

# Research Billing Frequently Asked Questions

1. [What would you do when you have questions on consent and termination notification or registration issues?](#)
2. [What do I do if I think a clinical study participant received a bill in error when the study should have been recharged or vice versa?](#)
3. [Whom can I contact if I have questions about whether an item/service being provided as part of a clinical study is billable to the patient and her/his insurance?](#)

1. **What would you do when you have questions on consent and termination notification or registration issues?**

**A:** Contact [Research Revenue Integrity \(RRI\)](#) for both of those issues.

Researchers must notify the Research Revenue Integrity Unit (RRI) upon (i) consent of a research subject, and (ii) termination of the subject's participation.

Notification for both must occur within 24 hours of consent or termination by timely completion of study visit tracking utilizing OnCore.

For additional information, please contact Jennifer Greenlund at 714-456-6760 or [jennifg@uci.edu](mailto:jennifg@uci.edu).

2. **What do I do if I think a clinical study participant received a bill in error when the study should have been recharged or vice versa?**

**A:** Contact [Research Revenue Integrity \(RRI\)](#).

3. **Whom can I contact if I have questions about whether an item/service being provided as part of a clinical study is billable to the patient and her/his insurance?**

**A:** Contact [Research Revenue Integrity \(RRI\)](#).

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