

## Reviewing Your Data at Upload (RSR) - Written Q & A Summary

February 7, 2024

#	Questions	Answers
1.	If a patient chooses the option "decline" or "refuse to report" for Race/Ethnicity and there is no unknown value, which category should we report these patients to?	If a patient declines to report a self-reported data element, like Race or Ethnicity, you will not select any option and that data would be missing from the RSR. HRSA HAB expects that there will be some missing data for self-reported data elements due to patients opting not to report them.
2.	When you get an error to fix, does this mean you have to go back to CAREWare to fix the error or do you fix the data in the HRSA Electronic Handbooks (EHBs)?	<p>If there is an error or validation message related to your client-level data file, we encourage you to check your source system (CAREWare or another <a href="#">RSR-Ready System</a> or your EHR) to fix the data. Once you have done that, regenerate your client-level data file, clear out the old file in the EHBs and upload your new file.</p> <p>If the validation message is related to your Provider Report then you can fix it within the Provider Report itself.</p>
3.	What role or permission do I need to request from my grant to work on the Provider Report?	As a grant recipient, you should have an Applicant/Grantee account, which gives you permissions needed to work on any part of the RSR (grantee, data submitter, editor/reviewer). If you already have permission to work on the Recipient Report, you do not need any extra permissions to work on the Provider Report. Please reach out to the <a href="#">HRSA EHBs Customer Support Center</a> if you determine that you need any additional permissions.
4.	What is the service year we should cover? Do we start now and wait until 2/29 to include clients for the end of the grant year?	The client level data file corresponds to the calendar year, January 1, 2023, to December 31, 2023. Since you've finished providing services to all the clients you will include in your 2023 RSR, we encourage you to make sure that the service information and the client information is up to date and then to get your file in the right structure.
5.	We are a subrecipient agency, in the past we have completed our RSR in CAREWare and then sent it to our recipient. Do we need to complete the New EHBs User Organization Registration as a subrecipient?	Some recipients do the Provider Report on their subrecipients' behalf. However, HRSA HAB discourages this approach because the agency likes providers to take ownership of their data by having access to the system and uploading and reviewing their own files. We encourage you to reach out to your recipient to determine what your submission approach will look like.

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		Please note that the new user Organization Registration process in the EHBs only applies to recipient and recipient-provider agencies. If you need a new Service Provider account in the EHBs, please reach out to <a href="#">Ryan White Data Support</a> for further assistance.