DS MEDIDATA

POP
Power of Partnership

ISSUE 10

POP is devoted to providing transparent and collaborative clinical trial financial management news

POP ISSUE 10 CONTENTS

POP VOICE

By Tina Mincher

Interview with
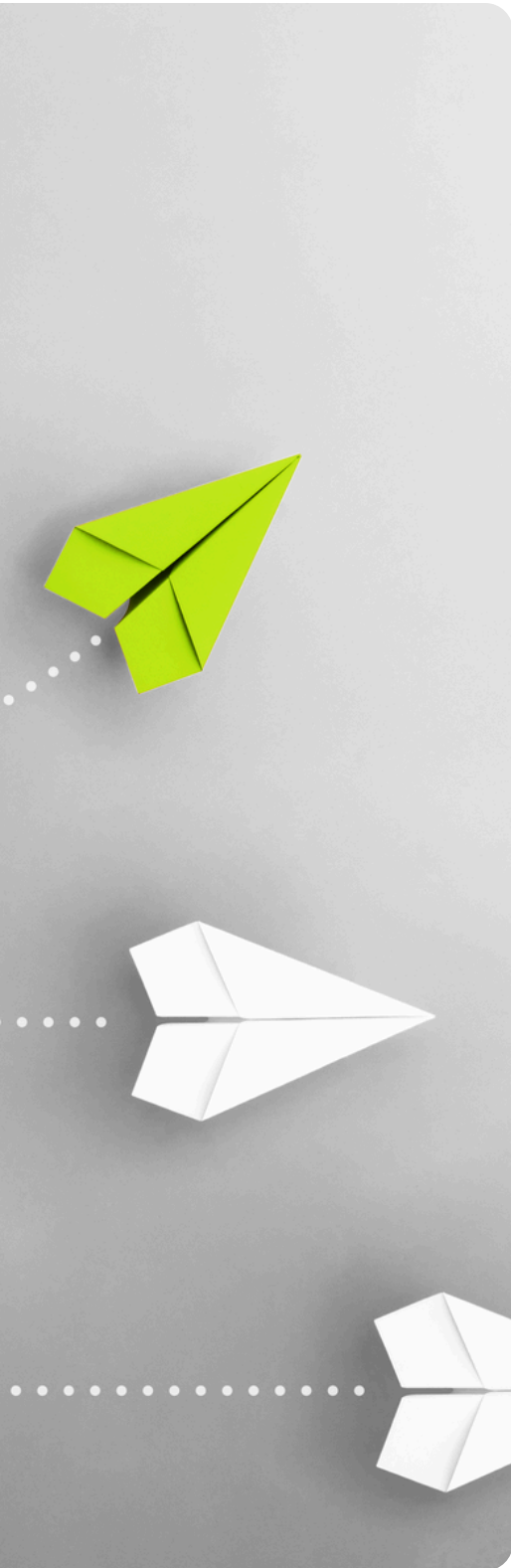**Hanna Huff**

Patient Centricity in Reimbursements

With the vast complexities of clinical trials, is it possible to create a patient-friendly reimbursement process? Patient payments are a global challenge with historic limitations and ethical concerns and not forgetting this has a significant impact on the patient. Being able to efficiently compensate for things such as travel, refreshments, childcare, carers, and overnight hotel stays would not only encourage the patient to want to return, thus increasing trial retention, but it will also increase diversity within clinical trials by allowing underserved populations to participate and not be out of pocket whilst involved in the study.

Technology companies are working with industry stakeholders to look at ways to alleviate these global challenges and understand the pressure and financial burden from the patient's perspective, so what steps can we take to solve this dilemma? We asked **Medidata's Clinical Trial Financial Management (CTFM) Senior Product Manager, Hanna Huff**, about what CTFM is doing to improve the current process to introduce a patient-centric experience by increasing study retention and making sure the patient has a positive clinical trial journey.

> **"Patients need to be paid timely so they can focus on their health instead of chasing after payments"**

What are the current challenges faced by companies for patient payments?

Hanna: Payments is a complex area involving the sponsor, site, and patient. Compensation to the patient for their time and effort can drive patient diversity, recruitment, and retention in a successful clinical trial.

So it is no surprise that communication and collaboration between stakeholders bubbled to the top as one of the two central challenges in a recent survey we conducted. With nearly a third of all sponsors outsourcing financial management to CROs, providing transparency is even more critical than ever but difficult to achieve.

