Banner Invoices for Research

Banner Hospital EMR transitioned from EPIC over to Cerner in October 2017. The University has not received research-related invoices since September 29, 2017.

Banner has recently begun generating invoices for the time period since Cerner’s implementation and sending them to Research Administration for review. Over the next several weeks, Banner Hospital Billing, for the time period of October 2017 – present billing cycle, will be reviewed and submitted to each corresponding department via UABox. An email will go out to the UA Departmental Business Office and Study Team contacts notifying them that their invoices are ready for their review.

Please process payment promptly. If there are any discrepancies, please email ctfinance@email.arizona.edu for assistance.

Please send an email to ctfinance@email.arizona.edu with your payment information.

Please do not closeout and FPC any research account balances if your clinical trial protocol reflects that Banner services have been utilized since 9/29/17 - present. If you are unsure, please work with your Study Team for confirmation.

Please use GL Code #4215 for all payments and purchase orders to Banner Health. This GL code was created to capture all research related expenses for 'Various clinical trial procedures, i.e. imaging, venipuncture, labs, exams, etc.' Using this GL code will allow for smoother account reconciliation and reporting.

Protecting the Privacy & Security of Protected Health Information (PHI)

Individually identifiable information relating to the past, present or future physical or mental health or condition of an individual, provision of healthcare to an individual, or the past, present or future payment for health care provided to an individual (Protected Health Information, PHI) is protected under the Health Insurance Portability and Accountability Act of 1996 (HIPPA). HIPPA provides data privacy and security provisions for safeguarding medical information.

HIPAA lists seventeen “personal identifiers” which must be protected from unauthorized access or disclosure. These identifiers may only be accessed and/or disclosed as authorized by the respective patient(s) and/or legal guardian(s), except for authorized purposes of treatment, payment, and healthcare operations (TPO). See attached HIPAA Data Reference Guide for the full list of personal identifiers and additional information.

Methods for securely E-mailing and securing patient information:

- Password-protect all Word and Excel documents which contain protected health information (PHI) or individually identifiable health information (IIHI).
- ALWAYS use encryption when sending email messages containing PHI (include [encrypt] or [secure] in the subject line when sending from xxx@email.arizona.edu).
- Use passwords on computers (including screen savers) and mobile devices.
- Always log on/off computers.
Protecting the Privacy & Security of Protected Health Information (PHI) cont.

- Log off computers when stepping away.
- Do not post PHI, or other confidential information to social networking sites or elsewhere online.

Additional information for other methods (faxing, phone messages, etc.) of securely transferring/communicating PHI is provided in the attached Protecting the Privacy & Security of Information document.

Questions or concerns?
- PrivacyOffice@email.arizona.edu
- 520-621-1465
- 1618 E. Helen St., Tucson

Cerner Training and Access

Research staff must receive training to obtain access to Banner Health's (BH) electronic health records (EHR) system. Instructions for access:

1. Register for training with Banner Learning Center (instructions attached).
   a. This is a 3-hour telephone meeting specific for research staff

2. Upon completion of the training, your supervisor (or you) should email BH Operations (Laura Wilkes) with the following information:
   a. Employee name, contact information, and date Cerner training was completed
   b. Completed BH Computer Access Request Form (CAR) – Research (attached)

3. Laura will work to get the user account set up with the Cerner team.

If you have questions, please contact Laura Wilkes at (602) 839-3266 or laura.wilkes@bannerhealth.com.

Welcome To Our New Team Member!!

We have a new member who has joined us in our Tucson office.

Bonnie Tenebruso has a varied background with several years of experience in healthcare roles including clinical research coordinator for Noble Clinical Research. She has also worked in a number of project management roles and most recently worked with Pima Air & Space Museum as a special events contractor. Bonnie has an AAS as a Clinical Research Coordinator.

Bonnie will assist with the Research Intake Form (RIF) completeness check for submitted projects, track feasibility review/approval and assist with questions regarding the RIF submission process.

Bonnie’s contact information is: 520-626-8938, btenebruso@email.arizona.edu.

Research Intake Form (RIF) Update – DEVICE Trials

For contract and budgeting purposes, the Study Overview section of the RIF has been updated to include additional questions on device trials regarding how the device will be supplied. Additionally, the Reimbursement Guide (required for all device trials) and Purchasing Agreement (if the Institution needs to purchase the device) will need to be uploaded for Feasibility review. The sponsor can provide you with these documents.

To avoid delays in Feasibility review, please be sure to upload the Reimbursement Guide and Purchasing Agreement (if applicable) for your device trial.
Clinical Research Data Warehouse (CRDW) Request Process

Banner Health’s Clinical Research Data Warehouse (CRDW) is available for all UAHs research projects. All CRDW requests should be submitted through the Research Intake Form (RIF), which must include the completed CRDW Request Form (attached).

