

## PPD Utilized Medidata Payments with Rave Integration in its Payment Process in Pilot Program

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PPD is a leading global contract research organization (CRO) providing comprehensive, integrated drug development, laboratory and lifecycle management services, with clients and partners including pharmaceutical, biotechnology, medical device, academic and government organizations. PPD applies innovative technologies, therapeutic expertise and a firm commitment to quality to help clients and partners bend the cost and time curve of drug development, and deliver life-changing therapies that improve health.

### The Challenge: Enhancing Global Payment Process

With clinical sites under increasing economic pressure, timely payments are critical for keeping them focused on patient enrollment. Many sponsors and CROs face delays and avoidable headaches processing complex payment requests and tracking eligible reimbursement calculations with disparate systems. These activities are labor intensive and make it difficult to track study costs, split payments or trigger payments based on study milestones — not to mention, they can lead to rising trial costs from site turnover and dissatisfaction given 40% of clinical trial investigators cite payments as their top concern.<sup>1</sup>

PPD routinely evaluates a variety of means to optimize its payment process and expedite the tracking of completed visits and procedures eligible for payment reimbursement. As a top-ranked CRO, PPD understands the value of an automated payments solution configured with their electronic data capture (EDC) solution to trigger, calculate and automatically disburse payments globally when site work is complete. Site payments can be complex, particularly European sites, which comprise a substantial component of PPD's payment portfolio. These sites often require split payments across multiple payees, additional procedures paid outside of case report forms (CRF) and time-consuming, country-specific nuances.

PPD used Medidata's cloud-based payment technology, Medidata Payments, to disburse payments and maintain satisfaction levels in line with contractual agreements for its investigative sites.

“Medidata Payments provided an interface that enabled our team to process, track and report on global site payments.”

**Lori Eberhardt,**  
Vice President of Operations,  
PPD

### How Medidata Payments Works

- Simple setup
- A unified solution to trigger, calculate and disburse payments around the globe
- Comprehensive data and reports for better financial accountability

## The Choice: Medidata Payments with Global Disbursements

Medidata Payments — the industry's only global site payment cloud-based technology solution driven by an EDC system — enables CROs and clinical trial sponsors to trigger, calculate and automatically disburse payments. The system provides real-time tracking reports when site staff completes their work, and quickly and accurately assembles cost data to disburse payments anywhere across the globe.

Having run over 700 studies with Rave, Medidata's flagship EDC solution, PPD was aware of the integration available between Medidata Payments and Medidata Rave. The company piloted Medidata Payments to support its payment processes for two studies that spanned across four countries and four currencies, and whose locations were selected based on their payment complexities and nuances.

PPD maintains a dedicated payments team with multiple global locations, providing payments for both fully outsourced clinical trials and as a functional service provider for site payments. Select members of PPD's global site payments team were enabled on Medidata Payments to perform necessary core configurations and process payments.

## The Outcome: A Changed Payment Process

To execute PPD's two studies, Medidata's Professional Services team, which included a dedicated project manager, ran the implementation process to configure Rave and Medidata Payments' automatic integration. PPD set up the system and entered site budgets using out-of-the-box configurations. "Medidata Payments provided an interface that enabled our team to process, track and report on global site payments," said Lori Eberhardt, Vice President of Operations for PPD.

The Medidata Payments with Rave integration helped reduce the time PPD's clinical team would have spent tracking subject activities in CTMS to monitor completed visits and procedures eligible for payment. The Rave integration also helped reduce potential errors and compliance risks resulting from redundant data entry.

PPD used the flexible real-time reporting options in Medidata Payments to make payments to sites. These reporting options also provided financial transparency to the PPD staff using the product.

PPD holds accreditation on the Medidata clinical cloud, including expertise in Medidata Rave, Coder, Balance RTSM, Grants Manager and Patient Cloud ePRO. These solutions help support PPD's strategy to help deliver life-changing therapies while leveraging science, technology and data to engage and support sites and payments.

## About Medidata

Medidata is reinventing global drug and medical device development by creating the industry's leading cloud-based solutions for clinical research. Through our advanced applications and intelligent data analytics, Medidata helps advance the scientific goals of life sciences customers worldwide, including more than 850 global pharmaceutical companies, innovative biotech, diagnostic and device firms, leading academic medical centers, and contract research organizations.

The Medidata Clinical Cloud® brings a new level of quality and efficiency to clinical trials that empower our customers to make more informed decisions earlier and faster. Our unparalleled clinical trial data assets provide deep insights that pave the way for future growth. The Medidata Clinical Cloud is the primary technology solution powering clinical trials for 18 of the world's top 25 global pharmaceutical companies and is used by 18 of the top 25 medical device developers—from study design and planning through execution, management and reporting.

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1. SCRS Site Solutions Summit. Survey of Investigative Sites in the US; 2013