



THE UNIVERSITY OF ARIZONA HEALTH SCIENCES Research Administration

RESEARCH ADMINISTRATION - CLINICAL TRIALS NEWSLETTER

OCTOBER 2022

Contract Termination Reminders



In an effort to be proactive and to prevent the inadvertent lapsing of agreements, UAHS Contracts will begin providing Contract Termination Reminders for agreements which have a termination date within a 90-day period. If you need to extend the agreement, please submit your request via the [UAHS Project Submissions](#) site. If the agreement will not be extended, no action is needed. We will do our best to target the appropriate PI/study team members for these email notifications, however if you happen to receive a Contract Termination Reminder and are not the right person to take action, we would appreciate your assistance with forwarding the email to the correct person(s).

TicketCat – OnCore / eRegulatory Tech Support UPDATE 10/1/2022



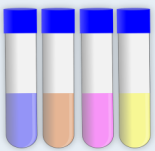
COM Information Technology Services has implemented a new HPIAA compliant ticketing system called [TicketCat](#). It is designed to meet the needs of system users who need to provide sensitive data (PHI, FERPA, PII, etc.) for technical support. Users of [OnCore](#), [eRegulatory](#), general data services, and other applications will be able to get support in a secured environment. TicketCat will require UA NetID login. Service requests include:

- Technical support
- Password resets
- User account troubleshooting
- Requests for reports

Bookmark TicketCat today!! TicketCat URL: <https://ticketcat.arizona.edu>
Technical support requests sent to OnCoreSupport@arizona.edu will be referred to submit to [TicketCat](#).

Please continue to use [COMHelp](#) for general technical support issues, network connectivity, etc. that do not involve OnCore or eRegulatory.

Sonora Quest Laboratories (SQL) Accounts for Non-Industry Research Studies



SQL will now be assigning a second account to each department utilizing SQL services. This is being done because there are pricing differences for research studies funded by industry and non-industry (i.e. NIH, foundations, IITs). This will help SQL bill research studies at the correct research rate. Study teams will be responsible for ordering SQL labs using the correct account. Please contact CTFinance@arizona.edu with questions or to request a second account be set up for non-industry research studies.



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OnCore Training and Individual Consultations



OnCore Support provides self-service scheduling for support sessions through Microsoft Bookings. Individual consultations are available in a HIPAA-compliant Zoom environment in case research subject data is reviewed. A HIPAA Zoom link will be provided in your email confirmation once you schedule your session.

Monthly trainings are conducted for new OnCore users or as refreshers for current users.

The OnCore website provides information about scheduled trainings and individual support sessions on the Training and Consultations page. ***Please feel free to sign up if you would like first-time training, a refresher training, or one-on-one OnCore help!***

The next trainings are scheduled as follows:

- **Introduction to OnCore and Calendar Validations**
Tuesday, October 4 or November 8, 1:00 pm - 3:00 pm
- **Subject Management Training**
Wednesday, October 5 or November 9, 1:00 pm - 4:00 pm
- **Regulatory Training**
Thursday, October 6 or November 10, 2:00 pm - 4:00 pm

If you have changed departments or need to have an additional role added to your OnCore Profile (regulatory, study coordinator, etc.), you will need to submit an updated OnCore Confidentiality Agreement to TicketCat prior to the role being added. Additional training may be required.

We are also available to attend department or research unit meetings. This is a great way to receive direct support for your team's research studies and ask specific questions for OnCore Support. Please email us at OnCoreSupport@arizona.edu to schedule a session.

OnCore's Role in Billing and Invoicing

Study visits **must** be logged into OnCore within 24 hours of occurrence whenever Banner Health (BH) or Sonora Quest Lab (SQL) services are utilized for a research study (i.e. medical imaging, ECG, clinic visits, etc.).

This includes research-related **AND** routine/standard of care.

UA Coverage Analysis (CA) provides detailed information for billing designations. Study calendars in OnCore reflect these billing designations. A copy of the CA is uploaded into OnCore for the study team's reference.

