

# HSIP Request User Guide



The purpose of this guide is to walk the User through each step of submitting an HSIP request. The order of this guide is designed to reflect the order of the HSIP request from top to bottom, left to right. Please feel free to click on the links below to be directed to that section, or search the guide for keywords to help answer your inquiry.

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## Glossary of Terms

Term	Definition
HSIP	Human Subject Incentive Program responsible for facilitating incentive payments for study participation
IRB	An Institutional Review Board (IRB) is a federally mandated independent committee responsible for the oversight of human subjects protections in research conducted by university units and affiliates. At U-M there is more than one IRB, with jurisdiction determined by type of research (e.g., biomedical, social-behavioral)
IRBMED	Institutional Review Boards of the University of Michigan Medical campus
IRB-HSBS	Health Sciences and Behavioral Sciences Institutional Review Boards of the University of Michigan at Ann Arbor, Dearborn, and Flint
HUM#	Acronym for a human subjects study used in the U-M eResearch system (and a colloquial reference) to identify a U-M IRB application
UM/UofM	University of Michigan
HSIP Form/HSIP Request	The online payment request submitted by a Research Team to pay study participants.
eResearch	The IRB application, online questionnaire/form, that any member of the study team can initiate—see <a href="http://eresearch.umich.edu/">http://eresearch.umich.edu/</a>
Wolverine Access	Online gateway to UM administrative systems—see <a href="https://wolverineaccess.umich.edu">https://wolverineaccess.umich.edu</a>
Project/Grant (P/G)	A value used in the university's financial system to identify a specific pool of money or activity over a finite period of time. This value will always begin with a letter that indicates what type of P/G it is (e.g., sponsored awards begin with an F for Federal or an N for Non-Federal).

Principal Investigator (PI)	The Principal Investigator (PI) or Project Director (PD), Participating Investigators, Senior/Key personnel (as identified by the institution in a proposal or sponsor report), and any other individual identified by the PI/PD as responsible for the design, conduct, or reporting of the research (i.e., not simply working on or engaged in the project). This includes administrative and programmatic aspects of a project.
Custodian	The member of the Research Team responsible for the HSIP request. See below for <a href="#">custodian responsibilities</a> .
Subject/Study Participant	Individuals who have participated in a UofM Study where the funds are housed at UofM
Study Team/Research Team	The group staff, faculty, or students responsible for conducting a UofM Study where the funds are housed at UofM
Tier	The level assigned to a study that designates what subject information would be required to pay a study participant
ITS	Information and Technology Services is an umbrella unit of the merged general and administrative computing at the University of Michigan. ITS manages the administrative systems, such as M-Pathways and e-Research. It also provides technology and communications services for U-M Ann Arbor's academic and research needs. <a href="https://its.umich.edu/">https://its.umich.edu/</a>
OARS	Online Access Request System (OARS) is a tool for requesting and authorizing access to administrative data in ITS-managed systems and applications.
My LINC	The University of Michigan's web-based learning and information center—offers a variety of learning activities to support operational users, compliance requirements, and professional development
Subject Information Template	The Excel file used to reconcile payments made to study participants
Proxy ID	The gift card ID used to reference a gift card

	account
PCard	The U-M Purchasing Card (PCard) is issued to eligible employees and may be used solely for purchases related to official university business.
Subject Information	The full name, home address, Social Security Number (SSN), payment amount, and date of payment to Subject
Sponsored Programs/Sponsored Projects	Any externally funded research or other scholarly activity that has a defined scope of work or set of objectives which provides a basis for sponsor expectations.
Cashier's Office	UofM Office where Human subject fee payments are disbursed at Teller Services upon receipt of the completed Human Subject Fee Payment Request Form. Valid identification is required.
SOA	Statement of Activity—a financial report that indicates the journal entries, or charges, to a particular shortcode

## Who is HSIP, and What We Do

The Human Subject Incentives Program is able to assist with the distribution of incentives for research participation when the funds are housed at the University of Michigan. If the payments fall within that category we would absolutely be able to assist you in distributing the incentive payments. HSIP can pay your study participants directly, or the Research team may obtain funds from HSIP to distribute to study participants. Please note that before submitting your first HSIP request your study will need IRB approval with a tier level assigned.

## Different Types of HSIP Payments Overview

The HSIP request can provide several forms of payment for study incentives. Below is a general overview of our payment types. For detailed instructions on ordering these payments, please see the section [Payment Types](#).

- Check—made payable to the participant and mailed directly to the participant’s home address or made payable to the custodian and mailed to the Research Team’s home address for distribution to the participants
- Physical gift card—reloadable gift cards mailed directly to the payee or single-use gift cards picked up and distributed by the Research Team
- Virtual gift card—reloadable gift cards sent over email to the participants
- Cash—picked up at a UM Cashier’s Office by the Research team and distributed to the participants
- Payment coupons—sent to the Research Team over email and distributed to the participants, which are redeemable at a UofM cashier’s office for cash

Once the study team has obtained a HUM#, approval, and a tier level for their study from the UofM IRB, they can then submit an HSIP request for one of the above payment types. If your Research Team has not consulted with the IRB regarding your study, please [reach out to the IRB](#).

IRB Application Process

<https://research-compliance.umich.edu/irb-application-process>

Please also note that for whatever payment type the Research Team will use, your approved payment types should be indicated in section 13.1 of your IRB application in [eResearch](#), as shown below. The HSIP system pulls from the IRB system, and having this payment type selected in the IRB application allows the Research Team to select this payment type in the HSIP request.

*Payment Type in eResearch Example that allows HSIP requests for Cash, Gift Card, and Check*

13.1\* Indicate all payments or other incentives provided to subjects for their participation in this study:

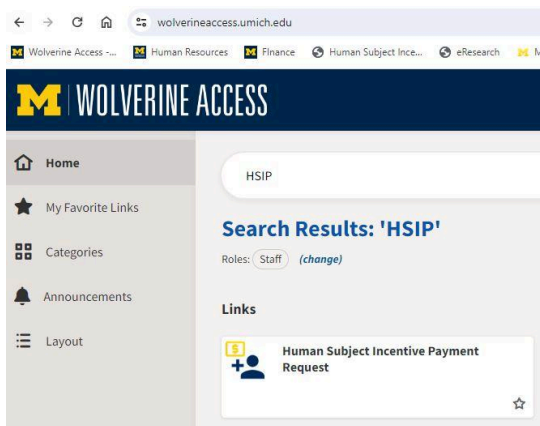
Select all that apply:

Cash

HSIP Issued Gift Card

Check

## Completing the HSIP Form



To submit an HSIP request, you can navigate to [Wolverine Access](#), Faculty and Staff, then down below the Finance header, you will find the Human Subject Incentive Payment Request tile.

