

SOP#: ADCR-4

Admissions Travel Voucher (ATV) Process, Financial Assessment and Reimbursement

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**NCI Clinical Director Signature/
Effective Date:**

POLICY

The NIH Clinical Center Admissions Travel Voucher (ATV) Request System is an electronic system used to request:

- Admission to the NIH Clinical Center (inpatient, outpatient and External Location)
- Government-arranged patient air/train travel,
- Vouchers for patient –transportation, lodging and meals
- Patient demographic changes
- Reactivate an old Medical Record Number (MRN)

During the protocol development process the PI completes the *Designation of Reimbursement of Travel and Subsistence* (DRTS) form to determine reimbursement for a protocol. Standard reimbursement is listed on the DRTS form in iRIS. Individual exceptions to the protocol specific reimbursement will need to be approved by the Deputy Clinical Director or designee and requested in ATV.

PURPOSE

To provide instructions for using the ATV system for patient inpatient admissions/first time outpatient registration requests, government-arranged travel and/or travel voucher (meals, lodging, transportation) reimbursement requests. The ATV system interacts with the Clinical Research Information System (CRIS).

RESOURCES

- Patient Travel Toolkit [website](#)
 - *Designation of Reimbursement of Travel and Subsistence* (DRTS) form
- Admissions, Travel and Vouchers [website](#)
- Medical Administrative Series (MAS) Policy [website](#)
 - MAS Policy M08-1: *Reimbursement of Travel and Subsistence Expenses for NIH Clinical Research Protocol Participants*

PROCEDURES

STEP 1: Access and Training for the ATV System

Non-Physician Training

- Review the Patient Travel Toolkit website.
- Go to Admissions, Travel and Vouchers (ATV) website.
- Select the *Get Access* tab
- Submit the information below to begin the process. Please enter:
 - Your NIH username
 - Your first and last name
 - Your supervisor's email address
- Notify your supervisor that an email will be sent for their approval, and they must take action for the process to proceed – supervisor must be a federal employee. PCCs use their CCR ORN team lead.
- Once your supervisor approves the request, you will receive an email with a link to the ATV2 Computer-Based Training (CBT) course.
- Complete the online training module.
 - Allow 60 minutes to complete the training. The training can be done in a single session or multiple sessions.
 - Take the quiz at the end of the training.
 - At the end of the quiz, click the *Exit* button twice.
 - A Congratulations web page is displayed confirming that you have access to ATV to submit requests.

Note: Access to the CBT course is available at any time

Physician Access

- Contact the NIH CC Credentialing Department:
 - Between 9AM -5PM, call 301-496-5937
 - After hours, email Joe Hendery, in Global

STEP 2: ATV Requests

See *Guidelines for Admissions Travel Voucher (ATV) Requests* for:

- Initial requests, including new patients
- Admission visit entry
- Editing Demographic Information
- Modifying ATV Admission Request

Note: If a patient has an inactive Medical Record Number (MRN) in CRIS, please see *Guidelines for Reactivating a Medical Record Number (MRN)* as patients keep the same MRN for their lifetime.

Note: You can set your e-mail notification preferences in the ATV system – see *Guidelines for Setting your Preferences in ATV*.

STEP 3: Financial Assessments and Reimbursement

Financial assessments should be offered to every patient prior to their first visit and their decision noted in the Reimbursement section in ATV. If the patient chooses to proceed with the financial assessment, the selection will prompt the Social Work office to call the patient to perform the assessment. The ATV submitter will receive an email with the financial assessment outcome. Financial assessments are not protocol specific. When a new protocol is added for a patient, the Reimbursement section must be filled out for those protocols as well, but a patient only needs one financial assessment per year. See *Guidelines for Financial Assessments and Reimbursements*.

Important: Financial assessments must be renewed annually, there is no prompt in the system; this must be tracked by the team or checked in ATV.

STEP 4: Requesting Government Arranged Travel (GAT)

Government-Arranged Travel Requests submitted via ATV are sent to the Patient Travel Office at the Clinical Center for processing. The Social Security Number (SSN) **is required** for the patient to receive a plane/train ticket paid from government funds.

Note: flights must be booked through patient's nearest airport. An exception for an alternate airport must be approved by the deputy clinical director/designee.

- To enter government arranged travel:
 - Search for patient name
 - Choose *GAT* (Government-Arranged Travel)
 - Type in dates of travel
 - Search and type in protocol number
 - If patient traveling with a guardian, type in guardian name (guardian will need exception approval by Deputy Clinical Director or designee, refer to Step 5)
 - Choose travel method from drop down screen (plane, train)
 - Indicate special needs such as wheelchair from drop down screen
 - Type in remarks as needed for travel
 - Type in justification if reimbursement exception is requested (see Step 5)
- Click *Submit* button when above information is filled in.

STEP 5: Individual Patient Exceptions

- All preplanned exceptions need to be approved by the CCR Clinical Directors Office with an email confirmation of approval from Deputy Clinical Director or designee.
- Requests for exceptions must be sent by email to the CCR Clinical Directors Office and once exception is approved email needs to be forwarded to Karen Kaczorowski, Rebecca Dove, and Cheryl Swinson to complete exception process.
- If an exception is approved, you must make a note of this in the "Exception Justification" section. For example, write "Exception for **** approved by Deputy Clinical Director or designee. Approval on file with Rebecca Dove"