Billing designations should **ONLY** be changed if there is a corresponding footnote that gives details of when and how to change the designation. In the absence of a footnote, please reach out to crc@arizona.edu or OnCoreSupport@arizona.edu.

Changes to the CA **MUST** be approved by the UAHS Research Administration and BH Research Finance (BHRF) teams **before** charges can be changed.

This process helps to ensure that bills are routed to the correct payor, alleviate incorrect billing, and most importantly helps to protect your study subject!

BHRF reviews and validates all charges logged into OnCore against what has been billed in Cerner. Charges are then generated and billed to the research study or subject's insurance as verified by the coverage analysis.

If you have questions regarding the OnCore calendar, contact OnCoreSupport@arizona.edu.

Questions regarding the coverage analysis? Contact Research Administration at crc@arizona.edu. Requests to amend the CA must be submitted via the RIA amendment process.

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Banner Hospital Billing Update



Banner Hospital billing for **July 2022** have been reviewed and emails have been sent out to the corresponding UA Departments via UABox Health. August 2022 invoices will be distributed by the second week of October.

- Please process payment promptly. **Payments are due 30 days from receipt of the billing in your department's UABox Health.**
- If there are any discrepancies, please email ctfinance@arizona.edu for assistance. **Discrepancies need to be reported within 2 weeks of the receipt of invoices.** Insurance carriers have deadlines for filing and BH has a limited window for reversing charges back to insurance carriers (as applicable).
- Additional resources are available on our [website](#).

UAHS Clinical Research Professionals (CRP) Group Meeting



If you are new to the University of Arizona Health Sciences (UAHS) research community and/or would like 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.

****Each department/division is responsible for sending at minimum one delegate to attend the CRP meeting. If a department/division cannot attend, then the manager/supervisor will need to attend a makeup session to review topics covered in the CRP meeting.****

We welcome your feedback!! Please let us know if there are specific topics that you would like to have covered at upcoming meetings. Please send an email to vphs-cro@arizona.edu.

CRP meetings will now be held every other month.

The next scheduled meeting is **Thursday, November 17, 2022, from 3:00 pm - 4:30 pm** via [Zoom](#).

Join Zoom Meeting:
<https://arizona.zoom.us/j/87970176210>
 Meeting ID: 814 8892 5948
 One tap mobile
 US: +16027530140,81488925948#

CRP Group upcoming meeting schedule:

Date	Location	Time
Friday, December 16, 2022	Kiewit	11:00 pm - 1:00 pm
Wednesday, January 18, 2023	Zoom	12:00 pm - 1:30 pm
Thursday, March 16, 2023	Zoom	3:00 pm - 4:30-pm
Wednesday, May 17, 2023	Zoom	12:00 pm - 1:30 pm
Thursday, July 20, 2023	Zoom	3:00 pm - 4:30 pm
Wednesday, September 20, 2023	Zoom	12:00 pm - 1:30 pm
Thursday, November 16, 2023	Zoom	3:00 pm - 4:30 pm
Friday, December 15, 2023	Zoom	11:00 am - 1:00 pm

GENERAL INFORMATION AND RESOURCES

UAHS Research Administration provides guidance and assistance with the following:

- Our website: <https://research.uahs.arizona.edu/>
- Coverage Analysis (CA) and Clinical Trial Budget development/negotiations: contact: crc@arizona.edu
- Contracts (CDAs, NDAs, CTAs, amendments, data use, incoming MTAs): contact UAHSContracts@arizona.edu
- OnCore: OnCoreSupport@arizona.edu or <https://ctapps.uahs.arizona.edu/> or schedule 1:1 session (calendar validations, subject management, regulatory)
- Regulatory & eRegulatory Binder: contact regulatory@arizona.edu or schedule 1:1 session
- Post-Award Clinical Trial Accounting and Auditing: contact CTFinance@arizona.edu or <https://research.uahs.arizona.edu/post-award/financials>

UAHS Project Status Report: <https://research.uahs.arizona.edu/facilitites-and-resources> (UA NetID Login required)

Research Intake Application (RIA):

Applications and required documentation should be emailed to ResearchApp@arizona.edu. Instructions and the application forms can be found [here](#). If you have questions, email Research Administration at crc@arizona.edu.