When completing the HSIP request, please do so from top to bottom, left to right.

Although not a required training by HSIP, TME 104 - Human Subject Incentives Program training is also available through My LINC. This training also includes a simulation on how to submit an HSIP request.

TME 104 Human Subject Incentive Program Training

<https://maislinc.umich.edu/Core/pillarRedirect?relyingParty=LM&url=core%2Factivitydetails%2FViewActivityDetails%3FActivityId%3D45848%26UserMode%3D0>

If the individual already does have a umich.edu email address and is unable to access the above TME 104 training, then they would reach out to IT, with a 4Help email ticket, [4HELP@umich.edu](mailto:4HELP@umich.edu) for assistance.

## Principal Investigator

The first item to enter on the HSIP request would be the Principal Investigator of the study for which you will be paying participants. The Principal Investigator will receive automated emails indicating that the HSIP request is approved.

*What Principal Investigator do I enter when there are multiple Co-Investigators?*

**Principal Investigator**

\*Uniqname  ?

UM ID 88888888

Name BARTHALAMUL, GILBERT

Email gilbertbro@umich.edu

Phone  ?

Only the Principal Investigator listed on eResearch for your study can be entered as the Pricipicle Investigator in the HSIP request. *The HSIP system only recognizes the PI listed in 1.2 in eResearch.*

**1.2\* Principal Investigator:**

[Gilbert Barthalamul](#)

**Note:** If the user is not in the system, you may [Create A New U](#)

## HSIP Approver

*Who's the approver for my HSIP request?*

Typically the approver would have a Financial Administration or Research Administration role in your department. The HSIP approval role is PR HSIP Unit Administrator – OARS Role. Although HSIP cannot provide confirmation as to who your specific approver may be, we are able to provide a list of people who may already have the OARS role for a specific department. Nevertheless, we would encourage you to confirm the approver for your study with your department's finance team.

If you are hoping to add a new approver for your department moving forward you are able to submit the [OARS request](#) for that person to be granted the **PR HSIP UNIT ADMINISTRATOR** in order to be listed as an HSIP Approver. After the Oars Request has been submitted, it will be routed to your Department for approval. Once this role is obtained, they will be able to be listed as an Approver on the HSIP form. For guidance on how to submit an OARS request, please reach out to your Unit Administrator.

**Approver**

Uniqname  ?

UM ID

Name

Email ID  ?

Phone

Address Line 1

Once the Research Team has determined who will be the approver for their HSIP request, please enter the UofM Uniqname of the approver into the Uniqname field. For adding any alternate approvers, or additional individuals who can approve the HSIP request, please click on “Click here to enter Alternate Approver(s)” link.

[Click here to enter Alternate Approver\(s\)](#)



## Study Information

Here is where you enter the HUM # provided by the IRB. Only when the study team has (1) IRB approval for their study and (2) a tier has been assigned to that study, can the study team submit an HSIP request. (For non-regulated studies, please [contact and confirm with the IRB](#) that the study is non-regulated, or use the IRB self-determination tool to confirm that the study is non-regulated. If your study has a HUM# and it is non-regulated, please enter the HUM# into the HUM Number field—the non-regulated status will populate in the IRB status field.)

### IRB Application Process

<https://research-compliance.umich.edu/irb-application-process>

▼ Study Information

Non-Regulated Study

HUM Number  ? IRB Status

HUM Title

Approval Date  Expiration Date

\*Tier  Tier Information

Update Tier Value To  Update

Valid Payment Type HSIP Issued Gift Card, Check, Cash

Requester Comments

Once the HUM number is entered in the format HUM00XXXXXX into the HUM Number field, the rest of the fields for that study will populate with the information from the IRB application in [eResearch](#). Entering the HUM number here can also confirm that the study is approved and has been assigned a tier level.

Study Information

Non-Regulated Study

HUM Number HUM00123456 IRB Status Approved

HUM Title EATING 100 HOT CHILI PEPPERS REACTION RESULTS

Approval Date 6/20/2023 Expiration Date 4/21/2027

\*Tier A Tier Information

Update Tier Value To  Update

Valid Payment Type HSIP Issued GiftCard, Check

Requester Comments

## Payment Information

This is where you will (1) enter the custodians for the request and (2) choose the type of payment for the study participants.

Payment Information	
Distribution Type	Incentive
Payment Status	Not Released <input type="button" value="v"/>

## Custodian Information

The custodian for the HSIP request will be the study team members who are UofM staff, faculty, or affiliated with UofM and have a UM unique ID. These custodians will be:

- required to take [My LINC TME103 Treasury Management - Cash Handling](#) if handling HSIP funds.** If the individual already does have a umich.edu email address and is unable to access the required training, then they would reach out to [treasury@umich.edu](mailto:treasury@umich.edu) for assistance.
- responsible for handling HSIP funds**
  - receiving a check mailed to their home address for checks to researcher
  - picking up gift cards at Wolverine Tower for card to researcher payments
  - picking up cash at the Cashier's Office for study incentives
  - receiving payment coupons
- corresponding with the HSIP team and uploading documentation**
  - uploading the payment receipts or subject information for the HSIP request
  - fielding questions from the HSIP team regarding the subject information
  - receiving all automated emails from HSIP regarding the status of the request
  - receive Proxy IDs (gift card numbers) for gift cards when requested

The custodians for your HSIP request will be added to the custodian information section. Additional custodians can be added by clicking the "Click here for Alternate Custodian" link and adding the unique names of additional custodians there.

### Custodian Information

Uniqname	<input type="text" value="mcgrandpa"/> <input type="button" value="Q"/> ?	GRANDPALLO, MICHELLE	<input type="text" value="mcgrandpa@umich.edu"/>	Phone	<input type="text" value="734/444/4444"/>
<a href="#">Click here for Alternate Custodian</a>					

## Payment Types

Below are different payment types that you can request through the HSIP form, and how to complete the HSIP request to order these payments.