If your project is for data only, please select and complete the Retrospective Chart Review Application.

The BH Honest Broker will need to have a fully executed data use agreement and a copy of the project’s IRB approval letter prior to releasing data to the PI/study team.

Additional information for the process, and the CRDW Request Form, can be found on our website (https://research.uahs.arizona.edu/clinical-trials/resources) or you can contact BHHonestBrokerDataRequest@bannerhealth.com.

Billing Compliance Process for Clinical Trials Purchasing BH Services

The University of Arizona is obligated to log ALL study visits into each CTMS (Click® & OnCore). Study visits must be logged within 24 hours of occurrence whenever Banner Health (BH) services are utilized for a research study (i.e. medical imaging, ECG, clinic visits, etc.).

These services are typically scheduled via Cerner on behalf of the research patient.

**ALL study visits that include BH services MUST be logged into CTMS (Click® & OnCore) within 24 hours.**

- This includes research-related AND routine/standard of care.
- UA Coverage Analysis (CA) provides detailed information for billing designations.
- *This process ensures that bills are routed to the correct payor and helps to alleviate and protect a study subject from being billed for research-related services.*

**UA Study Team Responsibility:**

- Non-activated study calendar – follow the interim research process (attached) and log a Public Comment in the Click® CTMS study shell with patient name, DOB, Visit Name, BH Service.
- BHRI Finance (BHRF) is notifying study teams when the study calendars are activated in CTMS.
- Activated study calendar – log the study visit in the activated study calendar. **DO NOT log a public comment.**

BHRF reviews and validates all charges logged into each CTMS against what has been billed in Cerner. Charges are then generated and billed to the research study or subject’s insurance.

- This step is comparable to the charge validation that was previously done by the study team in EPIC.

If you have questions regarding the Click® CTMS calendar (build, activation, visit entering process, etc.), contact Barb Summers at (602)-839-6026 or Barbara.Summers@bannerhealth.com.

Questions regarding the coverage analysis? Contact Research Administration at crc@email.arizona.edu.
If you are new to the University of Arizona Health Sciences (UAHS) research community and/or to keep up with the ever-evolving changes in UAHS research, please feel free to attend the monthly CRP group meetings. Meeting time and location changes from month to month and an email reminder is sent out prior to the monthly meeting.

To add your name to the listserv, please send an email to clinicalresearchcoordinators-request@list.arizona.edu with "SUBSCRIBE" in the subject line.

The next meeting is Wednesday, March 20, 2019, from 12:00pm to 1:30pm in the UAHS Library, room 4150A, Tucson.

COM-Phoenix Video Conference locations:
- BUMCP Classroom 1 (1441 N 12th Street, 1st floor)
- COMP BSPB Conference Room E907 (475 N 5th Street, 9th floor)

CRP Group upcoming meeting schedule:

<table>
<thead>
<tr>
<th>Date</th>
<th>COM-Tucson location</th>
<th>COM-Phoenix Video Conference location</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wed, March 20, 2019</td>
<td>UAHS Rm 4150A</td>
<td>BUMCP Classroom 1 (1441 N 12th Street, 1st floor) COMP BSPB Conf Room E907 (475 N 5th Street, 9th floor)</td>
<td>12:00pm - 1:30pm</td>
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<tr>
<td>Thurs, April 18, 2019</td>
<td>UAHS Rm 4150A</td>
<td>BUMCP Classroom 1 (1441 N 12th Street, 1st floor) COMP BSPB Conf Room E907 (475 N 5th Street, 9th floor)</td>
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<td>Wed, May 15, 2019</td>
<td>UAHS Rm 4150A</td>
<td>BUMCP Classroom 1 (1441 N 12th Street, 1st floor) COMP BSPB Conf Room E907 (475 N 5th Street, 9th floor)</td>
<td>12:00pm - 1:30pm</td>
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<td>Thurs, June 20, 2019</td>
<td>UAHS Rm 4150A</td>
<td>BUMCP Classroom 1 (1441 N 12th Street, 1st floor) COMP BSPB Conf Room E907 (475 N 5th Street, 9th floor)</td>
<td>3pm - 4:30pm</td>
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<td>Wed, July 17, 2019</td>
<td>UAHS Rm 4150A</td>
<td>BUMCP Classroom 1 (1441 N 12th Street, 1st floor) COMP BSPB Conf Room E907 (475 N 5th Street, 9th floor)</td>
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<tr>
<td>Thurs, August 15, 2019</td>
<td>UAHS Rm 4150A</td>
<td>BUMCP Classroom 1 (1441 N 12th Street, 1st floor) COMP BSPB Conf Room E907 (475 N 5th Street, 9th floor)</td>
<td>3pm - 4:30pm</td>
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<tr>
<td>Wed, September 18, 2019</td>
<td>UAHS Rm 4150A</td>
<td>BUMCP Classroom 1 (1441 N 12th Street, 1st floor) COMP BSPB Conf Room E907 (475 N 5th Street, 9th floor)</td>
<td>12:00pm - 1:30pm</td>
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<tr>
<td>Thurs, October 17, 2019</td>
<td>UAHS Rm 4150A</td>
<td>BUMCP Classroom 1 (1441 N 12th Street, 1st floor) COMP BSPB Conf Room E907 (475 N 5th Street, 9th floor)</td>
<td>3pm - 4:30pm</td>
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<td>Wed, November 13, 2019</td>
<td>UAHS Rm 4150A</td>
<td>BUMCP Classroom 1 (1441 N 12th Street, 1st floor) COMP BSPB Conf Room E907 (475 N 5th Street, 9th floor)</td>
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<td>Thurs, December 12, 2019</td>
<td>UAHS Rm 4150A</td>
<td>BUMCP Classroom 1 (1441 N 12th Street, 1st floor) COMP BSPB Conf Room E907 (475 N 5th Street, 9th floor)</td>
<td>3pm - 4:30pm</td>
</tr>
</tbody>
</table>
GENERAL INFORMATION AND RESOURCES

