

Frequently Asked Questions



United States Sites

Question: What is the Payment Intake Form (PIF)?

Answer: The Payment Intake Form is used by DrugDev to gather required bank account information in order to generate payments to your site. It is also used to gather your site's invoicing and financial/payee contact information.

Question: Who should I designate as the Payment Recipient from my site?

Answer: The Payment Recipient is the person who will have access to the DrugDev Payments Portal for payment details. They will receive a payment notification via email upon execution of each payment to your site.

Question: Why am I being asked to fill out a Payment Intake Form if the banking information is in my contract?

Answer: If all information is not provided within the sites contract, DrugDev will contact the site with a Payment Intake Form to be completed. DrugDev will need all fields populated in order to process a payment to your site.

Question: Can I combine pass through expenses and visits on the same invoice?

Answer: No, pass through expenses must be invoiced separately from the visits.

Question: What information is required for a valid invoice?

Answer: The following information should be included on your invoice - Site Name, Investigator Name, Sponsor & Protocol Name, Invoice Number and Date, Clear details of expense items, and any necessary back up documentation.

Question: Where do I send my invoice for payment?

Answer: DrugDev

Email: payments@drugdev.com

Fax: +1-610-994-2784

Mail: DrugDev

Attn: DrugDev Payments
1170 Devon Park Drive, Suite 300
Wayne, PA 19087 (Ref: Study)

Question: When can I expect to receive my payment?

Answer: Payments will be processed per the terms of the Clinical Trial Agreement.

Question: How will I be notified that a payment has been made?

Answer: With each payment processed to your site, the designated payment recipient contact will receive an email notification from payments@drugdev.com. The notification will include a link to the DrugDev Payments Portal which will provide the details of the payment made.

Question: How do I get access to the DrugDev Payments Portal?

Answer: Contact DrugDev at payments@drugdev.com or +1-877-650-1919 for assistance and questions.

Question: What is my Payment for?

Answer: The payment details can be seen the DrugDev Payments Portal at <https://www.cfspayment.com>.