TIN Validation

TIN (Taxpayer Identification Number) validation is an extension of Greenphire Tax Management designed to help users comply with U.S. federal tax regulation by supporting real-time TIN validation in the portal. TIN is commonly referred to as the participant’s SSN (social security number) in the U.S. If this feature is configured, when a site coordinator enters in a study participant’s TIN, it will be immediately checked against an IRS database and the site coordinator will be informed of the TIN’s validity.

Subject Registration Page

• Any new study participant that is registered after TIN validation is turned on will go through the validation process. If a study participant was previously enrolled in a study, prior to the client turning on TIN validation then those participants will stay not validated until their profile is manually updated.

• Once a site coordinator registers a Subject, where they will collect the SSN and other necessary registration information, they will click the “Register” button. This may take a few seconds to process, as the TIN validation occurs, but will then proceed to the Subject Information screen where a site coordinator will receive the following TIN alerts based on the information provided:

  1) If a successful TIN-Name combination is provided.
2) If an invalid TIN-Name combination is provided they will receive an alert. The system will allow the site coordinator to proceed, and the alert banner will display. Although the site coordinator will be able to proceed, they should not make a payment to the participant until the error is cleared by entering in a correct TIN-Name combination.

Subject Information Page

- A banner displays to notify Site Coordinators that they should attempt to retrieve a TIN from the study participant. Collecting the participant’s TIN disables this banner.
• If the site coordinator previously saved an invalid TIN-Name Combination, they will receive a banner reminding them that the participants TIN and Name combination is invalid until updated. The site coordinator should request a valid TIN-Name combination from the participant and enter correct information in ClinCard. The participant should not be paid until ClinCard has been updated and the error has been cleared.

• If the site coordinator previously saved a DUID in place of a TIN, they will also receive a banner reminding them that the participants TIN and Name combination is invalid until updated. In this situation, the site coordinator should request a valid TIN-Name combination from the participant and enter the correct information in ClinCard. Duke has discontinued the use of a DUID for ClinCard payments. Additional payments should not be made to the participant until the correct information is entered into ClinCard and the error is cleared.
• Either banner can be clicked on and in doing so will open a new screen that allows Site Coordinators to enter the participant’s TIN. There is also a tooltip that displays when hovering over the info icon. A validation takes place at save that checks the entered TIN is properly formatted.

![Tax Identification Number (TIN) dialog]

• If an incorrect TIN-Name combination is entered in, you will receive an error message. Please note: Only a valid TIN-Name combination will allow you to save from this screen.
• Once the correct TIN and Name combination is created you will receive a successful message

A site coordinator can also update a study participant’s TIN on the Edit Subject page.
• TIN validation will occur only if the study participants Name or TIN fields are updated on this page.
Data Entry Limits

- A Site Coordinator may attempt to enter in the study participant’s legal first name, last name, and TIN combination, for validation, up to 4 times before the system will block the user from additional submissions. This assumes the previous 4 validations result in an invalid response. The following error will appear, and the system will reset daily.