**UAHS Research Administration** provides guidance and assistance with the following:

- **Our website**: [https://research.uahs.arizona.edu/](https://research.uahs.arizona.edu/)
- **Coverage Analysis (CA) development**: contact crc@email.arizona.edu
- **Clinical Trial Budget development/negotiations**: contact crc@email.arizona.edu
- **Contracts (CDAs, NDAs, incoming MTAs)**: contact UAHSContracts@email.arizona.edu
- **Routing and monitoring of contracts (CTAs, data use, amendments)**: contact UAHSContracts@email.arizona.edu
- **Clinical Trial Regulatory and IRB**: contact regulatory@email.arizona.edu
- **Post-Award accounting and auditing**: contact CTFinance@email.arizona.edu

**UAHS Project Status Report**: [https://research.uahs.arizona.edu/facilities-and-resources](https://research.uahs.arizona.edu/facilities-and-resources)

**Research Intake Form (RIF)**: Instructions and the form can be found here: [http://research.uahs.arizona.edu/clinical-trials/research-intake-form](http://research.uahs.arizona.edu/clinical-trials/research-intake-form)

If you have questions, email Research Administration at regulatory@email.arizona.edu.

**ClinicalTrials.gov Assistance**:
- **Non-cancer studies**: Clinical Trial Regulatory: regulatory@email.arizona.edu
  - Kerry-Ann Suckra, kerryanns@email.arizona.edu, (520) 621-2029
  - Stephanie Martinez, ssmartin@email.arizona.edu, (520) 626-8079
- **Cancer studies**: Amy Selegue, UACC-NCTN@uacc.arizona.edu, (520) 626-0301

**UA Privacy Office**: Contact PrivacyOffice@email.arizona.edu or (520) 621-1465

**IRB Training Opportunities**
The IRB offers training on a variety of topics each month. This is a great way to stay updated on current processes and have your questions answered.
The list of upcoming sessions is located on the IRB website with instructions for signing up through UAccess Learning.
[https://rgw.arizona.edu/compliance/human-subjects-protection-program/irb-training-opportunities](https://rgw.arizona.edu/compliance/human-subjects-protection-program/irb-training-opportunities)

**UA Clinical and Translational Science (CATS) Research Center**
Website: [http://cats.med.arizona.edu/home](http://cats.med.arizona.edu/home)

**Banner Badge Request**: Contact clinicalresearch@email.arizona.edu

**Banner Cerner Help**: Contact the Banner IT service desk at (602) 747-4444 or in Tucson, call (520)-694-HELP (4357). Select Option 6 for assistance with Multi-factor Authentication.

**Cerner Access/Training**: Contact Laura Wilkes at (602) 839-3266 or Laura.Wilkes@bannerhealth.com

**Banner CTMS Training and General Questions**: Contact Barb Summers at (602) 839-6026 or Barbara.Summers@bannerhealth.com

**REDCap Questions/Training**: Contact redcap@email.arizona.edu

**Sonora Quest Laboratories (SQL) 2018 Reference Manual**: To request an electronic copy, contact crc@email.arizona.edu

**SQL Care360 Training**: Contact the Customer System Team at (602) 685-5465 or SQLCustomerSystems@SonoraQuest.com to schedule training. Please be sure to include your SQL departmental account number when requesting training.