## Card to Subjects Payment Type

This payment type allows study teams to request that HSIP facilitate the mailing of reloadable cards directly to the participants at their home addresses. Please note that these gift cards can only be mailed and used within the United States. When submitting a gift card request to have the cards mailed directly to the payees, you submit the HSIP request as the following:

Distribute to: **Subject**  
Payment type: **Card**  
Card Type: **Gift Card**  
Delivery type: **Mail**

### Example of Card to Subject Request

The screenshot shows a web form for submitting a Card to Subject request. At the top, there are several input fields: 'Distribute To' (dropdown menu set to 'Subject'), 'Total Amount Requested' (text box with '100.00'), 'Max Amt Per Subject' (text box with '200.00'), 'Distrib Date' (calendar icon showing '01/04/2024'), 'Payment Type' (dropdown menu set to 'Card'), and 'Card Type' (dropdown menu set to 'Gift Card'). Below these fields is a section titled 'Payment Type Details' which contains a table with columns for 'Number Requested', 'Card Amount', and 'Line Amount'. The table has one row with '1' in the 'Number Requested' column, '100.00' in the 'Card Amount' column, and '100.00' in the 'Line Amount' column. To the right of the table are '+' and '-' buttons. At the bottom right of the table area, it says 'Total Denomination Amount 100.00'.

	Number Requested	Card Amount	Line Amount		
1	1	100.00	100.00	+	-

Total Denomination Amount 100.00

After you click “Save for Later”, then you will upload directly to the HSIP request the [subject information template](#) via the View/Add attachment button, and then save and submit the HSIP request for approval. This subject information template will reflect the participants’ full name, mailing address, email address, SSN for [tier B](#) studies, and the payment amount you would like issued for this study incentive payment.

## Card to Researchers Payment Type

This payment type allows study teams to request single-load prepaid gift cards that can be picked up at Wolverine Tower by the Research Team and distributed to the participants. When requesting a gift card for Researchers, you would submit the HSIP request as the following:

Distribute to: **Researcher**  
Payment type: **Card**  
Delivery method: **HSIP Office / Wolverine Tower**

Only the custodians listed or the PI on the request can pick up the gift cards from Wolverine Tower. Prior to approval, please be sure the appropriate individuals are listed as custodians on the request so that they can pick up the gift cards. Once the request information is entered, you can submit for approval.

Requests approved by 2 pm on a business day are ready for pick up in two business days. Custodians receive an email one business day prior to their pick-up date to schedule an appointment. While Wolverine Tower remains closed, we are able to offer appointments between 8:30 am and 11:15 am Monday through Friday.

*Example of Card to Researcher Request*

Distribute To: Researcher ?

Distrib Date: 01/29/2024 📅 ?

Total Amount Requested: 490.00 ?

Payment Type: Card ?

Max Amt Per Subject: 500.00

Card Type: Gift Card ☐ Unloaded Card

**Payment Type Details**

🔍
1-3 of 3

	Number Requested	Card Amount	Line Amount		
1	<span style="border: 1px solid gray; padding: 2px;">1</span>	<span style="border: 1px solid gray; padding: 2px;">40.00</span>	40.00	<span style="border: 1px solid gray; padding: 2px;">+</span>	<span style="border: 1px solid gray; padding: 2px;">-</span>
2	<span style="border: 1px solid gray; padding: 2px;">1</span>	<span style="border: 1px solid gray; padding: 2px;">215.00</span>	215.00	<span style="border: 1px solid gray; padding: 2px;">+</span>	<span style="border: 1px solid gray; padding: 2px;">-</span>
3	<span style="border: 1px solid gray; padding: 2px;">1</span>	<span style="border: 1px solid gray; padding: 2px;">235.00</span>	235.00	<span style="border: 1px solid gray; padding: 2px;">+</span>	<span style="border: 1px solid gray; padding: 2px;">-</span>
			<b>Total Denomination Amount</b>	<b>490.00</b>	

### Gift Card Reload for Subjects Payment Type

This payment type allows study teams to request that previously issued reloadable cards be reloaded with additional funds. When submitting a gift card request to have the gift cards held by payees reloaded, you would choose as follows:

- Distribute to: **Subject**
- Payment Type: **Card**
- Card Type: **Gift Card Reload**
- Delivery type: **HSIP Office**

Only gift cards sent to subjects can be reloaded with funds. After you click “Save for Later”, then you will upload directly to the HSIP request the [HSIP Card Reload Tracker](#) via the View/Add attachment button, and then save and submit the HSIP request for approval. The HSIP Card Reload Tracker would reflect the 13-digit proxy ID you would like loaded and the value you would like loaded onto it. If the request is approved by 2 pm on a business day we can load the funds as early as the next business day.

### Example of Card to Subject Reload Request

Distribute To:  ? Total Amount Requested:  ? Max Amt Per Subject:

Distrib Date:  ? Payment Type:  ? Card Type:

**Payment Type Details**

	Number Requested	Card Amount	Line Amount		
1	<input type="text" value="1"/>	<input type="text" value="40.00"/>	40.00	<input type="text" value="+"/>	<input type="text" value="-"/>
2	<input type="text" value="1"/>	<input type="text" value="45.00"/>	45.00	<input type="text" value="+"/>	<input type="text" value="-"/>
3	<input type="text" value="1"/>	<input type="text" value="45.00"/>	45.00	<input type="text" value="+"/>	<input type="text" value="-"/>
4	<input type="text" value="1"/>	<input type="text" value="45.00"/>	45.00	<input type="text" value="+"/>	<input type="text" value="-"/>
Total Denomination Amount			175.00		

### Virtual Gift Card to Subjects Payment Type

This payment type allows study teams to request that HSIP facilitate a virtual visa gift card emailed to the participants' email address. Please note that this payment method requires the collection of a home address within the United States. When requesting to have virtual incentives sent to the subjects, you will complete the HSIP form as follows:

Distribute to: **Subject**

Payment Type: **Card**

Card Type: **Virtual Payment** \*As shown in the screenshot below

Delivery type: **HSIP Office/Wolverine Tower**

### Example of a Virtual Payment to Subject Request

Distribute To:  ? Total Amount Requested:  ? Max Amt Per Subject:

Distrib Date:  ? Payment Type:  ? Card Type:

**Payment Type Details**

	Number Requested	Card Amount	Line Amount		
1	<input type="text" value="5"/>	<input type="text" value="25.00"/>	125.00	<input type="text" value="+"/>	<input type="text" value="-"/>
Total Denomination Amount			125.00		

**Delivery Information**

Delivery Type:  ? Deliver To:  ?

Address Line 1:

Address Line 2:

Address Line 3:

After you click "Save for Later", then you will upload directly to the HSIP request the [subject](#)

[information template](#) via the View/Add attachment button, and then save and submit the HSIP request for approval. This subject information template will reflect the participants' full name, mailing address, email address, and SSN for [tier B](#) studies, and the payment amount you would like issued for this study incentive payment.