The second central challenge is the operational burden around payments. There is a strong desire for an end-to-end financial solution that is user-friendly and can standardize and simplify payment processes, address payment processing delays, and provide a patient-centric approach.

How do these challenges affect the Patient?

Hanna: When any part of the payment process is not working smoothly, this causes uncertainty, delays, and stress to patients.

Patients do not want to be burdened by cumbersome payment processes and crave simplicity and choices that work for them. Most importantly, patients need to be paid timely so they can focus on their health instead of chasing after payments. Keeping track of all the physical debit cards, balances, losing cards, and needing to know what is owed to them are the most frequently cited pain points in the payment process.

What is Medidata CTFM doing to combat this issue?

Hanna: Medidata CTFM has built a patient payments system together with Patient Cloud. Our award-winning myMedidata patient portal provides a true patient-centric experience in one centralized place. This is also where patients can request and review the status of their reimbursements, select and manage their preferred payment method, view all of their payments in detail, manage US tax details, and language preferences.

On the sponsor and site side, Patient Payments offer data-driven payments. Patient Payments natively integrates with Rave EDC, eCOA on the Medidata Platform. This reduces set-up and enables payment process automation.

We have also thoughtfully built an easy-to-use sponsor and site experience that provides process flexibility, visibility, and transparency to both stakeholders through a modern UI and robust reporting engine. Reviewing and approving costs and reimbursement requests for payment is a breeze.

And there are more exciting things to come in the next year!

What is the future of Patient Payments?

Hanna: We will continue our work to bring all of our clinical trial financial management under one, integrated and transparent experience. Most importantly, we want to build together with all of you, a product that solves the financial management pain points in a thoughtful, innovative, and integrated manner and provides insights that will help sponsors, and sites conduct better clinical trials and make it easier for a patient to participate in clinical trials.

To find out more about Medidata's Patient Payments solution and the innovative work being done by Medidata's Clinical Trial Financial Management team.

Patient Payment Fact Sheet

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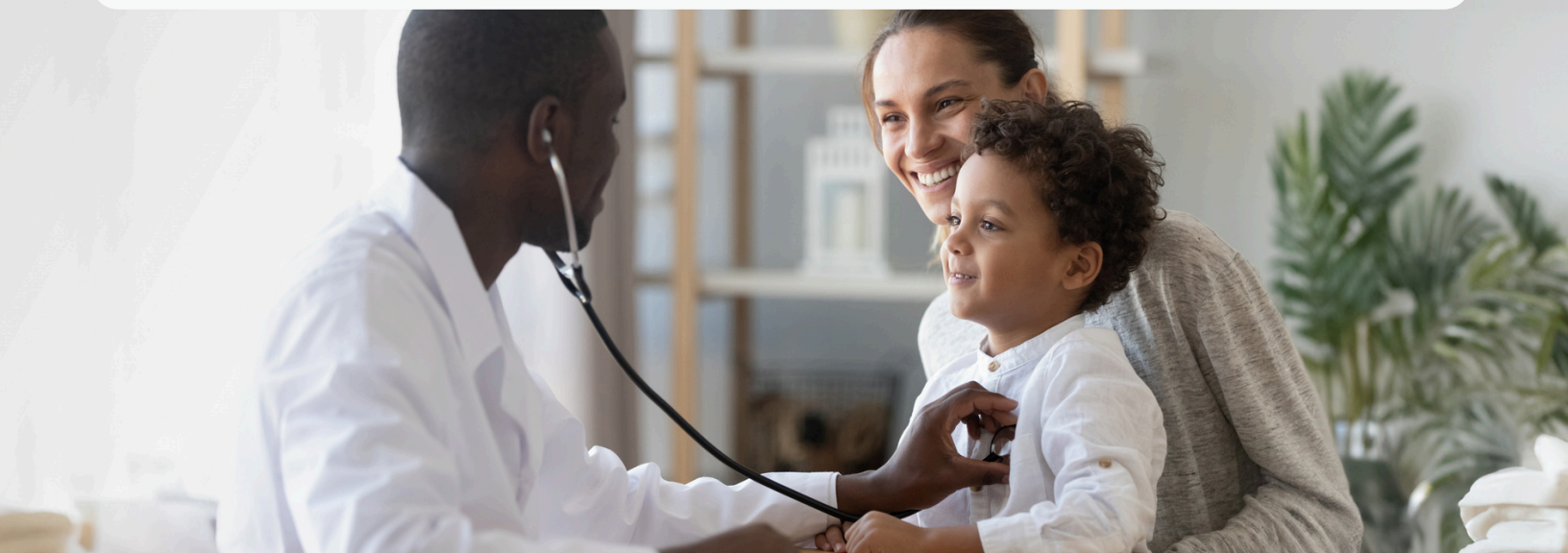
EVERYONE HAS INSIDE THEM A PIECE OF GOOD NEWS. THE GOOD NEWS IS YOU DON'T KNOW HOW GREAT YOU CAN BE! HOW MUCH YOU CAN LOVE! WHAT YOU CAN ACCOMPLISH! AND WHAT YOUR POTENTIAL IS."
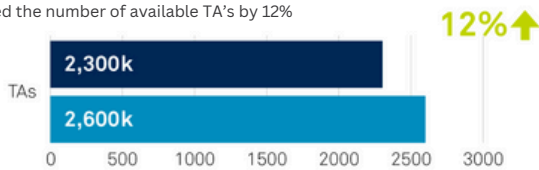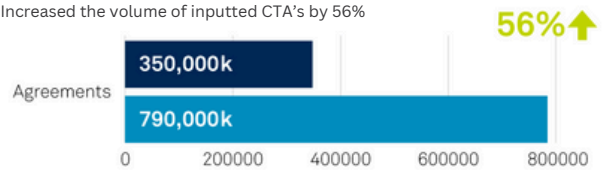
ANNE FRANK

