

## Payment Choice FAQs

### **Can I still make payments to participants with a Mastercard after transitioning our program to Visa?**

Yes, you can continue making payments to participants who have a Mastercard.

### **Can participants still use their Mastercard after the program is transitioned to Visa?**

Yes. Participants can continue to receive payments and use their existing Mastercard even after your program transitions to Visa and the Mastercard processor is removed.

### **Do we need to assign new Visa cards to all existing participants?**

No. Existing Mastercards will remain active until they expire or the balance is depleted. At that point, you can assign a Visa card to the participant. Assigning Visa cards to all participants immediately is optional and at the client's discretion—it is not required if participants have an active Mastercard.

### **Can a participant have both a Mastercard and a Visa card?**

Yes. Both cards can be active at the same time. Assigning a Visa card does not deactivate the Mastercard.

### **If an existing participant with a Mastercard is assigned a Visa card, will the Mastercard deactivate?**

No. Both cards can remain active at the same time. Assigning a Visa card does not deactivate the Mastercard.

### **Can I replace a Mastercard with a Visa card?**

No, Mastercards can only be replaced with another Mastercard. You may assign a Visa card to a participant, but their Mastercard will remain active.

### **Once Mastercard is removed from our program, can I still assign Mastercards?**

No, once removed, you can only assign Visa cards. However, you can still replace existing Mastercards if they are lost or stolen.

### **Will funds transfer from a participant's Mastercard to their new Visa card?**

No, funds do not transfer between cards (physical or virtual). Participants should be encouraged to spend down their Mastercard balance.

### **Will funds transfer from an existing participant's card to their bank account if they choose bank transfer as their new payment method?**

No. Funds do not automatically transfer from the card to a bank account. If participants wish to move money from their card to their bank account, they should contact cardholder support using the phone number on the back of their card to explore available options.

## Greenphire Patient Payments

### **Will funds transfer from a physical Visa card to a virtual Visa card?**

No, not at this time. However, this functionality may become available in the future. For updates, please contact Suvoda Support.

### **What should I do with remaining Mastercard inventory?**

We recommend using up your remaining Mastercard inventory before transitioning to Visa. Card returns are not accepted. Keep a small supply for replacements in case of loss or theft.

### **We have custom Mastercards, will our Visa cards be custom?**

No. Visa cards will be generic and are not available to be customized.

### **How does this impact admins?**

The portal experience will remain the same overall. The only change is that admins will now see additional payment options when adding or editing studies.

### **How does this impact study coordinators?**

The portal experience will remain the same overall. The only change is that study coordinators will now see additional payment options when assigning or replacing payment methods for participants.

### **As a study coordinator, how do I assign a Visa physical or virtual card?**

- **Physical Visa card:** Assigned the same way as a Mastercard, using the token number on the envelope.
- **Virtual Visa card:** Similar process, but instead of a token number, the participant's email address is used.

### **As a study coordinator, what information is needed for a participant to receive payments by bank transfer?**

- Full name of the account holder
- Routing number
- Account number
- Account type
- Recipient address including city, postal code and country

### **How quickly do participants receive payment with bank transfer?**

Depending on the bank, this can be instant or several days.

### **Will training or guides be provided?**

Yes.

- Videos and downloadable guides are available in the Greenphire Patient Payments portal under the **Knowledge Center** (question mark in the bottom left corner).
- **Study Coordinators** can sign up for training [here](#).
- **Admins** can sign up for training [here](#).