

ADR

# Completing the ADR: Recipient Report and Client Level Data Upload

AIDS Drug Assistance Program Data Report (ADR)

HIV/AIDS Bureau

April 3, 2024



Welcome to today's Webinar: **Completing the ADR: Recipient Report and Client Level Data Upload**. Thank you so much for joining us today!

My name is Debbie Isenberg. I'm a member of the DISQ Team, one of several groups engaged by HAB to provide training and technical assistance to AIDS Drug Assistance Programs, or ADAPs, in completing the ADAP Data Report (ADR).

## Today's Webinar is Presented by:



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Today's Webinar is presented by Chris Van der Kaay from RWHP Data Support. Chris will review the process for completing the ADAP Data Report (ADR) and how to upload the client-level data file.

Today's webinar is specifically focused on and for ADAPs meaning a program at the state or territorial level that provides medication and/or insurance services. ADAPs are responsible for completing and submitting the ADR annually. This webinar is also focused on reminders and best practices, so we don't review all of the ADR requirements in detail. If you're new, we'll share some resources at the end of the webinar to review to help get you up to speed.

Throughout the presentation, we will reference some resources that we think are important. To help you keep track of these and make sure you have access to them immediately, my colleague Isia is going to chat out the link to the presentation slides right now which include all the resources mentioned in today's webinar.

At any time during the presentation, you'll be able to send us questions using the "Q&A" function on the settings bar on the bottom of the screen. All questions will be addressed at the end of the webinar in our live Q&A portion. During that time, you will also be able to ask questions live if you'd like to unmute yourself and chat with us directly.

Now before we start, I'm going to answer one of the most commonly asked questions about the recording. The recording of today's webinar will be available on the TargetHIV website within one week of the webinar. The slides are already available for you to access on the TargetHIV website using the link that Isia just chatted out. Please note that these slides are not 508 compliant, but we will follow up with all registrants in about two weeks when the 508 compliant slides and written questions and answers are posted.

## Disclaimer

Today's webinar is supported by the following organizations and the contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, the Health Resources and Services Administration (HRSA), the U.S. Department of Health and Human Services (HHS), or the U.S. government.

The DISQ Team is comprised of CAI, Abt Associates, and Mission Analytics and is supported by HRSA of HHS as part of a cooperative agreement totaling \$4 Million.

DSAS (Ryan White Data Support) is comprised of WRMA, CSR and Mission Analytics and is supported by HRSA of HHS as part of a contract totaling over \$7.2 Million.

Today's webinar is supported by the organizations shown on the slide, and the contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by the Health Resources and Services Administration, the U.S. Department of Health and Human Services, or the U.S. Government.

Now I'd like to turn the webinar over to Chris.

# Overview

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ADR Overview & Submission Timeline

Accessing the ADR

Completing the Recipient Report

Uploading the Client-level Data Report

Validating & Submitting the ADR

ADR Webinars & TA Resources

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Thanks Debbie! And thank you everyone for joining us.

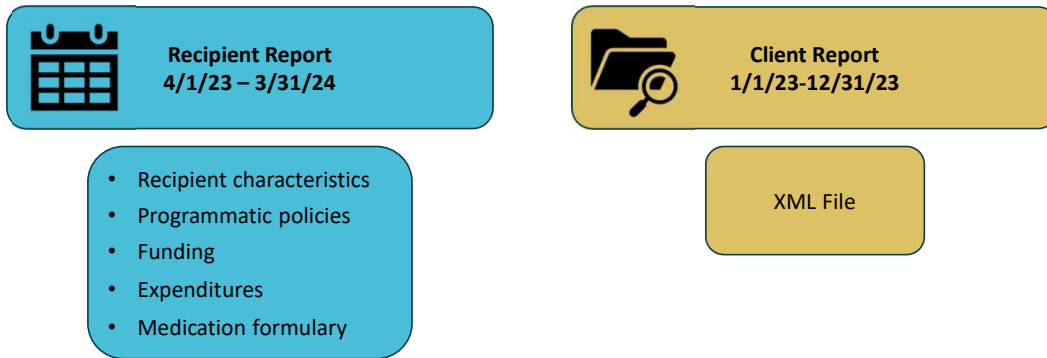
In today's presentation, we will be going over how to complete the AIDS Drug Assistance Program Data Report, also known as the ADR. We'll begin with an overview of the ADR and the submission timeline before going over how you will access the ADR. Next, I will go over in detail how to complete the recipient report, followed by the steps you will take to upload your client-level data. Following that, I will walk through how to validate and submit the ADR. Finally, we will end the presentation by reviewing the ADR webinars and additional technical assistance resources available to assist you.



Is this your first time working on the ADR submission?

- a. Yes, this is my first time working on the ADR.
- b. No, I have submitted the ADR once or twice before.
- c. No, I have submitted the ADR three times or more.
- d. What is the ADR?

# ADR Overview



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Let's do a quick overview of the ADR Submission. The ADR consists of the Recipient Report and the Client Data Report.





The Recipient Report covers data based on the Part B Grant reporting period, which is April 1st, 2023, to March 31st, 2024. The Recipient Report includes basic information about recipient characteristics, programmatic policies, funding, expenditures, and medication formulary.

The Client Report includes client-level data for clients enrolled in the ADAP for the 2023 calendar year. The data are reported as an XML File that includes each client's eUCI, basic demographic information, and enrollment and certification information. A client's record also includes data about any Ryan White ADAP-funded medication assistance and/or health insurance assistance received and the costs of these services. HIV clinical information is also reported for all clients.

We will go over both of these sections of the report a little bit further on in today's presentation.



## 2023 ADR Submission Timeline

Monday, February 5, 2024	2023 ADR Check Your XML and Data Quality Feature opens	
Monday, April 1, 2024	ADR Web System opens for 2023 data collection	
Monday, April 22, 2024	Start your Recipient Report	
Monday, June 3, 2024	ADRs must be in "Submitted" status by 6:00 PM ET	

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Now let's do a quick overview of the ADR submission timeline. The Check your XML tool opened February 5<sup>th</sup> allowing you to go ahead and start checking your data quality. On Monday, April 1<sup>st</sup>, the ADR Web system officially opened, so you can now start working on your ADR. We also encourage you to start working on the recipient report by Monday, April 22<sup>nd</sup> so that you have enough time to review your data and make any needed corrections. Finally, all ADRs must be in "Submitted" status by Monday, June 3<sup>rd</sup> at 6:00 pm Eastern time.



## Accessing the ADR

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Now that we have gone over some background information, let's begin with how you will access the ADR.

# HRSA EHBs Landing Page

**HRSA Electronic Handbooks**

**Applicant/Grantee**  
Use this link if you are applying for, or have been awarded a HRSA grant and you need to access the HRSA Electronic Handbooks (EHBs). Using this link, you can also access the FTCA or FQHC system.

