Simplified CTSI Rates: FAQs

• Why is there a change in rates?
  o **To simplify our rate structure for investigators and to continue the process of recouping the actual costs of doing research.** This change was made to make it easier for research teams to plan and manage their budgets, as well as to support efforts to build a University-wide research infrastructure that is sustainable, efficient, and equitable. This was also in response to investigator and research team feedback requesting a simpler rate structure, and the very strong recommendation from our external advisory board.

• Is CTSI subsidizing these rates?
  o **Yes, the internal rates are subsidized.** For a space-only visit, CTSI is subsidizing $7 an hour, and for a space and services visit, CTSI is subsidizing $21-$54 an hour depending on if an RN or CMA is providing the service. Business and Industry rates are not subsidized.

• Are the rates charged by the minute?
  o **No, they are charged in 15-minute increments.** For example, a 55-minute visit would be charged at 1 hour x $60 = $60 and a 10 minute visit at ¼ hour x $60 = $15.

• Are these the same rates for Business and Industry sponsored studies?
  o **No, CTSI subsidizes the rates we charge any investigator-initiated study.** For example for a space-only visit, CTSI is subsidizing $7 an hour and for a space and services visit CTSI is subsidizing $21-$46 an hour depending on if a RN or CMA is providing the service. Business and Industry rates are not subsidized and what we are charging is the actual costs to the University. Please contact us (ctsi@umn.edu) directly for our Business and Industry rates.

• Do rates start when a participant arrives or when the space and staff time are scheduled?
  o **Neither, charges start when the room is occupied/services begin.** CTSI will be charging for actual room/staff time used, as long as studies check-in and check-out, or communicate the cancelation with the DCRU and/or MCRU receptionist. Failure to communicate with the DCRU and MCRU receptionist for each clinic visit may result in charges being applied based on reservation records in CTSI Scheduling System.

• What if a participant needs to reschedule – is there a deadline for reschedule? In other words, if the participant calls 10 minutes before an appointment and needs to reschedule, will we be charged for that time?
  o **No, you will not be charged.** CTSI will be charging for actual room/staff time used, as long as studies check-in and check-out, or communicate the cancelation with the DCRU and/or MCRU receptionist. Failure to communicate with the DCRU and MCRU receptionist for each clinic visit will result in charges being applied based on reservation in CTSI Scheduling System.
• What if a participant no-shows – will we be charged for that space?
  o **No, you will not be charged.** CTSI will be charging for actual room/staff time used, as long as studies check-in and check-out, or communicate the cancelation with the DCRU and/or MCRU receptionist. Failure to communicate with the DCRU and MCRU receptionist for each clinic visit will result in charges being applied based on reservation in CTSI Scheduling System.

• How do services function into the $60/cost? For example, in my current project I need blood samples collected once every half-hour for about four hours. Will I be charged $240 ($60 x 4 hours) or will I be charged for the 15-minute increments of time $105 (7 blood draws x 15 minutes per draw x $15/draw)?
  o The charges will depend on if study staff is in the room with the participant during the entire visit or not. If a member of your study team is not in the room with the participant, then CTSI staff will be charging $60/hour for the entire time in the room (i.e., $60/hour for 4 hours = $240), as good clinical practices mandate that we are monitoring the participant. If, however, a member of your study team is with the participant, and CTSI staff are just coming in and out of the room to perform the blood draws, then CTSI staff will be recording their time spent in the clinic room, working with the participant, and this time (rounded to 15-minute increments) will be used to calculate the visit staff charge. For example, if the clinic staff are asked to place an IV and take draws at 0, 5, 10, 30, 60, 90, and 120, it is highly likely that the IV placement and the 0, 5, and 10 draws will take up to 30 minutes, while the 30, 60, 90, 120 draws will each take 15 minutes, meaning the charge would be $30+(4x15)=90 minutes or $90. The remaining time in the room, 2.5 hours, will be charged at the space-only rate of $25/hour. The total for a four-hour visit with the IV placement and draws as indicated will be $152.50.

• Are all services part of the $60/hour rate?
  o No, a few specialized procedures will have procedure rates. DXA scans, pQCTs, clamps, GFRs, processing and meals, for example, will continue to have a procedure rate. Also, the new rate structure will not apply to investigators who use Clinical Research Coordinators, Research Project Managers, statisticians from our Biostatistical Design and Analysis Center, our Nutrition Research Center, or the Lillehei Clinical Research Unit (LCRU).

• How will meals be charged?
  o At $15/meal. Meals will not be included in the staff and services rate. Meals will be charged at $15/meal.

• Are the rates higher for weekends/overnights?
  o No, the rate will be the same as if it were a daytime visit. Overnight visits will be charged at $60/hour. For example, if a subject is admitted at 7pm on a Friday night and was discharged at 7am Saturday morning, the charge would be $60 x 12 hours = $720.
• Will my current study start being charged the new rates? What if my budget can’t afford it?
  o Yes, your current study will be charged the new rates. However, we will honor the original pricing and CTSI will cover the difference. For all current studies, if the new rate structure would cause the cost to increase, CTSI will cover the difference. Note that charges will be invoiced using the new rate structure, but the actual cost charged to your study will not exceed visit charges prior to the rate change.