OnCore Technical Support: <https://ticketcat.arizona.edu/> Net ID Login required (password resets, user account creation, requests for reports)

OnCore Training Resources: <https://ctapps.uahs.arizona.edu/oncore/oncore-resources> (Net ID Login required)

ClinicalTrials.gov Assistance:

Non-cancer studies: regulatory@arizona.edu or (520) 621-6417

Cancer studies: UACC-NCTN@uacc.arizona.edu

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

UAHS Global HIPAA Procedures:

<https://research.uahs.arizona.edu/facilitites-and-resources/uahs-hipaa-sop's> (Net ID Login required)

IRB Training Opportunities

Upcoming sessions are located on the [IRB website](#) with instructions for registering through UAccess EDGE Learning.

REDCap Questions/Training: Contact redcap@arizona.edu

Data Warehouse Information: <https://research.uahs.arizona.edu/clinical-trials/resources#data>

UA Clinical and Translational Science (CATS) Research Center:

<http://cats.med.arizona.edu>

Coordinator Corner: <https://cats.med.arizona.edu/content/coordinator-corner>

COM-P Clinical Research website: <https://phoenixmed.arizona.edu/research/clinical-research/investigators>

Banner Badge Request: Contact clinicalresearch@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 your department's assigned Banner Health Clinical Trial Senior Manager.

<https://research.uahs.arizona.edu/clinical-trials/cerner>

Sonora Quest Laboratories Account Set-up and/or Care360 User Request: email request to ctfinance@arizona.edu. Please include the following information with your request: Name, Job Title, Net ID, UA Email, Phone and Fax numbers, Physical Work Address, Department, SQL Account Number (if known).

Sonora Quest Laboratories Reference Manual:

<https://www.sonoraquest.com/test-directory/>

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



TicketCat User Guide

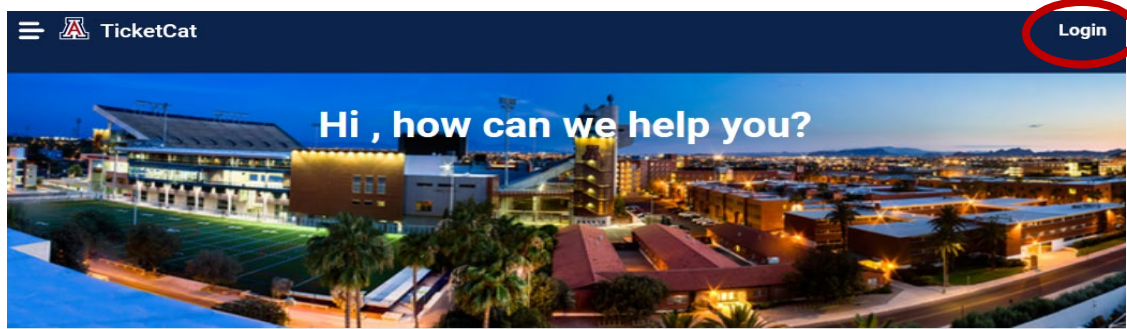
HOW TO SUBMIT A TICKET FOR ONCORE AND EREG FOR TECHNICAL SUPPORT

What is TicketCat? TicketCat is a HIPAA compliant ticketing system, that allows users of OnCore and eRegulatory to submit PHI data for support issues.

How to access TicketCat

Go to: <https://ticketcat.arizona.edu>

Landing Page:



How to Login

Select “Login” on the top right corner. Users will need to login with their UA NetID.

Once logged in, choose either:



Request a service

Raise a request for a new device, software or service



My tickets

Check for updates on my ticket

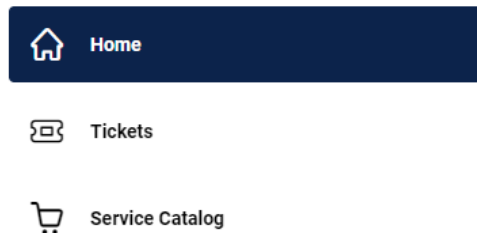
This button allows the choice of service items such as create users, report login issues, request data/reports, etc.