**Grantor**  
Use this link if you are a HRSA employee and you need to access your HRSA Electronic Handbooks (EHBs).

**FI Review**  
Use this link if you want to register to become a CHGME Auditor or if you already are one and need to access your work.

**Consultant/Expert**  
Use this link if you are a Consultant/Expert providing technical assistance to HRSA or HRSA supported organizations and you need to access the Technical Assistance Tracking System (TATS).

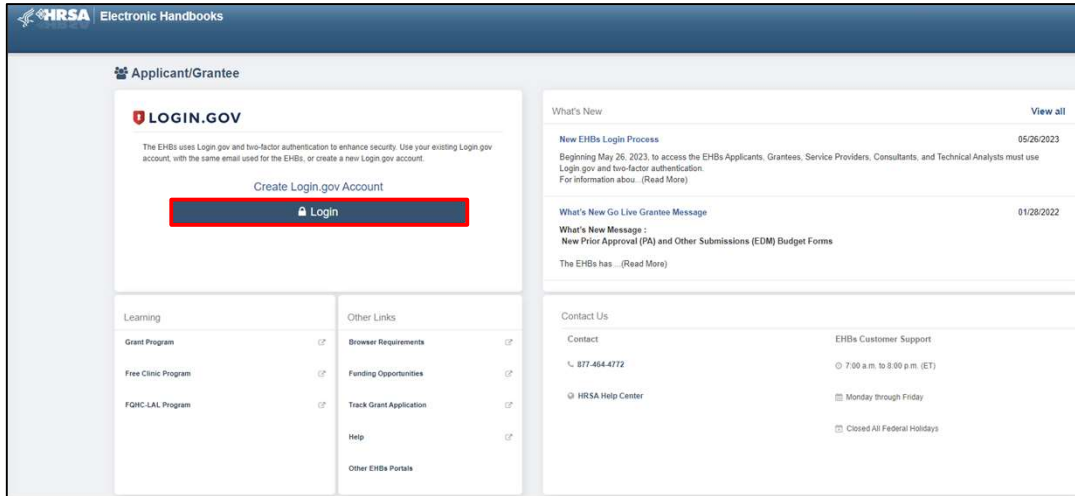
**Vendor**  
Use this link if you are a vendor providing technical assistance consulting services to HRSA and you need to access the Technical Assistance Tracking System (TATS).

**Technical Analyst**  
Use this link if you are a Technical Analyst (TA) providing services to HRSA and you need to access the Maternal Infant Early Childhood Home Visiting (MIECHV) Annual and/or Quarterly Reports.

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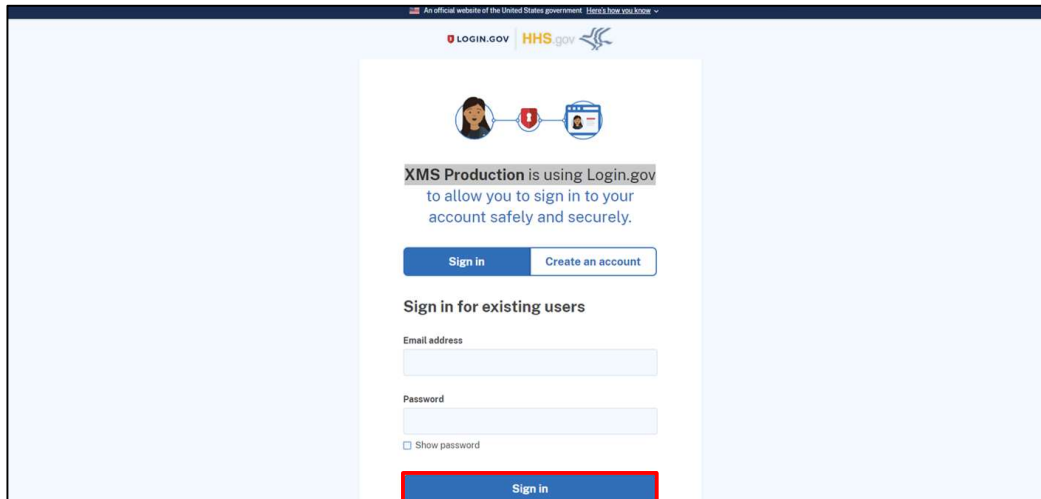
ADAPs will need to access the ADR through the HRSA Electronic Handbooks, also known as the EHBs. On this slide, we are at the EHBs landing page on the grants.hrsa.gov website, where you will see a list of login links. Go ahead and click the “Applicant/Grantee” box at the top left of the screen.

# Logging Into the HRSA EHBs



On the next page, you will be directed to login.gov. Go ahead and click the login button here.

## Logging Into the HRSA EHBs Continued



The screenshot shows the Login.gov sign-in interface for XMS Production. At the top, it says "An official website of the United States government" and "Use a .gov domain". Below that are the "LOGIN.GOV" and "HHS.GOV" logos. The main heading reads "XMS Production is using Login.gov to allow you to sign in to your account safely and securely." There are two buttons: "Sign in" and "Create an account". Underneath, it says "Sign in for existing users" and provides input fields for "Email address" and "Password". A "Show password" checkbox is also present. A red box highlights the "Sign in" button at the bottom of the form.

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Next, you will enter your login.gov credentials and select “Sign in”. You will also be prompted to put in your two factor authentication on the following page. Once you have done so this will then take you to the EHBs home page.

# HRSA EHBs Home Page

The screenshot displays the HRSA Electronic Handbooks (EHBs) Home Page. The navigation bar at the top includes tabs for Tasks, Organization, Grants (highlighted), Free Clinics, FOHC-LALs, Dashboards, and Resources. The main content area is organized into several sections:

- My Tasks:** Shows 31 All tasks, 7 Late tasks, and 0 Due Within 30 Days tasks.
- Tracking:** A table listing submitted tasks with columns for Category, Submitted Tasks, Submitted date, and Status.
- Smart Assist:** A list of actions such as Change Project Director (PD), Remove user from an organization, and Request a submission deadline extension.
- Favorites:** A section for Pending Tasks and a button to Pin Favorites to Home Page.
- Help:** A video titled "Getting Started in the EHBs" and a link to View All Videos.
- Resources:** Links for What's New, HRSA Contacts, and FAQs.
- Recently Accessed:** A list of recently accessed items, including Grant Performance Reports and Grant Other Submissions.

From the EHBs home page shown here. You'll then hover over the Grants tab at the top.

# HRSA EHBs Home Page Continued

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On the drop-down menu that appears, click on “Work on Performance Report” under the Submissions header.