Please let the subjects know that there will be a delay in loading the funds. The payees will receive an email to let them know an incentive has been issued to them. The incentive is issued as \$0 and loaded *after they receive the issuance email*, on the same business day.

## Virtual Gift Card Reload for Subjects Payment Type

This payment type is for participants who have already been provided a reloadable, virtual gift card emailed to their email address. This method allows for that virtual gift card to be reloaded with additional funds for additional study incentives. When submitting an HSIP request to have the virtual gift cards held by payees reloaded, you would choose as follows:

Distribute to: **Subject**

Payment Type: **Card**

Card Type: **Virtual Reload** \*As shown in the screenshot below

Delivery type: **HSIP Office/Wolverine Tower**

### Example of a Virtual Payment to Subject Reload Request

The screenshot shows a web form for a virtual payment request. At the top, there are several input fields: 'Distribute To' (dropdown menu set to 'Subject'), 'Total Amount Requested' (text box with '60.00'), 'Max Amt Per Subject' (text box with '400.00'), 'Distrib Date' (calendar icon showing '03/13/2024'), 'Payment Type' (dropdown menu set to 'Card'), and 'Card Type' (dropdown menu set to 'Virtual Reload'). Below these are 'Payment Type Details' which include a table with one row: 'Number Requested' (1), 'Card Amount' (60.00), and 'Line Amount' (60.00). There are also '+' and '-' buttons for adjusting the amount. Below the table is a 'Total Denomination Amount' field showing '60.00'. At the bottom is the 'Delivery Information' section with fields for 'Delivery Type' (dropdown set to 'HSIP Office'), 'Deliver To' (text box with '2059143'), 'Address Line 1' (WOLVERINE TOWER), 'Address Line 2' (Rm 10090), 'Address Line 3' (3003 S STATE ST), 'City' (ANN ARBOR), 'State' (MI), 'Postal Code' (48109-1276), and 'Country' (USA).

Only *virtual* gift cards sent to subjects can be *virtually* reloaded with funds. After you click “Save for Later”, then you will upload directly to the HSIP request the [HSIP Card Reload Tracker](#) via the View/Add attachment button, and then save and submit the HSIP request for approval. The

HSIP Card Reload Tracker would reflect the 13-digit proxy ID of the virtual gift card you would like loaded and the value you would like loaded onto it. If the request is submitted and approved by 2 pm on a business day, we can load the funds as early as the next business day.

## Check to Subjects Payment Type

This payment type allows study teams to request that HSIP facilitate a check made payable to the participant and mailed to the participant's home address. This method can be used for participants outside of the United States and within the United States. When requesting a check be sent to the subjects you would submit as follows:

Distribute to **Subject**  
Payment Type: **Check**  
Delivery Method: **Mail**

### Example of Check to Subject Request

Distribute To	Subject	?	Total Amount Requested	50.00	?	Max Amt Per Subject	9999.00
Distrib Date	11/15/2021	?	Payment Type	Check	?		
<b>Delivery Information</b>							
Delivery Type	Mail	?	Deliver To				

After you click "Save for Later", then you will upload directly to the HSIP request the [subject information template](#) via the View/Add attachment button, and then save and submit the HSIP request for approval. The subject information template will reflect the participants' full name, mailing address, email address, SSN for [tier B](#) studies, and the payment amount you would like issued for this study.

## Check to Researchers Payment Type

This payment type allows study teams to request that HSIP facilitate a check mailed to the Research Team's home address. This payment type is for obtaining funds to pay study participants or, if permitted by your Finance department, for reimbursement for already distributed study incentives. When requesting a check to researcher, you would submit the HSIP request as follows:

Distribute to **Researcher**  
Payment Type: **Check**  
Delivery Method: **Mail** **\*\*Include the Custodian's home address**  
Custodian: **This is who the check will be made payable to**  
Delivery Information: **Enter the address of the primary custodian to receive the check**

### Example of Check to Researcher Request

Distribute To  ? Total Amount Requested  ? Max Amt Per Subject   
 Distrib Date  ? Payment Type  ?

**Delivery Information**

Delivery Type  ? Deliver To  ?  
 Address Line 1   
 Address Line 2   
 Address Line 3   
 City  State   
 Postal Code  Country

### Cash to Researchers Payment Type

This payment type is for Researchers to request and pick up cash at one of [UofM's Cashiers Offices](#) to distribute to the study participants. When requesting cash, you would submit the HSIP request as follows:

Distribute to: **Researcher**

Payment Type: **Cash**

Delivery Type: **Choose the UM Cashier's Office where you would like to pick up the funds**

Only the custodians listed in the HSIP request can pick up the cash from the Cashiers Office. Prior to approval, please be sure the appropriate individuals are listed as custodians on the request so that they can pick up the cash.

### Example of Cash to Researcher Request

Distribute To  ? Total Amount Requested  ? Max Amt Per Subject   
 Distrib Date  ? Payment Type  ?

**Payment Type Details**

	Number Requested	Denomination	Line Amount		
1	<input type="text" value="1"/>	<input type="text" value="50.00"/> ?	50.00	<input type="text" value="+"/>	<input type="text" value="-"/>
Total Denomination Amount			50.00		

**Delivery Information**

Delivery Type  ? Deliver To



## Coupon (Payment Coupon) to Researchers

This payment type is for Research Teams who would like to have payment coupons emailed to the Research Team. These coupons should be printed out and filled out by the study team and then distributed to participants. Participants then take these payment coupons to one of [UofM Cashiers Offices](#) to redeem for cash. When requesting payment coupons, you will complete the HSIP form as follows:

Distribute to: **Researcher**  
Payment type: **Payment Coupon**  
Delivery Information: **HSIP Office/Wolverine Tower**

Then you will enter the number of coupons to be requested. Once the request is approved and the selected distribution date is reached, our team will email the listed custodians a PDF of the payment coupons. After the Research Team fills out and distributes the coupons, the participants can redeem them for cash at one of [UofM's Cashier Offices](#). Coupons cannot be redeemed after the expiration date printed on the coupon. The Research Team may destroy coupons if not distributed before their expiration date.

### Example of a Payment Coupon to Researcher

Distribute To	Researcher	?	Total Amount Requested	250.00	?	Max Amt Per Subject	9999.00
Distrib Date	03/04/2024	?	Payment Type	Payment Cou	?		