This button allows users to view tickets that are in progress or have been closed out.

Users can also access these features by clicking on the menu lines on the top left of the screen:

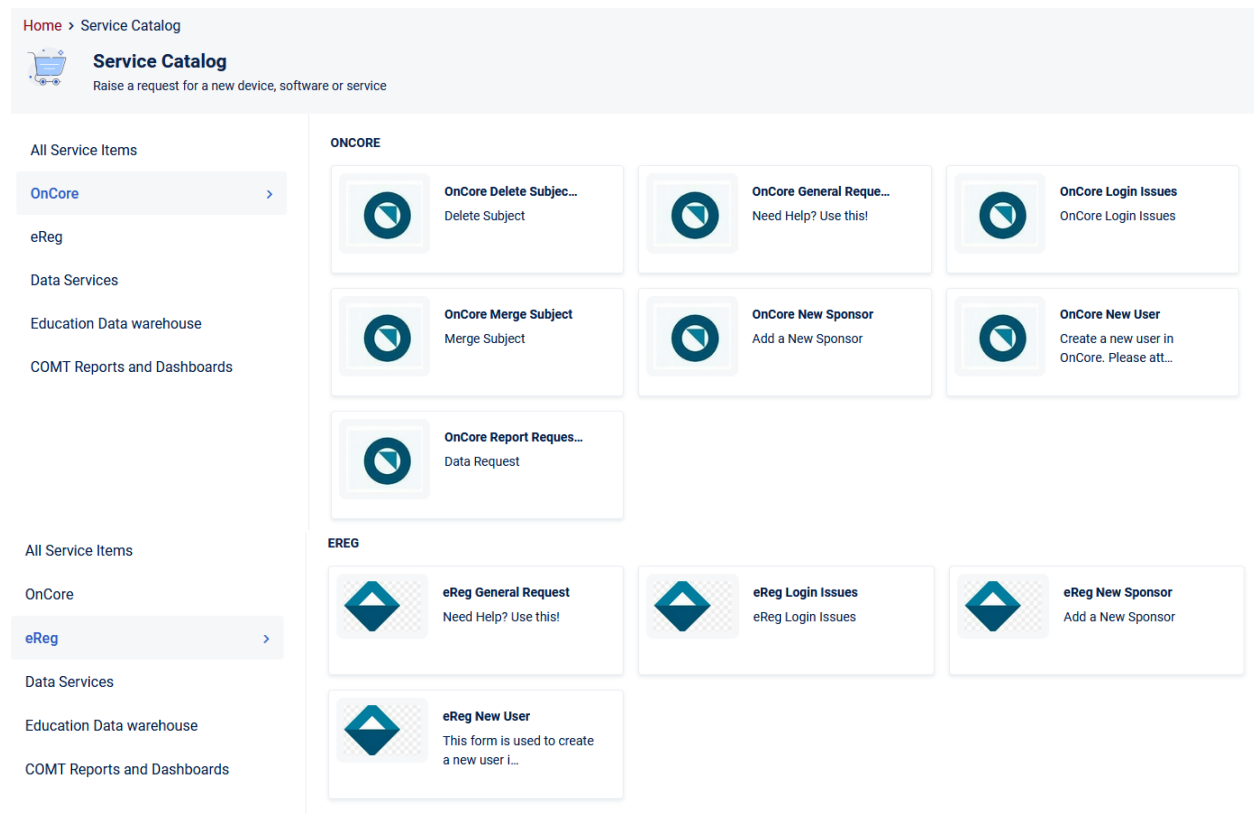


Then Select “Tickets” or “Service Catalog”



Service Catalog

From the Service Catalog, under “All Service Items”, choose the appropriate selection for your OnCore or eReg (eRegulatory) request.



Complete the selected request form and select “Place Request”.

Home > Request New Service > eReg > eReg General Request



eReg General Request

Need Help? Use this!

[Read more](#)

Task *

Enter a short Description of Issue (like a nickname)

Category

...

Protocol Number

Enter protocol number

Detail *

Provide full detail and include attachments if needed.