# Submissions-All Page

Advanced Search Parameters

Display Options

Sort Method (Grid | Custom)

Search Name:  Save Parameters Search

Export To Excel Search Saved Searches

Page size: 15 Go 36 items in 3 page(s)

Submission Name	Submission Type	Organization	Grant #	Tracking #	Reporting Period	Deadline	Submitted Date	Status	Options
▶ ADR 2023 Annual	Performance Reports	GARVEY BRAKE HEALTH CARE AUTHORITY, UT	X07HA00000		4/1/2023 - 3/31/2024	06/03/2024		Not Started	▶ Start
▶ ADR 2022 Annual	Performance Reports	GARVEY BRAKE HEALTH CARE AUTHORITY, UT	X07HA00000		4/1/2022 - 3/31/2023	06/05/2023	06/01/2023	Submitted	Performance Reports

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After clicking on the 'Work on Performance Report' link, you will be navigated to the Submissions-all page, where you will see a list of submissions for your organization. Scroll down to locate your 2023 ADR under the "Submission Name" header. Once you have located the 2023 ADR Submission, you will select either Start or edit under the options header.



# ADR Inbox

The screenshot displays the 'ADAP Data Report' interface. On the left is a 'NAVIGATION' sidebar with options: Home, Inbox, Reference, Validation Rules, and Merge Rules. The main area contains a table with the following data:

Report ID	Reporting Period	Status	Un-submit Request	PO	State	Action	Comments	Print	History	Clients	Created By
0	2023 Annual	Not Started	No		UT	Create					N/A
29075	Check Your XML	Working	No		UT	Open	Comment	PDF	History	0	

Below the table, it says 'Logged in as: GranteeDataViewer, GranteeDataEditor, GranteeDataSubmitter'. A note at the bottom states: 'The HAB Web Applications also require Adobe Acrobat Reader 5 or higher installed on your PC. To download Adobe Acrobat Reader, click .

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After clicking either start or edit, you will be taken to the ADR Inbox, where you should see your organization's ADR listed. If this is your first time entering the report, you will click on this create link like you see here on the slide. If you are returning to your report this will instead say open.



## Completing the Recipient Report

Now that we have gone over the process for accessing the ADR. Lets move forward with how you will complete the Recipient report portion of the ADR.

# Cover Page

**ADAP Data Report**

▼ X07HA00000 : GARVEY BRAKE HEALTH CARE AUTHORITY

Report Id: 00000      Report Period: 2023 Annual      Status: Working      Due Date: 6/3/2024 6:00:00 PM  
Mode: Read/Write      Client Count:      Last Modified:

\* Required

Form fields 1 through 5 are system populated and will be displayed in the printable version of the report. You must complete fields 5a through 5d. Field 5e is optional.

1. Recipient Name	GARVEY BRAKE HEALTH CARE AUTHORITY
2. Grant Number	X07HA00000
3. UEI	00AAAA11BBBB
4. Recipient Address	1111 Folsom Rd., WAHOO, UT 83308
5. Contact information of person completing the Recipient Report:	
* a. Contact Name	test
* b. Contact Title	Manager
* c. Contact Email	tester1@hotmail.com
* d. Contact Telephone	(000) 000 - 0000
* e. Contact Telefax	(000) 000 - 0000

Save Cancel

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Once you open the ADR, you will be navigated to the Cover Page, which is the first section of the Recipient Report portion of the ADR. The Cover page includes essential recipient information, including the Recipient's name, Grant number, the Unique Entity Identifier or (UEI), the Recipient address, and the contact information for the person who is completing the ADR.

The first four items of the cover page are prepopulated from the EHBs. If any of the information listed there is incorrect, please contact the EHBs Customer Support Center to make corrections. If the UEI number is missing,

you can contact Ryan White Data Support for assistance getting that added.

Contact information for both Data Support and EHBs Customer Support is listed on the Ryan White TA Resources brochure that we will go over at the end of the presentation.

Once you complete the cover page, make sure to click on the save button located at the bottom of the page. To get to the next section of the ADR, you can use the navigation panel on the left under Data Entry.

# Program Administration

The screenshot displays the ADAP Data Report interface for Garvey Brake Health Care Authority. The left sidebar contains navigation options such as Home, Inbox, Workflow, Data Entry, and Comments. The main content area shows the report details, including Report ID: 00000, Report Period: 2023 Annual, Status: Working, and Due Date: 6/3/2024 6:00:00 PM. A red box highlights the 'Q1-3' option in the sidebar and the 'PROGRAM ADMINISTRATION' section of the report. This section contains a list of control cost options with checkboxes and input fields for numerical values.

**ADAP Data Report**  
X07HA00000 : GARVEY BRAKE HEALTH CARE AUTHORITY

Report Id: 00000      Report Period: 2023 Annual      Status: Working      Due Date: 6/3/2024 6:00:00 PM  
Mode: Read/Write      Client Count:      Last Modified:

**REMINDER:**  
The Recipient Report (Questions 1 – 7) should be reported for the grant year April 1, 2023 – March 31, 2024, whereas the uploaded client level data should be 2023 calendar year data.

**Required**  
All items in the Recipient Report should be reported for the most recent grant year. Please review the instructions for Completing the ADAP Recipient Report to ensure that you respond to each item appropriately.

**A. PROGRAM ADMINISTRATION**

1. Please indicate which of the following limits applied to your ADAP during the reporting period. For each item that applied, complete the blank with the information requested on that limit.  
(Check all that apply)

- Waiting list anytime during the reporting period
- Enrollment cap- Max number of enrollees
- Capped number of prescriptions per month- Max number of prescriptions/month
- Capped expenditure- Monetary cap per client \$ 
  - Per Month
  - Annual
- Drug-specific enrollment caps for ARVs, Hepatitis B, or Hepatitis C medications
- Formulary reduction
- Decrease in financial eligibility criteria
- None of these limits were applied to the ADAP during the reporting period

The next section is for program administration, which includes questions 1 through 3. The first question asks you to indicate whether your organization has adopted any control costs that are listed here on the screen and check all that apply. If you select either enrollment cap, capped number of prescriptions per month, or capped expenditure, you will be required to enter additional information. Scrolling down on this page we have question 2

# Program Administration Continued

All items in the Recipient Report should be reported for the most recent grant year. Please review the instructions for Completing the ADAP Recipient Report to ensure that you respond to each item appropriately.

### A. PROGRAM ADMINISTRATION

1. Please indicate which of the following limits applied to your ADAP during the reporting period. For each item that applied, complete the blank with the information requested on that limit.