**Payment Type Details**

Number Requested			
1	5	+	-

**Delivery Information**

Delivery Type	HSIP Office	?	Deliver To	2059143	Q
Address Line 1	WOLVERINE TOWER				
Address Line 2	Rm 10090				
Address Line 3	3003 S STATE ST				
City	ANN ARBOR	State	MI		
Postal Code	48109-1276	Country	USA		

## Third-Party Incentives Payment Type

You are able to use one of our prepaid Visa cards or request a check to Researcher that can be

used to purchase third-party incentives. Please note that when purchasing third-party incentives, the HSIP funds cannot be used to cover any fees associated with the third-party incentive, for example, the cost of activation fees, shipping, or taxes. That is, *HSIP funds can only be used to cover the study incentive*. Additionally, we would encourage you to purchase only the amount of third-party incentives the Research Team is confident they can distribute in 30 days. If third-party incentives have been purchased but not distributed then the Research Team would have to reimburse the University with out-of-pocket funds.

HSIP does not currently endorse any specific third-party incentive. However, for whatever third-party incentive is used, HSIP would expect to receive the subject information that correlates with that study's [tier assignment](#).

## **PCards**

HSIP study incentives are not an allowable PCard purchase. Incentives are considered a service, which is a restricted commodity. Therefore, the purchase of restricted commodities on a PCard is not an approved method for incentive payments. For appropriate uses of a Pcard, please reach out to [procurement.services@umich.edu](mailto:procurement.services@umich.edu).

## **Paying Study Participant Travel Expenses**

### Travel Reimbursement

HSIP funds cannot be used to cover travel expense *reimbursements*, which are payments given to an individual for actual out-of-pocket expenses incurred, typically as a result of travel. For example—gas, hotel reservations, or meals. Because these payments are reimbursements, they are not taxable. The travel reimbursement payment would be processed through UofM Travel and Expense at <https://ssc.umich.edu/travel-expense/>.

### Travel Incentive Payment

HSIP funds can process travel payment incentives, which are payments given to an individual as compensation for participating in a research study. That is, the *same amount* is given to all participants regardless of how far they travel. The spirit of the incentive can be to offset travel costs. As these are considered incentive payments, they are taxable.

## **Paying Individuals Who Do Not Have an SSN (Non-Resident Aliens)**

**(A)** If the participant does not have a Tax ID Number (either an SSN or an ITIN) and they are paid *within the United States*, then it is our understanding that the payment should be processed through PeoplePay as an Award/Gift. Leslie Brown ([leslibro@umich.edu](mailto:leslibro@umich.edu), 734-647-3964) in Payroll would be a good person to contact for more detailed information on this process.

Please let Leslie (Payroll) know that this payment relates to HSIP matters (i.e., subject research participation), that HSIP directed you to them, what country the individual is from, and, if possible, provide a U.S. alien certificate for the individual. The alien certificate can be found at the following link:

Alien Certificate

<https://finance.umich.edu/finops/payroll/forms/aliencertificate>

(B) If your study is a [tier A study or tier B study](#) and the study participant without an SSN is *outside of the United States*, then that study participant may be paid by [check to subject payment method](#) or through a [third-party incentive](#). We ask that the full name, home address, payment amount, and payment date be provided. The information serves as a negative confirmation that no US tax reporting requirements arise. Without it, the IRS can question whether U.S. tax rules apply.

If you have further questions about paying individuals without an SSN outside of the U.S., please contact [subject-incentives@umich.edu](mailto:subject-incentives@umich.edu).

## **Tiers Explanation and Why HSIP Collects Subject Information**

All study Incentives are considered taxable income. The University collects subject payment information in order for the University of Michigan to comply with IRS reporting guidelines. Furthermore, the University makes an effort to ensure that university funds are spent appropriately and not misappropriated. This collection of subject payment information is part of that effort to maintain internal controls.

Tier levels are designed to help the University comply with IRS reporting obligations while protecting the confidentiality of individuals participating in research. Studies are assigned to different Tier levels based on the level of compensation. The compensation level is indicative of the maximum potential compensation an individual subject may receive in a calendar year from participating in a single research study. The Tier level determines what information needs to be collected from subjects and provided to the University for reporting purposes.

### Tier Explanation

	Tier A	Tier B
<b>Information study is required to collect of participant</b>	Tier A - A research study is classified as Tier A if participants have the potential to earn \$400 or less within a calendar year.	Tier B - A research study is classified as Tier B if participants have the potential to earn more than \$400 within a calendar year.
<b>Information Needed for Evidence Submission *</b>		
	Tier A	Tier B
<b>Full Name</b>	Required	Required
<b>Permanent Address</b>	Required	Required
<b>Participant Email (if available)</b>	Required	Required
<b>SSN</b>	Not Required	Required
<b>Payment Amount</b>	Required	Required
<b>Payment Date</b>	Required	Required

\*Please note that if a participant in a Tier A study receives compensation from other studies within the university, which pushes the participant above the \$400 threshold for their total compensation from all studies they participate in, then the most recent study in which the participant took part will be responsible for acquiring the participant's SSN. The HSIP team will contact the study team in such cases to inform them that future payments for this participant would warrant the collection of an SSN.

HSIP Policy Change

[https://finance.umich.edu/resource/hsip-policy-change-regarding-tier-structure-and-ssn-collection?check\\_logged\\_in=1](https://finance.umich.edu/resource/hsip-policy-change-regarding-tier-structure-and-ssn-collection?check_logged_in=1)

SSN Collection Policy

<https://finance.umich.edu/resource/policy-document-social-security-number-ssn-collection-and-distribution-procedure-human>

## HSIP SSN Policy FAQ

<https://finance.umich.edu/resource/human-subject-incentive-program-tierssn-policy-faqs>

## Storing Subject Information

For guidance on storing PII (Personal Identifiable Information) and storing SSN (Social Security Numbers) used for HSIP payments, please consult UofM IT or visit <https://safecomputing.umich.edu/dataguide/>. The HSIP Team would defer to UofM IT for best practices for storing Subject information.

### Data Types

- [Attorney - Client Privileged Information](#)
- [Controlled Unclassified Information \(CUI\)](#)
- [Credit Card or Payment Card Industry \(PCI\) Information](#)
- [Export Controlled Research \(regulated by ITAR,](#)
- [Personally Identifiable Information \(PII\)](#)
- [Protected Health Information \(PHI, regulated by HIPAA\)](#)
- [Sensitive Identifiable Human Subject Research](#)
- [Social Security Numbers](#)

## How to Provide Payment Receipts

The subject information of the type above would be entered on the Subject Information Template and uploaded directly to the HSIP request, according to the assigned tier. To maintain consistency and efficiency in our data processing, we kindly request that you enter the data using the original, unchanged format of the Subject Information Template. This standardization is vital for our systems to correctly interpret and utilize the information you provide. If helpful, the subject information template includes instructions and examples on the Instructions tab of the file.



