mailto:CCS-Participantpayments@email.wustl.edu).
  - ▶ CCS will then coordinate a time for the department to pick up the cards at the CCS office located in the IWJ Building, Suite 301.
- ▶ CCS will process Internal Service Delivery (ISD) items in WorkDay to be reimbursed by the study teams.

# Paying a Participant

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When initially adding a participant to a protocol in the Payments system, check first to determine if the participant is already in the system (the same participant record can be used for multiple studies). If new record needs to be created, the following fields should be completed in Participant Details:

- ▶ First, Middle, and Last Name (including Suffix)
- ▶ Email (optional)
- ▶ Full Address
- ▶ Date of Birth
- ▶ Gender
- ▶ Participant Identifier (optional)
- ▶ Social Security Number

*\* Note: Social Security Number is required by Washington University, if available.*

- ▶ Payment Account Type: click Payment Card
- ▶ Card ICN: enter card number

# Paying a Participant (cont.)

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The system is configured to follow different processes depending on the type of payment to a particular participant:

## Initial/First Payment to Participant - 2 Step Approval Process

- ▶ Study team member (typically Coordinator/Participant Check-In & Pay Role) enters payment and sends it for review/approval.
- ▶ Separate study member (typically Financial Reviewer Role) reviews the payment/participant for accuracy and ultimately approves the payment.

## Recurring Payment to Participant

- ▶ After the initial payment, the process no longer requires 2 steps for approval of a payment.
- ▶ Study team member (typically Coordinator/Participant Check-In & Pay Role) enters payment and selects Pay.

# Study Maintenance

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## Charging the Study

- ▶ The CCS will pay Advarra/Forte for all card orders and card loads upfront.
- ▶ The CCS will then request reimbursement from the departments monthly via Internal Service Delivery (ISDs).
- ▶ The IDs are sent to the department business office with backup documentation detailing the study and the fund numbers for the studies entered in the protocol details.

## Modifications

- ▶ Modifications can be done in the system by someone with the Protocol Admin (Assigned) role. *Please make sure to advise the CCS when any modifications are done.*

## Reporting

- ▶ The CCS will be responsible for reporting for the system as a whole for tax/1099 purposes.

## Inactive Protocols/Users

- ▶ If a study is no longer active, the department should deactivate the protocol in the Payments system. If a user/employee is no longer associated with the study or terminated, the department should contact the CCS to get that users account inactivated.

# FAQ

- ▶ Who do participants contact for questions about how to use the debit card or lost/stolen cards?

The first line of contact for the participant should always be the research coordinator on the study. The research coordinator can then direct the issue to the appropriate person:

During business hours (CCS): [CCS-Participantpayments@email.wustl.edu](mailto:CCS-Participantpayments@email.wustl.edu)

Outside business hours (Account-holder Services): 1-855-316-516

\* Account-holder Services can disable a lost or stolen card, but not replace.

- ▶ How do users get access to the Payments system?

The CCS will set up new users. Send email to: [CCS-Participantpayments@email.wustl.edu](mailto:CCS-Participantpayments@email.wustl.edu)

- ▶ What are the fees associated with the Payments system/cards?

Departments will be charged \$1.50 per card and \$0.80 per card upload.

- ▶ How do Washington University users get access to specific protocols?

Once an account has been created for a user with the Protocol Administrator (Assigned) role, that user will be able to assign existing users to a specific protocol.

NOTE: CCS creates all user accounts upfront and designates roles, but assigning existing users to a protocol can be done at the department level.

- ▶ How do you handle participants that are on more than one study?

Participants will only receive one reloadable card, even if the studies are across multiple departments. The participant will be linked to each protocol and as payments are made on that card, Internal Service Delivery (ISDs) will sent to the respective department.