

Greenphire Patient Payments

Request a Miscellaneous Payment

Occasionally, payment is needed for an event that is not connected to the contracted study schedule. For example, a participant may be asked to come in for an unscheduled visit. That visit will need to be paid. Note that miscellaneous payments typically require secondary approval.

As a **Study Coordinator**, you can request payment for these unscheduled costs via the Greenphire Patient Payments portal.

Steps:

1	From the Lookup Participant tab, locate the participant for which you wish to request a miscellaneous payment. See the Look Up a Participant quick guide for detailed instructions.
2	From the Participant Information page, click Request Payment from the right-hand menu.
3	From the Milestone dropdown menu (Required), select Miscellaneous Payment . The Miscellaneous Payment modal displays. Note that if your study is configured to allow reimbursements for expenses incurred, a warning will display at the top of the modal informing you that this modal is not intended to be used for requesting a reimbursement. That is a separate process for which you would refer to the Request a Reimbursement quick guide.
4	In the Amount field (Required), enter the payment value being requested.
5	In the Notes field (Required), enter an appropriate description for this miscellaneous payment (e.g., "unscheduled visit").
6	Click Pay . If the payment has been requested successfully, the following will occur: <ul style="list-style-type: none"> a. A success confirmation message will display briefly at the top of the Participant Information page. b. The Pending Payments area of the Participant Information page will reflect the payment. c. The payment will also be reflected in the Recent Activity panel. Once payment has been approved and processed for the payment request, the amount will be removed from the Pending Payments area of the Participant Information page and will be reflected in the Card Balance on that page.

Related Topics:

[View Pending Payments and Reimbursements](#)

Frequently Asked Questions

What if there is no card assigned?	Check the participant's Audit History tab. A replacement card may already be in transit. The replacement card will need to be activated by the participant.
I am attempting to request a payment for a participant, but the Request Payment option is grayed out and I am seeing an error message.	If your program is configured for direct deposit, it is likely that for some reason, the participant's bank account has been put on hold, perhaps because it requires updating. Once the bank account has been updated, the hold will be removed, and the Request Payment link will once again be enabled. It may also be that your study is in a Completed status or your participant's status is "Completed." If this is the case, you will not be able to use the Request Payment link.
Are miscellaneous payments taxable?	Yes, miscellaneous payments are considered income, and therefore, are taxable.
Why am I seeing a TIN validation pop-up when requesting a payment, and why is the "Skip" button disabled?	If the participant is enrolled in a study configured for Tax Services, and their Year-to-Date (YTD) payments have reached or exceeded the configured monetary threshold, a valid Tax Identification Number (TIN) is required before a payment request can be submitted. The system will require a valid TIN to continue. If withholding is enabled, an invalid TIN might trigger withholding if the study is configured for withholding.
What should I do if the participant's TIN is invalid?	This indicates that there could be an issue with the combination of last name and TIN which doesn't correspond to what is recorded in the IRS TIN database.

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As a first step, please confirm with the participant the legal name entered, the spelling of that name and the TIN.

Support is not able to correct issues with the IRS database. The participant would need to reach out to the IRS to inquire about the match.

Suvoda Support Site:

[Suvoda Support](#)