(Check all that apply)

- Waiting list anytime during the reporting period
- Enrollment cap- Max number of enrollees
- Capped number of prescriptions per month- Max number of prescriptions/month
- Capped expenditure- Monetary cap per client \$ 
  - Per Month
  - Annual
- Drug-specific enrollment caps for ARVs, Hepatitis B, or Hepatitis C medications
- Formulary reduction
- Decrease in financial eligibility criteria
- None of these limits were applied to the ADAP during the reporting period

\* 2. Please indicate the maximum ADAP eligibility requirements as a percentage of Federal Poverty Level (FPL):

Maximum ADAP eligibility requirements as a percentage of FPL:  %

\* 3. Has your ADAP experienced an unexpected increase in enrolled clients?

Yes If Yes, how many new clients were enrolled?

No

Save Cancel

Logged in as: GranteeDataViewer, GranteeDataEditor, GranteeDataSubmitter  
The HAB Web Applications also require Adobe Acrobat Reader 5 or higher installed on your PC. To download Adobe Acrobat Reader, click [here](#).

Of the Program Administration section which is ADAP income eligibility. For this question, you will need to enter the maximum income eligibility for participation in your ADAP, which is expressed as a percentage of the Federal Poverty Level or (FPL).

Question 3 asks if your program has experienced an unexpected increase in enrolled clients. So, if your ADAP experienced an enrollment increase you perceived as beyond normal or beyond a projected annual increase, then you would answer yes to this question. If you select yes, you will need to report how many more new clients were enrolled than you anticipated.

# Purchasing Mechanisms

**ADAP Data Report**

X07HA00000 : GARVEY BRAKE HEALTH CARE AUTHORITY

Report Id: 00000      Report Period: 2023 Annual      Status: Working      Due Date: 6/3/2024 6:00:00 PM

Mode: ReadWrite      Client Count:      Last Modified:

**REMINDER:**  
The Recipient Report (Questions 1 – 7) should be reported for the grant year April 1, 2023 – March 31, 2024, whereas the uploaded client level data should be 2023 calendar year data.

**Required**  
All items in the Recipient Report should be reported for the most recent grant year. Please review the Instructions for Completing the ADAP Recipient Report to ensure that you respond to each item appropriately.

**B. PURCHASING MECHANISMS**

**\* 4. Please check all that apply to your Drug Pricing Program:**

- 340B Rebate
- 340B Direct Purchase
  - Prime vendor
- Department of Defense

Save    Cancel

Question 4 asks about the purchasing mechanisms that pertain to your organization. In this section, you'll let HAB know about your drug pricing program. You will indicate here whether you participate in a 340B Rebate, 340B direct purchase and/or Department of Defense program.

Please note that you can check all that apply. If your Ryan white ADAP participates in the 340B prime vendor program that handles price negotiation and drug distribution responsibilities for its members, check the prime vendor box. If you need any clarification on any of the listed drug pricing cost-saving strategies, check out page 17 of the ADR Instruction manual which provides details on each purchasing mechanism listed here.

# Funding

**ADAP Data Report**  
X07HA00000 : GARVEY BRAKE HEALTH CARE AUTHORITY

Report Id: 00000    Report Period: 2023 Annual    Status: Working    Due Date: 6/3/2024 6:00:00 PM  
Mode: Read/Write    Client Count:    Last Modified:

**REMINDER:**  
The Recipient Report (Questions 1 – 7) should be reported for the grant year April 1, 2023 – March 31, 2024, whereas the uploaded client level data should be 2023 calendar year data.

**Required**  
All items in the Recipient Report should be reported for the most recent grant year. Please review the Instructions for Completing the ADAP Recipient Report to ensure compliance.

**C. FUNDING**

\* 5. Please enter the funding received during this reporting period from each of the following sources: (if no funding was received enter "0")

Funding Source	Amount Received (to nearest dollar)
a. Total contributions from Part A EMAs/TGAs	\$
b. Total contribution from Part C and/or D recipients	\$
c. Total contributions from EHE recipients	\$
d. State general fund contributions	\$
e. Carryover of Ryan White funds from previous year	\$
f. Manufacture rebates and program income reinvested in ADAP	\$
g. All Insurance Reimbursements, excluding Medicaid	\$
h. Medicaid Reimbursements	\$
Resources received this reporting period (Total of a through h)	\$ 0

Save Cancel

Funding Sources:  
To Report or Not Report in the ADR?  
Page 19. [ADR Manual](#)

Where do I report Part B Base Funding?

what if no funding sources were received  
during the reporting period?

Moving on to Question 5 which pertains to funding. For this question, you are expected to enter the dollar amounts for the funding sources your ADAP received during the reporting period. If your organization did not receive funding for a specific category listed here, please enter a zero in that box or you will get an error message.

I would also like to note that we receive many questions each year regarding which funding sources you should be reporting here on the ADR. Because of this, we actually have a table on page 19 of the ADR manual called:



“Funding Sources: To Report or Not to Report in the ADR” which goes over commonly asked funding questions such as: Where do I report Part B Base Funding? Or what if no funding sources were received during the reporting period? These questions as well as additional ones are answered in that section so I highly recommend you check out this resource.

# Expenditures

**ADAP Data Report**  
X07HA00000 : GARVEY BRAKE HEALTH CARE AUTHORITY

Report Id: 00000      Report Period: 2023 Annual      Status: Working      Due Date: 6/3/2024 6:00:00 PM  
Mode: ReadWrite      Client Count:      Last Modified:

**REMINDER:**  
The Recipient Report (Questions 1 – 7) should be reported for the grant year April 1, 2023 – March 31, 2024, whereas the uploaded client level data should be 2023 calendar year data.

**Required**  
All items in the Recipient Report should be reported for the most recent grant year. Please review the Instructions for Completing the ADAP Recipient Report to ensure that you respond to each item appropriately.

**D. EXPENDITURES**

**\* 6. For each of the following categories, please enter total expenditures for this reporting period:**

Expenditure Category	Total Cost
a. Full pay medication assistance	\$ <input type="text"/>
b. Dispensing costs	\$ <input type="text"/>
c. Other administrative costs	\$ <input type="text"/>
d. Health insurance assistance (including co-pays, deductibles, and premiums)	\$ <input type="text"/>
<b>Total ADAP expenditures this reporting period (Total of a through d)</b>	<b>\$ 0</b>

Save    Cancel

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Our next section is for question 6. Here you will enter the total expenditures for full pay medication assistance, dispensing costs, other administrative costs, and health insurance assistance.

Please note that for the other administrative costs field, you will report all fees that were paid by your ADAP that relate to purchasing and distributing medication. Some examples of this include third-party insurance administrative fees, shipping and handling, and other bulk order fees. This is also where you report administrative fees from your Pharmacy Benefits Manager or Insurance Benefits Manager.

For further information about this section, I highly recommend looking over page 20 of the ADR instruction manual.

