Participant Payments

Temple University's ClinCard Program

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What IS ClinCard?



- Reloadable debit Mastercard
- Web-based tool
- Participants can track their payments using an app

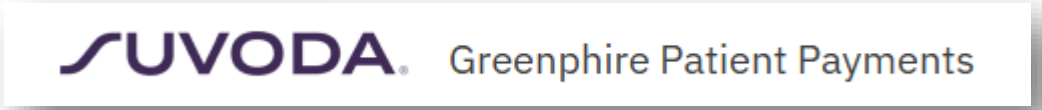
Temple's preferred method to pay stipends to trial subjects and focus groups.

Quick Facts about Temple's program

- Temple began using ClinCard August 2019
- Katz manages all Temple schools utilizing the program
- 150 users (study coordinators and approvers)
- 190 active studies (60+ closed to date)
- 6,500+ unique participants paid
- Volume of 600-750 payments per month
- $2.5M paid out since 2019







Late summer 2025, Greenphire (original) and Suvoda (new) merged. The ClinCard product was not impacted. Universally, we use the name “ClinCard” when referring to the program.

What are the fees?

- Fees to the **participant**:
  - $3.00 Domestic ATM
  - $4.50 Inactivity fee *(post 6 months of last transaction)*
  - $7.00 Card replacement *(via Customer Service)*

What are the fees?

- Fees to the **study**:
  - $4.20 per debit card *(no virtual option to date)*
  - $1.21 per upload/transaction
  - $3.00 per Lyft ride *(optional)*



How does the participant use it?

- In-Store Purchases *(including cashback where available)*
- Online Purchases
- ATM *(when the participant sets a pin number)*

Note that ClinCards are subject to preauthorization. The types of purchases these involve are typically at gas stations, restaurants, and hotels. If there are insufficient funds to cover these temporary holds, the card will be declined.

What are the study requirements?



SSN Requirement

- If SSN is required for a study, we may not move forward until David Marino of TU Treasury has approved.
- Once approved, W9s must be filed according to our Katz policy as mandated by Temple University.





Temple University

Lewis Katz School of Medicine