### Subject Information Template

[https://finance.umich.edu/resource/subject-documentation-excel-template?check\\_logged\\_in=1](https://finance.umich.edu/resource/subject-documentation-excel-template?check_logged_in=1)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	PLEASE DO NOT CHANGE FORMAT AND FILL IN ALL RELEVANT FIELDS. Attach completed sheet to the HSIP request													
	Study Subject ID													
2	HSIP Control No (8 char. max.; optional)	Name	Email (Optional)	SSN (if Tier B)	Address1	Address2 (Apt #, etc)	City	Country	State	Postal	Payment Amt	Payment Date	Proxy ID (if applicable)	
3														

**Column A, HSIP Control No:** Although this field is not necessary, the HSIP # will be generated when the HSIP request is Saved for Later or Saved and Submitted. Study Teams may find this field helpful for their own record keeping. When entering the HSIP # here, provide the same number as the HSIP request for this payment request.

**Column B - Column K:** Subject Information will be inputted here according to [tier](#). Provide the

full legal name, *without nicknames*, nine-digit SSN, and the payee’s complete home address.

**Column L - M, Payment Amt Payment Date:** Payment Amt is always required. Payment Date is only required for reporting payments made by the Study Team. For payments that HSIP will be sending, HSIP will enter the payment date.

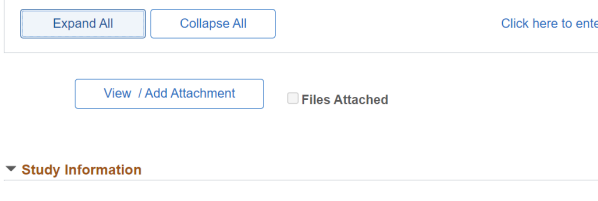
**Column N, Proxy ID:** This number is generated when we issue the payment when HSIP is initially sending a gift card. This field is only required when submitting a gift card reload request.

For study teams that receive funds to distribute to participants, it is expected that each HSIP request be reconciled—documentation has been provided for all incentive payments issued and all [unused funds have been returned](#)—*within 30 days of the study team receiving the funds*. Therefore, the due date for each request is 30 days from the date the study team picked up the funds.

**Please do not send subject information over email.** Email is not a secure method to send sensitive information. All subject information should be uploaded directly to the HSIP request. In order to upload documentation directly to your HSIP request, you can follow the steps outlined in the AttachDocToRequest.pdf found with the following link.

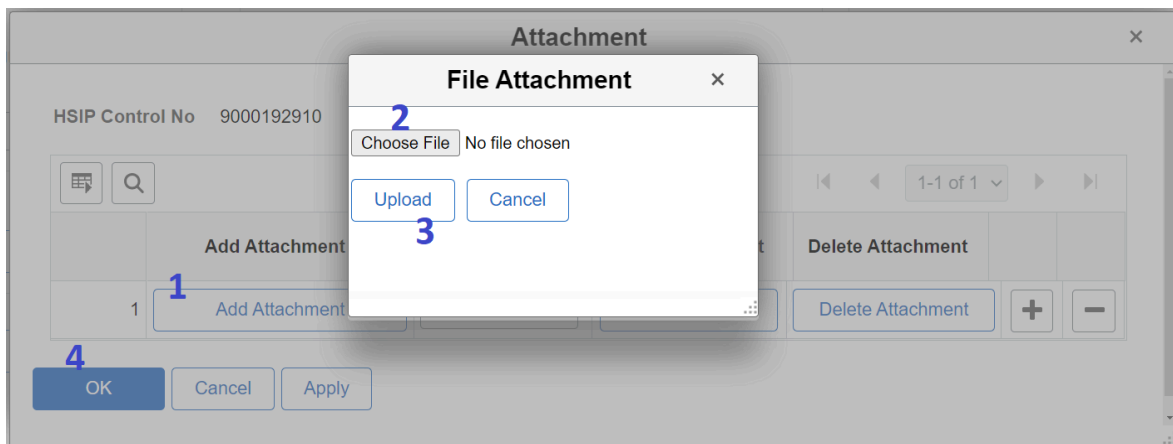
Submitting Documentation Reference Guide

<https://finance.umich.edu/sites/default/files/2019-03/AttachDocToRequest.pdf>

<p>When the HSIP request is open, the study team may click on “View / Add Attachment” to open the Attachment dialog box in order to add an attachment.</p>	
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Once the Attachment dialog box is open, you may click on (1) click Add Attachment (2) click Choose File and select File (3) click Upload and then (4) click OK in order to add an attachment.

*Steps to add an attachment*



## Lost or Stolen HSIP Funds

For lost or stolen HSIP funds, please adhere to any and all University of Michigan procedures regarding the loss or theft of University funds. These procedures may include reporting to other University departments associated with that Study's funds, campus security, the local police department, risk management, [IRB](#), as well as the representative for your sponsored programs/projects.

## Lost Funds

Contact the HSIP office as soon as possible to report the loss of funds. This can be done via email at [subject-incentives@umich.edu](mailto:subject-incentives@umich.edu). For lost funds, the HSIP team would expect all undistributed funds replaced. The source of replacing the lost funds would be best determined by your Finance department. After determining the funding source for replacing the lost funds, the study team can return the funds per the department's depository process or through a [Cash/Check return](#).

## Stolen Funds

Report the theft of funds immediately to local law enforcement to obtain a police report. Contact the HSIP office as soon as possible to report the theft of funds. This can be done via email at [subject-incentives@umich.edu](mailto:subject-incentives@umich.edu).