If your organization does not have any expenditures for one or more of the listed categories, enter a zero in the field as you cannot leave any of the responses blank. Once you click save, the total expenditures for the reporting period will be calculated automatically.

# Medication Formulary

The screenshot displays the ADAP Data Report interface for Garvey Brake Health Care Authority. The left navigation panel highlights 'Q7, 7a' under the 'Data Entry' section. The main content area shows a 'REMINDER' about reporting for the grant year April 1, 2023 – March 31, 2024. Below this, the 'E. ADAP MEDICATION FORMULARY' section is visible, with a red box highlighting question 7: 'Does your ADAP have an open formulary, inclusive of all FDA approved medications?' with radio buttons for 'Yes' and 'No'. Below question 7 is section '7a. Recipient-level Formulary Information - Antiretroviral Medications', which includes a table for listing included medications.

Included In Formulary	Generic Name	Brand Name	Med Added?	Date Added
<input type="checkbox"/>	abacavir	Ziagen	<input type="checkbox"/>	
<input type="checkbox"/>	abacavir/dolutegravir/famivudine	Triumeq	<input type="checkbox"/>	
<input type="checkbox"/>	abacavir/famivudine	Epzicom	<input type="checkbox"/>	

Question 7 of the recipient report goes over your Medication Formularies and is separated into these three sections on the left navigation panel here. Questions 7 and 7a are shown here on this slide while questions 7b and 7c have their own separate pages.

Question 7 asks if your ADAP has an open formulary which means that you cover all FDA-approved drugs, with some limited exceptions. For example, someone in a previous webinar said they don't cover vaccines because of the administration fees, but they are still considered

having an open formulary with that one limitation. If you're not sure about whether you have an open formulary or not, please contact Ryan White Data Support.

Scrolling down on this page

# Medication Formulary Continued

Q7, 7a

Q7b

Q7c

Client Upload

Comments

Add Comments

View Comments

Print

Print PDF

Reports

Upload Completeness

Reference

Validation Rules

Merge Rules

**7a. Recipient-level Formulary Information - Antiretroviral Medications**

Please indicate which of the following ARV medications are included in your ADAP formulary. If the medication was added to your formulary during the grant year, check the box in the "Med Added" column and enter the date that the medication was added in the "Date Added" column.

Included In Formulary	Generic Name	Brand Name	Med Added?	Date Added
<input checked="" type="checkbox"/> Select All				
<input type="checkbox"/>	abacavir	Ziagen	<input checked="" type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	abacavir/dolutegravir/lamivudine	Triumeq	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	abacavir/lamivudine	Epzicom	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	abacavir/lamivudine/zidovudine	Trizvir	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	atazanavir	Reyataz	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	atazanavir and cobicistat	Evotaz	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	bictegravir, emtricitabine, and tenofovir alafenamide	Biktarvy	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	cabotegravir and rilpivirine	Cabenuva	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	Cabotegravir	Apretude	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	cabotegravir sodium	Vocabria	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	cobicistat	Tybost	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	cobicistat and darunavir	Prezcobix	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	darunavir	Prezista	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	darunavir, cobicistat, emtricitabine, and tenofovir alafenamide	Symtuza	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	didanosine	Videx/Videx EC	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	dolutegravir	Tivicay	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	dolutegravir/lamivudine	Dovato	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	dolutegravir/rilpivirine	Juluca	<input type="checkbox"/>	<input type="text"/>

We have question 7a which includes the list of Antiretroviral medications that you will update based on your organization's list. For those with open formularies, you have the option to click on the "Select All" box here.

The medications listed are also automatically populated from your last year's ADR. Please review to make sure all your medications are listed and make any updates if needed. If a medication was added to the medication formulary during the reporting period, please check the

"Med Added" box and enter the date it was added.

Once you have filled in and updated the Medication Formulary section of the report, please remember to save your data after completing each page.

For section 7b you will follow these same instructions, except they will pertain to your organizations A1-Oi medications, and then in section 7c you will fill in your organization's hepatitis B and C medications.



## Uploading the Client Level Data Report

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Now let's move forward by reviewing how you will upload the Client-level Data Report portion of the ADR.



# Client Report Overview

---

## ADAP Clients

- Eligible to receive ADAP services, regardless if the client received an ADAP service or not

Let's start by doing a quick overview of what the Client Report is. The Client Report includes client-level data for all clients enrolled at any time during calendar year 2023, regardless of whether the client actually received an ADAP service.

## Client Report Overview Continued

### Client Record must include:

- Encrypted Unique Client Identifier (eUCI)
- Demographic Data
- Enrollment & Certification information
- Health Insurance Services
- Medication Services
- Clinical Data

Common Issues for Reporting RWHAP ADAP Services

Page 36.  
[ADR Instruction Manual](#)

[Preparing for 2023 ADR Reporting: Updates and Best Practices](#)

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The client record includes information regarding their demographic data, their enrollment and certification information, any health insurance or medication assistance services that they received during the reporting period, and their clinical data. Clinical data includes all CD4 and viral load counts and those respective dates for all clients. Again, please refer to the “Preparing for 2023 ADR Reporting: Updates and Best Practices” webinar for updates regarding reporting client data and the client report.

I also want to highlight another new addition to the ADR manual. The table on Page 36 contains some common issues that come up each year and includes the various reporting guidance to resolve them.

# Upload Client-level Data

The screenshot displays the ADAP Data Report interface for 'X07HA00000 : GARVEY BRAKE HEALTH CARE AUTHORITY'. The report ID is 00000, the report period is 2023 Annual, and the status is Working. The due date is 6/3/2024 at 6:00:00 PM. The mode is Read/Write, and the client count is not specified. The last modified date is not shown.

**REMINDER:**  
The Recipient Report (Questions 1 – 7) should be reported for the grant year April 1, 2023 – March 31, 2024, whereas the uploaded client level data should be 2023 calendar year data.

**Warning:**  
You will be unable to upload files larger than 29MB. Please zip your file before upload. [Create Compressed Zip File](#)

**CLIENT UPLOAD**  
Please upload ADR Client-Level Data in XML or Compressed Zip format. You will receive an email confirmation after you have successfully uploaded your clients. You must clear existing Client-Level Data files prior to uploading new files if you do not want system to retain data from previously uploaded files.

No file chosen

If you have uploaded your clients and answered all required questions, please validate your report before proceeding to submit your report.

This feature only works with ADR Client XML files or compressed zip files that conform to the ADR Client-Level Data XML Schema Definition. The most recent ADR XML Schema Definitions are available at [ADR XML Schema Definitions](#).

Your current data come from the following uploads:

ID	Description	Vendor	Clients	Clear Clients	Status	Uploaded By	Request Date	Processed Date
No records to display.								