IMPACT REPORT

CTFM Data Advancements

Over the past three years, our unwavering commitment to innovation, customer loyalty, and strategic partnerships has enabled us to revolutionize the management of clinical trial budgets and payments. Leveraging cutting-edge data upgrades, we have significantly enhanced accuracy, efficiency, and strategic insights, setting a new standard for the industry. We are grateful for your invaluable input and collaboration, which have been instrumental in driving these advancements.

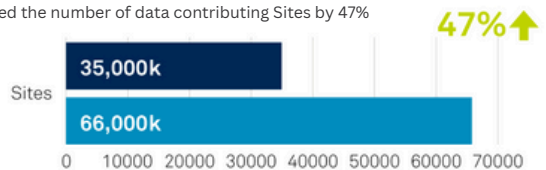### Increased the number of available TA's by 12%
12%▲

TAs
- 2,300k
- 2,600k

0 500 1000 1500 2000 2500 3000

Increased the volume of inputted CTA's by 56%
56%▲

Agreements
- 350,000k
- 790,000k

0 200000 400000 600000 800000

Increased the number of available activity codes by 74%
74%▲

Activities
- 4,400k
- 17,000k

0 5000 10000 15000 20000

Increased the number of data contributing Sites by 47%
47%▲

Sites
- 35,000k
- 66,000k

0 10000 20000 30000 40000 50000 60000 70000

Increased the number of available currencies by 64%
64%▲

Currencies
- 52
- 143

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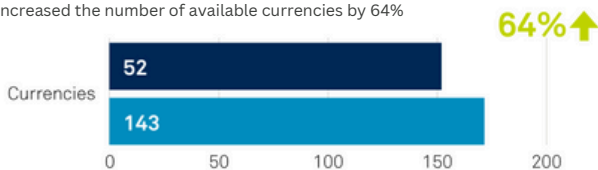
Enhanced the data set to include drug costs
100%▲

Drug Costs
- 1,850k

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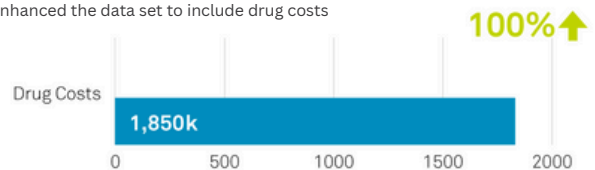
Increased the number of data contributing Sponsors by 33%
33%▲

Sponsors
- 300
- 450

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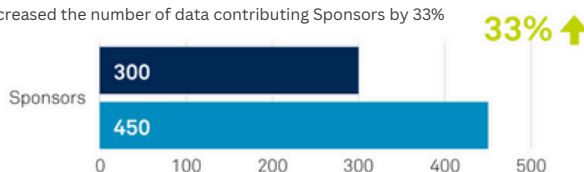
Achieved a 58% expansion in available Anticipated FMV
58%▲