## Lottery/Raffle

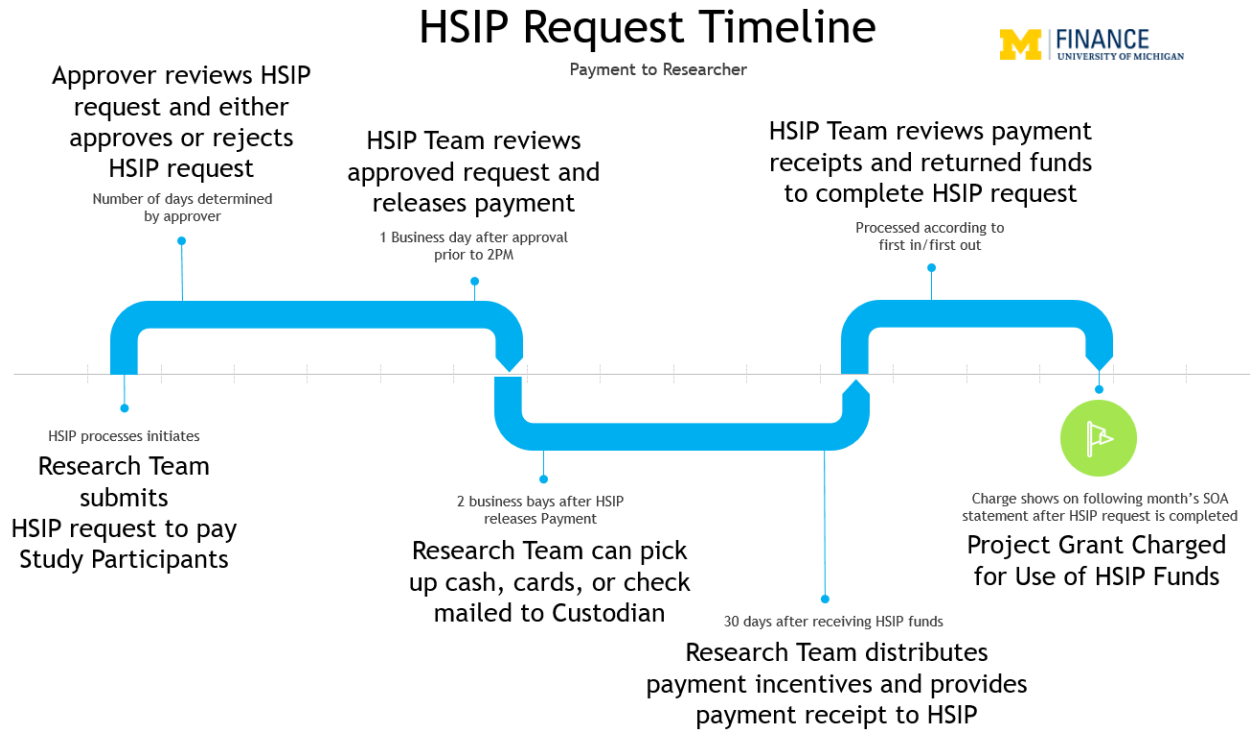
For a lottery/raffle, please reference and follow the guidelines outlined by the IRB, which can be found <https://research-compliance.umich.edu/research-incentive-guidelines>. Please also be sure that the lottery is consistent with Michigan Raffle guidelines.

Once the payee of the lottery is determined, HSIP would expect to receive the subject information that correlates to the [study's tier](#).

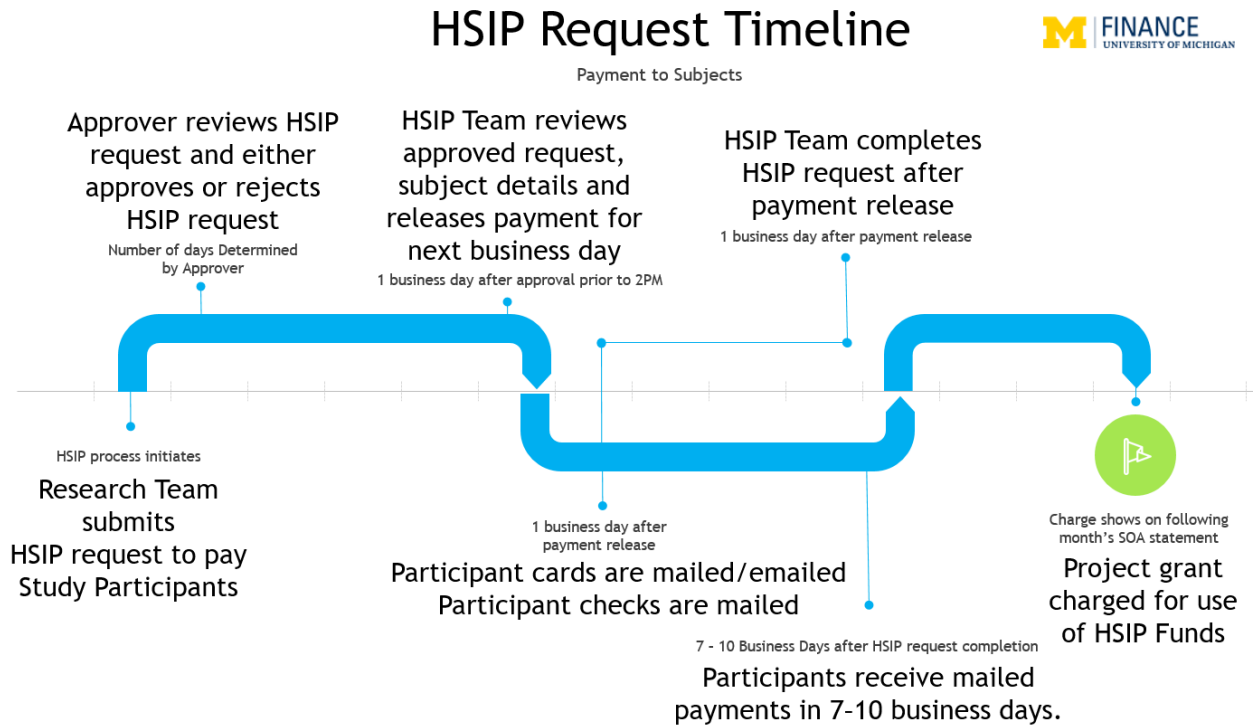
## Timeline of the HSIP request

Below are two timelines illustrating the life of an HSIP request so that you may better understand how long it takes to complete the process and the steps involved. The first timeline is for payments distributed to the Research Team. The second timeline is for payment distributed directly to the Study Participants.

For payment distribution to the Research Team



For Payment Distribution Directly to the Study Participants





## How to Return Unused Cash or Check Funds

If it is consistent with your Finance Department's depository process, you can take cash or check to make the deposit of unused HSIP funds at the cashier's office. A cash receipt ticket will be generated at the cashier's office with the information that the study team will provide below.

When completing the cash receipt ticket please include the following:

Account: **111575**

Description: **The HSIP Number for which the funds will be returned**

Chartfield: **The remaining chartfields should match the accounting fields in your HSIP request**

Fund	Department	Program	Class	Project/Grant
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Once you have returned the funds we ask that a copy of the cash receipt ticket be forwarded to our office over email or uploaded to the HSIP request. We will use that cash receipt ticket or CRT to reconcile the HSIP request.

## Contact Information for Research Teams

Below you may find contact information that may best help you in paying study participants.