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Now Let's go over how to upload your client-level data. As I mentioned earlier, your client-level data will need to be formatted as an XML file. ADR-ready systems including CAREWare, and Trax will create a compliant xml file for you. But If you need any assistance with creating your XML file, the DISQ team is your go-to for XML assistance.

Once you have an XML file and are ready to upload your client-level data, on the left navigation panel, select the Client upload link. You will be taken to the client upload page as shown here on this slide. You will then select the

Choose file link and locate your XML file. Once you have found the file, click on the upload file button. You will see your file processing at the bottom of the page here.

# Upload Client-level Data: Pending

**ADAP Data Report**  
X07HA00000 : GARVEY BRAKE HEALTH CARE AUTHORITY

Report Id: 00000    Report Period: 2023 Annual    Status: Working    Due Date: 6/3/2024 6:00:00 PM  
Mode: Read/Write    Client Count:    Last Modified:

**REMINDER:**  
The Recipient Report (Questions 1 – 7) should be reported for the grant year April 1, 2023 – March 31, 2024, whereas the uploaded client level data should be 2023 calendar year data.

You will be unable to upload files larger than 29MB. Please zip your file before upload. [Create Compressed Zip File](#)

**CLIENT UPLOAD**  
Please upload ADR Client-Level Data in XML or Compressed Zip format. You will receive an email confirmation after you have successfully uploaded your clients. You must clear existing Client-Level Data files prior to uploading new files if you do not want system to retain data from previously uploaded files.

No file chosen

If you have uploaded your clients and answered all required questions, please validate your report before proceeding to submit your report.

This feature only works with ADR Client XML files or compressed zip files that conform to the ADR Client-Level Data XML Schema Definition.  
The most recent ADR XML Schema Definitions are available at [ADR XML Schema Definitions](#)

Your current data come from the following uploads:

ID	Description	Vendor	Clients	Clear Clients	Status	Uploaded By	Request Date	Processed Date
10297	Upload CLIENT_RECORD_Success.xml	TRAX, 5 B	0		Pending		4/02/2024 1:38:34 PM	N/A

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Give the system a few minutes to finish processing this file. You can refresh the page by clicking on “Client Upload” again using the navigation panel, or by refreshing your browser.

# Upload Client-level Data: Success

ADAP Data Report

X07HA00000 : GARVEY BRAKE HEALTH CARE AUTHORITY

Report Id: 00000    Report Period: 2023 Annual    Status: Working    Due Date: 6/3/2024 6:00:00 PM  
Mode: Read/Write    Client Count:

**REMINDER:**  
The Recipient Report (Questions 1 – 7) should be reported for the grant year April 1, 2023 – March 31, 2024, whereas the uploaded client level data should be 2023 calendar year data.

You will be unable to upload files larger than 29MB. Please zip your file before upload. [Create Compressed Zip File](#)

**CLIENT UPLOAD**

Please upload ADR Client-Level Data in XML or Compressed Zip format. You will receive an email confirmation after you have successfully uploaded your clients. You must clear existing Client-Level Data files prior to uploading new files if you do not want system to retain data from previously uploaded files.

No file chosen

If you have uploaded your clients and answered all required questions, please validate your report before proceeding to submit your report.

This feature only works with ADR Client XML files or compressed zip files that conform to the ADR Client-Level Data XML Schema Definition.  
The most recent ADR XML Schema Definitions are available at [ADR XML Schema Definitions](#)

Your current data come from the following uploads:

ID	Description	Vendor	Clients	Clear Clients	Status	Uploaded By	Request Date	Processed Date
10297	Upload CLIENT_RECORD_Success.xml	TRAX, 5 8	70		Success		4/02/2024 1:38:34 PM	4/02/2024 1:40:34 PM

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On the slide we now see that our file has processed and the status has moved to success along with a count of the number of clients in our XML file. You will also receive a confirmation email stating that your client-level data file was successfully uploaded.

# Schema Check Errors

The screenshot displays the ADAP Data Report interface for GARVEY BRAKE HEALTH CARE AUTHORITY. The report ID is 00000, the report period is 2023 Annual, and the status is Working. A reminder message states: "The Recipient Report (Questions 1 – 7) should be reported for the grant year April 1, 2023 – March 31, 2024, whereas the uploaded client level data should be 2023 calendar year data." Below this, a warning message indicates: "You will be unable to upload files larger than 29MB. Please zip your file before upload." The CLIENT UPLOAD section prompts the user to upload ADR Client-Level Data in XML or Compressed Zip format. A file upload area shows "Choose File" and "Upload File" buttons. A message below the upload area states: "If you have uploaded your clients and answered all required questions, please validate your report before proceeding to submit your report." A red box highlights a message: "❗ Schema check error(s) (Please click on this to view the error(s))". Below this, a table header is visible with columns: ID, Description, Vendor, Clients, Clear Clients, Status, Uploaded By, Request Date, and Processed Date. The table currently shows "No records to display."

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One issue that you may run into while attempting to upload your client-level data file are schema check errors which we see an example of here on this slide, which essentially means that your file is not compatible with the system. To address the schema check error, click on the link to view them. Schema check errors must be fixed in order to upload your data to the Client Report.

If you need any assistance with resolving schema check errors, contact the DISQ team. Please make sure to include a screenshot of the list of schema check errors



when contacting the DISQ team, which will give them more information to assist you. Once the schema check errors have been corrected, you can re-upload your client-level data file. Earlier this year, we presented a webinar titled “Reviewing your Data at Upload: Tools within the ADR Web System and the Check your XML feature” that goes over schema check errors in a bit more detail, so I highly recommend checking out that presentation.

# Clear Clients

The screenshot displays the ADAP Data Report interface for 'X07HA00000 : GARVEY BRAKE HEALTH CARE AUTHORITY'. The navigation panel on the left includes 'Home', 'Inbox', 'Workflow', 'Data Entry', and 'Comments'. The 'Clear Clients' option is highlighted in red in the 'Data Entry' section. The main content area shows a 'CLIENT UPLOAD' section with a file upload interface and a table of current data uploads.

**ADAP Data Report**  
X07HA00000 : GARVEY BRAKE HEALTH CARE AUTHORITY

Report Id: 00000    Report Period: 2023 Annual    Status: Working    Due Date: 6/3/2024 6:00:00 PM  
Mode: Read/Write    Client Count:    Last Modified:

**REMINDER:**  
The Recipient Report (Questions 1 – 7) should be reported for the grant year April 1, 2023 – March 31, 2024, whereas the uploaded client level data should be 2023 calendar year data.