Attach a file (File size < 40 MB)

Place Request

A dialog box will pop up on the ride side. The Requester’s email will appear. Click “Confirm”.

Items Requested

×



eReg General Request

○

Requester *

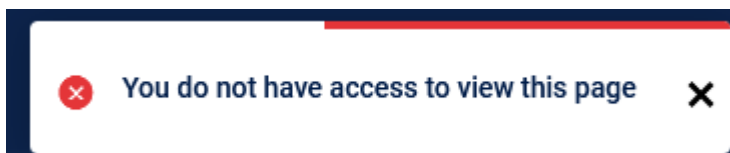
uanetid@arizona.edu

☐ Request for someone else

Confirm

If you are requesting for “someone else”, please enter that person’s email address in the “Requester” field. *Please note: the “Request for someone else” is not currently functioning and only the Requester will receive an acknowledgement that the ticket has been submitted.*

If submitting a request on behalf of someone else, this message will be displayed:



The Requester will be the only person able to view the submitted ticket.

Submitted Tickets

Upon submission of the ticket, the Requester will be taken to the submitted ticket to view/review.

Tickets > Testing

Reply Mark ticket as closed Add people

AGENT WORKING ON THIS TICKET
No Agent

TICKET FIELDS

Who are you submitting this request for?

Ticket Status
Being Processed

Tech Assigned:

Update

OnCore General Request Stage: Requested

Description:
Need Help? Use this!

Read more

Task : Testing
Category : Subject Management
Protocol Number : 201210
Subject MRN or Sequence Number : 45464646568

Detail:
i need your help!
Comments:
please!

Your Reply

thank you for your help!

Attach a file (File size < 40 MB)

Send

- Additional information can be added to the ticket by selecting “Reply”.
- Additional people can be added to the ticket by selecting “Add People” and enter the UA email address (see below) then select “OK”.
 - *Please note that the functionality of the “Who are you submitting this request for” does not work. Please do not use this field.*

Add people to conversation

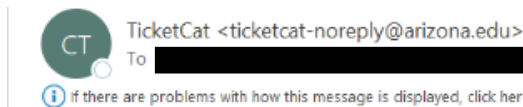
Enter Email(s)

Select users from departments

Cancel OK

Ticket Confirmation

Once the ticket has been submitted, the Requester will receive an acknowledgement email, which will include a hyperlink to the ticket. Requester's can make updates or provide additional information by using the hyperlink or logging back into the system and accessing through the main menu.



Dear [REDACTED]

We would like to acknowledge that we have received your request and a ticket has been created. A support representative will be reviewing your request and will send you a personal response.

Please do not reply to this email as it is an auto-generated email.

To view the status of the ticket or add comments, please visit

<https://ticketcat.arizona.edu/helpdesk/tickets/219>

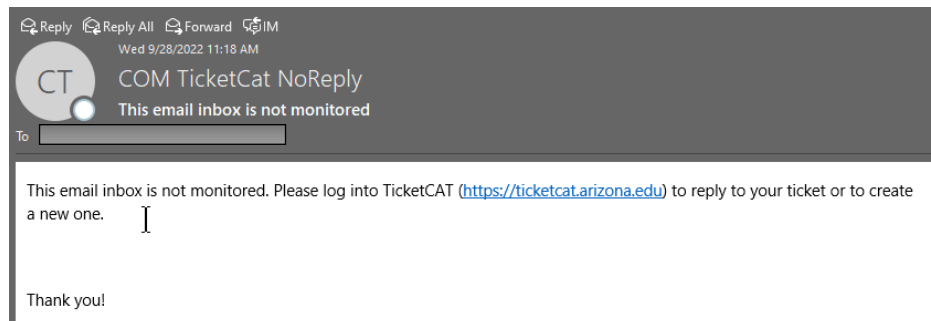
Thank you for your patience.

Sincerely,

TicketCat Team

Manage your requests on our [iOS](#) and [Android](#) app.

Any replies sent to this email will receive the following email notification:



Once the TicketCat Team has replied to the ticket, an email notification will be sent to the Requester.