• Do studies have to pay the hourly rate for any study-specific training for CTSI clinic staff?
  o No, the study will not be charged for basic training of CTSI clinic staff. Conducting in-services and other study specific basic training necessary to conduct a visit will continue to be at no charge.

• How much time does a basic venipuncture take?
  o 15 minutes. The typical venipuncture will take approximately 15 minutes.

• How much time is spent processing and shipping?
  o It depends. Processing will continue to be charged as a procedure: simple, complex, or complex +. Shipping will be charged at the $60/hour rate. Please contact ctsi@umn.edu and we will help you estimate shipping time, as the time needed varies greatly per protocol, number of samples, etc.

• If a participant is left in the unit with no study staff, will they be charged the space-only rate?
  o No, they will be charged the space and services rate. The space-only rate is for those visits where the study team is only using the DCRU or MCRU clinic room, with no assistance from CTSI staff. In order to be charged the space-only rate, study staff must be present for the duration of the visit. Any time study staff is not with a subject, the rate will be $60 an hour.

• How will I estimate the amount of time a visit will take?
  o Your CRC is the best person to estimate visit lengths. The CRC is most familiar with your protocol and the visits so they will be the best person to estimate visit lengths.

• If part of my visit will be space-only and part will use CTSI services, what is the best way to budget?
  o Use the $60/hour rate for the entire length of the visit. We recommend using the $60/hour rate in these cases, as it will help ensure you cover your costs.

• What about use of the classroom and conference rooms where we often hold group orientations? Is there a charge for those rooms? If so, is it by person or by room?
  o The classroom (room 245 in 717 Delaware) is considered a clinic space and therefore will have a room charge associated. All of the space charges are charged by hour; therefore, it would be a room charge at the $25/hour, if you/your study team are the ones conducting the orientation.
• What if we hold meetings in the classroom – is there a charge for that?
  o Yes, room 245 will now have a charge for study-specific meetings occurring in the room. With the implementation of the new rate structure, the use of room 245 for meetings that are not associated with a specific research study will be limited. We recognize the need for study-specific larger group meeting spaces and will be reserving 245 for that purpose. Therefore, if the meetings you are referring to are not study-specific, they will not be able to be held in that space any longer.

• How can this be factored into NIH budgets – shouldn't this be covered by indirect fees?
  o CTSI charges should be budgeted in the same way you would budget for other service providers. At this time CTSI does not receive any of the indirect money associated with your grant that can defray administrative expenses. CTSI is classified as a “specialized services organization”. Therefore, the costs of facilities are included in our rate calculations, as we do not receive any indirect fees to cover the costs of operating our spaces. The classification of a “specialized services organization” is a federal classification.

• Does the $60/hour rate include the space charge or are we charged the space charge in addition?
  o Yes, the $60/hour rate is for both space and services. There will not be an additional space charge on top of the $60/hour rate unless you are using room beyond when we are providing services. For example, if you have a 1 hour visit and CTSI staff perform 30 minutes of procedures your charges would be .5 x $60 = $30 + .5 x $25 = $12.5 for a total of $42.50 for the visit.

• I have a grant that is going to be submitting an amendment for an extension early next year. Will I be charged the new rates?
  o No, you will not be charged because this is an established study. CTSI will honor the original estimate, and your rates for that study will not change.

• I have a new study in which the budget is already finalized, but it will not be starting until early next year. Will CTSI honor the rates we had agreed to?
  o Yes, CTSI will honor the agreed-upon pricing because this study was budgeted prior to the rate change. While your invoice will be itemized using the new rates, CTSI will be covering the difference. The amount you owe will reflect the agreed-upon pricing.

• If a study is investigator-initiated by an investigator at another site, will it be charged internal or external rates?
  o This study would be charged internal rates.

• What if my study will save money under the new rate structure? Will we still have to pay the previously agreed upon pricing?
  o No, you would pay under the new rate structure. If your study will save more with the new rate structure, you will be charged based on the new rate structure. We will only adjust your invoice if the new rates would cause your costs to increase.
• I received an email saying that CTSI is evaluating current studies, and would honor original estimates – what does this mean?
  - **If a study was budgeted prior to the rate change and the new rates would cause costs to increase, CTSI will cover the difference.** While invoices for all studies will be itemized using the new rates starting in January 2015, the amount these studies owe will be based on the original estimate. CTSI is evaluating current studies so study teams know what to expect on their invoices and whether their costs will decrease with the new rates.

• What will the invoices look like in January 2015?
  - **Starting in January, invoices will show charges using our new rate structure.** The invoices will also show how much CTSI is subsidizing as well as the total amount owed by the study.

• What if I reserve a room for the entire day and have subjects coming in and out? Will I be charged as several separate visits based on check-in/check-out times or as one long visit?
  - **You will be charged for one long visit.** If your study reserves a room for the entire day, you will be charged the space rate of $25/hour, for the duration of the time. For example, if you reserve a room from 8am-3pm for several space-only visits, you will be charged 7 hrs x $25 = $175. If you need CTSI services during the visits, you will be charged $60 for any time CTSI staff are providing services.