You will be unable to upload files larger than 29MB. Please zip your file before upload. [Create Compressed Zip File](#)

**CLIENT UPLOAD**  
Please upload ADR Client-Level Data in XML or Compressed Zip format. You will receive an email confirmation after you have successfully uploaded your clients. You must clear existing Client-Level Data files prior to uploading new files if you do not want system to retain data from previously uploaded files.

No file chosen

If you have uploaded your clients and answered all required questions, please validate your report before proceeding to submit your report.

This feature only works with ADR Client XML files or compressed zip files that conform to the ADR Client-Level Data XML Schema Definition.  
The most recent ADR XML Schema Definitions are available at [ADR XML Schema Definitions](#)

Your current data come from the following uploads:

ID	Description	Vendor	Clients	Clear Clients	Status	Uploaded By	Request Date	Processed Date
No records to display.								

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If you determine that some of the data in the client-level data need to be corrected, you will need to remove the older file in the system and re-upload a new file. To remove an uploaded file, you will need to click on the clear clients link on the navigation panel. On the following page, you will be able to choose the file you wish to remove. It may take a few minutes to successfully clear the file, but once the file has been removed, you can upload a new file using the same steps on the previous slides..



How prepared do you feel for the 2023 ADR? Choose all that apply:

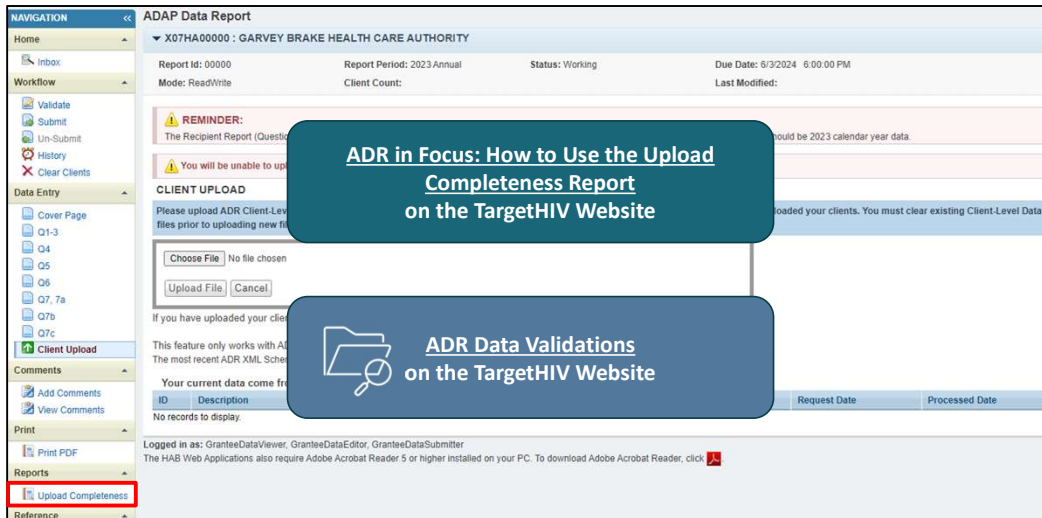
1. I'm all set and don't need any help.
2. I may need some assistance with the recipient report.
3. I may need some assistance with the client-level data.
4. I need assistance with the entire ADR submission process.



## Validating & Submitting the ADR

Now, that we have gone over completing both the Recipient report and client level data portions of the ADR, lets review validating & submitting the ADR.

# Data Quality Resources



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To ensure your data quality, there are two great resources that we recommend reviewing. The first is the Upload Completeness Report, which can be accessed here on the left navigation panel. The Upload Completeness Report, will display your uploaded data by data element so you can review your data quality and identify both missing and inaccurate data. This report is available only after you have uploaded client-level data into the ADR Web Application. There is also an ADR in Focus document that goes more in-depth about how to use and navigate the Upload Completeness report, so I highly recommend looking over that resource on the Target HIV website.

The second resource that I recommend reviewing is the ADR Data Validations document which is also available on the TargetHIV website. This document provides information on the data validations for each data element and the types of notifications that you may receive in the data upload process.

# Validating the ADR

The screenshot displays the ADAP Data Report interface. On the left, a navigation panel lists various options: Home, Inbox, Workflow, Validate (highlighted with a red box), Submit, Un-Submit, History, Clear Clients, and Data Entry. The main content area shows the report details for 'X07HA00000 : GARVEY BRAKE HEALTH CARE AUTHORITY'. The report information includes: Report Id: 00000, Report Period: 2023 Annual, Status: Working, Due Date: 6/3/2024 6:00:00 PM, Mode: ReadWrite, and Client Count. Below this, a section titled 'Validate Reports' contains a message: 'Your validation request is being processed. It may take several minutes. This page will refresh every 30 seconds until the validation process has completed.' At the bottom, it indicates the user is logged in as 'GranteeDataViewer, GranteeDataEditor, GranteeDataSubmitter' and provides a link to download Adobe Acrobat Reader.

Once you have completed the Recipient Report and uploaded your Client Report, the next step is to validate your report. We'll start by clicking on Validate in the left navigation panel. Once you do this, the system will let you know that it is processing your validation request, and it may take a few minutes to complete. You can refresh the page to see your results by clicking on "Validate" again using the navigation panel or by refreshing your browser.

## Validation Categories

---

<u>Errors</u> Must be fixed before submitting your report	<u>Warnings</u> Should be corrected but if they cannot, a comment is required	<u>Alerts</u> Should be reviewed and addressed if possible
---	--	--

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The three types of validations that may show up in your validation report are Errors, Warnings, and Alerts. Errors must be fixed before you submit your report. Warnings are validations that should be corrected, but if they cannot, then a comment will be required. And lastly, alerts should be reviewed and corrected if possible, but you may still submit your report with an alert. Now that we briefly reviewed these types of validations, let's go back to our validation results.

# Adding Warning Comments

The screenshot displays the 'Validate Reports' interface. On the left, a 'Workflow' panel has 'Validate' highlighted. The main area shows 'Recipient Validation Results' and 'Client Validation Results'. The 'Recipient Validation Results' table has three rows: Row 1 (Error), Row 2 (Warning), and Row 3 (Error). The 'Client Validation Results' section shows a warning message about eUCI encryption. Below it, a 'View Detailed CLD Validation Report' table shows a warning for Row 1.

Row No.	Check No.	Message	Type	Comment Count	Action
1	8	Q#2: Poverty Level is required. Please indicate the maximum ADAP eligibility requirements as a percentage of the Federal Poverty Level.	Error	0	
2	14	Q#5: Funding Type Total of a through h must be greater than zero (0).	Warning	0	<a href="#">Add Comment</a>
3	17	Q#6: Expenditure Total of a through d must be greater than zero (0).	Error	0	

Row No.	Check No.	Message	Type	Comment Count	Action
1	37	1 client(s) with Insurance Premium Months of Coverage greater than zero but Insurance Premium Paid Amount is missing or \$0.	Warning	0	<a href="#">Add Comment</a>

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Once your validation request has processed, you will see your validation results for both your Recipient Report and Client level data. On this slide we can see that there are a few error and warning validation messages in each section. To add a comment to a 'warning' validation, you will select the add comment link under the action column. Once you have addressed any error, warning, or alert messages you can move forward with submitting your ADR.