### HSIP Office Contact Information

Hours of Operation = Monday through Friday 8:00 am - 5:00 pm

Hours for Card Pickup = Monday through Friday 8:15 am - 11:15 am via appointment

Group email: [subject-incentives@umich.edu](mailto:subject-incentives@umich.edu)

Rob Rolls - Program Manager - HSIP: PH 734 647-8872 / [rolls@umich.edu](mailto:rolls@umich.edu)

Staci Turrall - HSIP Business Analyst: PH 734 763-2308 / [sturrall@umich.edu](mailto:sturrall@umich.edu)

Robert Hornbacker - Finance Program Assistant: PH 734 615-4661 / [rhornbac@umich.edu](mailto:rhornbac@umich.edu)

Aaron Smith - Finance Program Assistant: [aatsmith@umich.edu](mailto:aatsmith@umich.edu)

Address: Treasurer's Office

3003 S State ST, Suite 10090

Ann Arbor, MI 48109

## UofM Cashiers Offices

### Hospital Cashier

Hours for pick up / Courier = 7:30 am - 3:30 pm \*If pick up after 3:30 call 6-6906 so that funds are not locked in the vault

Group Email: [hospitalcashier@umich.edu](mailto:hospitalcashier@umich.edu)

Address: 1500 E Medical Center Dr, Rm 2B221  
Ann Arbor, MI 48109

### **Central Cashier**

Hours for pick up / Courier = 8:00 am - 4:30 pm M, T, W, F. \*\*10:00 am - 4:30 pm TH  
\*Student Financial Services will be from 10:00 am to 3:00 pm during the June and July months.  
Our phone lines will remain open as normal.  
Group Email: [tellersvcs-hsip@umich.edu](mailto:tellersvcs-hsip@umich.edu)  
Address: 515 E Jefferson, RM 2226 (SAB)  
Ann Arbor, MI 48109

### **Flint Cashier**

Hours for pick up / Courier = 8:30 am - 5:00 pm M, T, TH, F. \*\*9:00 am - 5:00 pm W  
Group Email: [hsip-flintcashier@umich.edu](mailto:hsip-flintcashier@umich.edu)  
Main Line: PH 810 762 3490  
Address: 303 E Kearsley Street  
261 University Pavilion  
Flint, MI 48502-1950

### **Dearborn Cashier**

Hours for pick up = As the Dearborn Cashier's Office has limited availability and an appointment to pick up cash is expected in order to obtain cash, please reach out to [studentaccounts@umich.edu](mailto:studentaccounts@umich.edu) to confirm the Dearborn Cashier's availability and to set up an appointment for pick up.  
Address: UM Dearborn Financial Services  
1020 AB 1491  
4901 Evergreen Rd.,  
Dearborn, MI 48128-1491

## **IRB Contact Information**

### **IRB HSBS:**

Phone: (734) 936-0933  
Fax: (734) 936-1852  
Email: [irbhsbs@umich.edu](mailto:irbhsbs@umich.edu)

### **IRB MED:**

Phone: 734-763-4768  
Fax: 734-763-1234  
Email: [irbmed@umich.edu](mailto:irbmed@umich.edu)

### **IRB Application Process:**

<https://research-compliance.umich.edu/irb-application-process>

## **Dash Gift Card Supplier Contact Information**

Website: [www.paymentcardinfo.com](http://www.paymentcardinfo.com)

Phone Number: 1-833-848-5768

Email: Corporate@DashSolutions.com

## **Helpful Links for Research Teams**

Below you may find links that are helpful when requesting and reconciling an HSIP request.

### **Request an Extension for the HSIP Request's Receipt Due Date**

In rare circumstances, it may be the case that the Research Team is not able to distribute all funds within 30 days. In that case, the Research Team can request an extension to provide payment receipts by completing the Extension Request form with the link below. An approved extension will provide an additional 30 days to the HSIP Request's original due date.

Extension Request

[https://docs.google.com/forms/d/1EIJXG8qTWXLb\\_kGVeE-L6rcdmgOa7Y2UEvZmBBj2aNs/viewform?edit\\_requested=true](https://docs.google.com/forms/d/1EIJXG8qTWXLb_kGVeE-L6rcdmgOa7Y2UEvZmBBj2aNs/viewform?edit_requested=true)

### **Request Unused Funds be Unloaded from a Gift Card**

In cases where there remain unused funds on a single load Researcher gift card, the Research Team can request to have those funds be unloaded from the card. The Research Team can request to have funds unloaded from an HSIP gift card by completing the HSIP Unused Card form using the link below.

HSIP Unused Card Form

<https://docs.google.com/forms/d/e/1FAIpQLSddJp9KObwo763JsDixqj6YP9-5AhI6B93nQIRJXZayXld6Mg/viewform>

Once the cards are unloaded, our team will send an email confirmation and the study team may destroy the unused cards.

### **Request Card Information about an HSIP Gift Card**

If the Research Team would like to determine whether a distributed gift card was activated, and the remaining balance of that card, they can request this information. (Please note, however, that HSIP does not have access to the transaction history of the gift card to protect the privacy of the participant. The participant can check their balance for free online or [contact the gift card](#)

[supplier directly](#). The Research Team can request balance and card status information for an HSIP gift card by using the following link.

HSIP Card Inquiry

<https://docs.google.com/forms/d/e/1FAIpQLSc9Q4fEFyQy6i71ev78TmIG4oyNji9XcJqN4gP-fwoPMdim3w/viewform>

## **Request Check Information about an HSIP Check**

You can request the status of a check (cashied or outstanding) by using the following link.

HSIP Check Inquiry

[https://docs.google.com/forms/d/e/1FAIpQLSf3YCze8X6Ov4Os6MnbJ\\_sRQX8XvKd-kHrYfSZXHqQS\\_VkZww/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSf3YCze8X6Ov4Os6MnbJ_sRQX8XvKd-kHrYfSZXHqQS_VkZww/viewform?usp=sf_link)

## **HSIP Trainings**

TME 104 - This training also includes a simulation on how to submit an HSIP request.

<https://maislinc.umich.edu/Core/pillarRedirect?relyingParty=LM&url=core%2Factivitydetails%2FViewActivityDetails%3FActivityId%3D45848%26UserMode%3D0>

TME 103 - Cash handling through MyLinc. This training is required for anyone who is requesting or handling University.

<https://maislinc.umich.edu/Core/pillarRedirect?relyingParty=LM&url=core%2Factivitydetails%2FViewActivityDetails%3FActivityId%3D69362%26UserMode%3D0>