Anticipated (FNA Derived)
- 4,665,492M
- 10,991,700M

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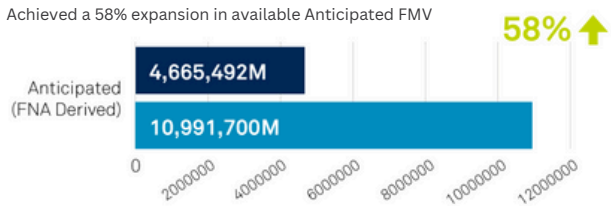
POP INNOVATIONS

Innovation Lab Q2 Summary

Budget Innovation Lab Takeaways

Knowledge, Expertise & Collaboration

Building a strong foundation and having comprehensive knowledge of all the elements of the process: such as protocol, costing, and responsibilities will lead to strong and long-lasting partnerships.

Doing your research to fully understand business terms, local regulations, and country costing methods will allow for a more trusted and fruitful relationship.

Allowing open and collaborative communication and being aware of each stakeholder's process and need will increase the success of the outcome and ultimately will benefit the patient.

Payments Innovation Lab Takeaways

Country Intelligence & Challenges

France: Invoices that are challenging to read and process.

Eastern Europe: "Post-invoice" cost splitting across multiple payees.

Brazil: Frequent escalations from sites having difficulty claiming their payments.

Canada: Disagreement on whether tax invoices are required.

Japan: Generally understood to have complex requirements for payments (but difficult to find full details).

Global Costing Task Force Summary

The Q2 2024 meeting was a success with GCTF members including Industry, Sponsors, CRO & Sites all contributing to a very insightful discussion. The clear outcomes were that education is a main factor that could alleviate many pain points within the fractured relationship and lack of trust between Sponsors/CRO and Sites. Looking at perspectives from each was fascinating and showed there is much collaboration and communication to be done to educate on the definition of FMV from the eye of each stakeholder. Watch this space for articles and next steps.

For more information about the Innovation Labs or the Global Costing Task Force, contact Tina Mincher, Director, CTFM Client Strategy at **tina.mincher@3ds.com**

Join the GCTF LinkedIn community

HAVE YOU HEARD
PRODUCT ENHANCEMENTS

RAVE GRANTS MANAGER

CTFM Data Release Dashboard

US Medicare & Reference Data Removal

US Medicare and non-US country reference pricing data will be discontinued to enhance data quality and relevance. Removing these items will provide a more precise and representative FMV reflecting the actual market dynamics.

Increased Clinical Hourly Rates

Grants Manager is significantly expanding its database by introducing 39 new clinical hourly rates, providing more comprehensive and accurate available rates. Additionally, we are implementing AI-driven quality control measures to ensure precise and up-to-date rate estimations across clinical roles and specialties.

RAVE SITE PAYMENTS

Site Payments Knowledge Hub

Update Finland Tax Rate

Ensuring accurate calculation of taxes for Finnish payees.

Payment APIs - Phase 2 Implementation

APIs can be used by customers instead of (FTP) imports and UI workflows, improving security and reducing manual intervention. This release focuses on editing/deleting Internal Team roles via APIs.

Localization for Event, Date, and Cost Category in PFI/RFI Templates (Phase 2)

Localized date format on invoice UI and data refresh message on site payee dashboard.

Pre-payment Support with Invoice Management Iteration 1

Enhance pre-payment-related elements of the Cost and Payment workflow to improve usability and better comprehension of pre-payments for the finance users.

Show Payee Bank Info on RFI/PFIs

Optional payee info display for easier verification of remittance details for Sponsor/CRO.

Language Translation of RFI/PFI Template to be Based on Payee Location (Phase 1)

Provide more flexibility in terms of criteria used for deciding invoice translation (logged in User Locale vs Payee location).

Ubuntu 22 Upgrade

To keep the application layer secure and supported with the latest OS.

GROW WITH US

[CTFM Resource Page](#)

[UK NIHR News](#)

[Better Data, Better Decisions](#)

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[The Medidata Guide to Patient Reimbursements and Payments Whitepaper](#)

Thank you for participating in the CTFM Innovation Labs! To see the impact of your involvement, check out:

[**The 2022-2023 Impact Report**](#)

CLINICAL TRIAL FINANCIAL MANAGEMENT

Power of Partnership