Please remember that if you make any updates to your report in response to your validation results, you'll need to validate your report again before submitting. Just click the "Validate" link in the Navigation panel to start the validation process again.



# Submitting the ADR

NAVIGATION << ADAP Data Report

Home

Workflow

Validate

**Submit**

Un-Submit

History

Clear Clients

Data Entry

Cover Page

Q1-3

Q4

Q5

Q6

Q7. 7a

Q7b

Q7c

Client Upload

Comments

Add Comments

View Comments

X07HA00000 : GARVEY BRAKE HEALTH CARE AUTHORITY

Report Id: 00000      Report Period: 2023 Annual      Status: Working      Due Date: 6/3/2024 6:00:00 PM

Mode: ReadWrite      Client Count:      Last Modified:

**Submit Report**

• Required

Please enter comments regarding your submission.

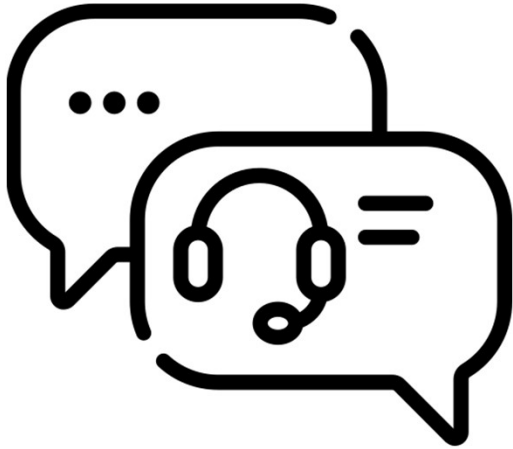
• Comments

I certify that the data in this report is accurate and complete. I understand that reporting accurate and complete data is a condition of this grant award and is subject to federal audit.

Submit Report

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Once you have reviewed your data quality and addressed your validation messages, you can move forward with submitting your ADR. Selecting submit will bring you to the submission screen where you will see a textbox listed here for comment. We recommend entering a meaningful comment regarding your submission as HAB will review this comment after the submission period. Once all comments have been entered, select the box stating that the data in the report are accurate and complete. After that click, the Submit link to submit your report and you have successfully completed the ADR.



## ADR Webinars & TA Resources

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Let's end the presentation by reviewing the list of ADR webinars and TA Resources.

## Past & Upcoming ADR Webinars

Date	Webinar
10/25/2023	<a href="#">Preparing for 2023 ADR Reporting: Updates and Best Practices</a>
12/13/2023	<a href="#">Strategies for ADR Data Integration</a>
02/14/2024	<a href="#">Reviewing Your Data at Upload: Tools in the ADR Web System and the Check Your XML Feature</a>
03/06/2024	<a href="#">Using CAREWare for ADR Reporting</a>
04/24/2024	<a href="#">ADR: Data Quality: Lessons from Outreach</a>

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Here is a list of past and upcoming webinars that will be useful in completing the ADR.

This past Fall, The DISQ Team and Data Support presented the Preparing for 2023 ADR Reporting: Updates and Best Practices webinar.

A webinar presented this past winter looked at strategies for ADR Data Integration.

On February 14<sup>th</sup>, was the Reviewing Your Data at Upload: Tools in the ADR Web System and the Check your XML Feature webinar.

On March 6<sup>th</sup>, was the webinar for Using CAREWare for ADR Reporting which looked over tips and best practices for using CAREWare for the ADR.

And on April 24<sup>th</sup> The DISQ team will provide a summary of ADR data quality from 2022.

You can view this schedule and descriptions for all webinars at any time on the TargetHIV website.

# RWHAP Technical Assistance Resources

The [RWHAP TA Resources Brochure](#) features information on each RWHAP technical assistance provider, including:

- RWHAP reports they support
- Questions they frequently respond to
- Contact information



There are several technical assistance resources available to help you. The RWHAP TA Resources brochure outlines information about each technical assistance provider, including the reports they support, frequently asked questions they respond to, and their best contact information. You can find this resource on the TargetHIV website.

Most importantly, please don't forget that there is no wrong door for TA – if we can't assist you, we're happy to refer you to someone who can!

# ADR Technical Assistance Resources

To learn more about all ADR TA Resources, check out the [ADR TA Brochure](#)

- Contact information
- Program-related questions
- Key submission dates.

**TA Resources for the AIDS Drug Assistance Program Data Report (ADR)**

**Data Management**  
Data Integration, Systems & Quality (DSDQ) Team  
The DSDQ team provides TA focused on:  
✓ Getting new users set up when to start  
✓ Mapping source data to required reporting variables/schemas  
✓ Creating compliant XML files using the ADR TRM application  
✓ Integrating data from multiple sources (e.g. ADR-Ready Systems, Electronic Health Record (EHR), State Surveillance, Labs, etc.)  
✓ Using communication between recipients and data systems  
✓ Connecting recipients who use the same data systems in your reporting opportunities  
✓ Identifying and addressing data quality issues using system-generated reports (e.g. Validation and Upload Completion Reports)  
✓ Developing your long process for data collection, management, quality checks, and delivery  
Data.TA@caidsp.org | www.targetiv.org/adr

**Program-Related Questions**  
ADR Project Officers  
Project Officers assist recipients with technical assistance (TA) and may address formal TA requests on their behalf. They can also address issues with programmatic components such as funding and enrollment, and help recipients resolve issues related to non-compliant providers, clinicians, and missing data.  
**Report Administration**  
Ryan White HIV/AIDS Program Data Support  
Ryan White Data Support provides TA focused on:  
✓ Interpretation of the ACR Submission Manual and RWRM reporting requirements  
✓ Allowable responses for data elements in the ADR Recipient Report and client-level data files  
✓ Understanding and addressing the ACR validation alerts, warnings and errors  
✓ Guidance for reporting to the ACR Web System and Database Central Management System (DCMS) (e.g. mapping contracts, ensuring loading sources and services, etc.)  
✓ ADR submission status changes, including clarifying the report's status or report status change requests  
e-mail: data-support@caidsp.org | support@ryanwhite.hhs.gov

**EHB and Web System Support**  
EHR Customer Support Center  
The Electronic Health Records (EHR) Customer Support Center addresses EHR and ADR software-related questions, including issues with registration, performance, and submission status in the EHR, and ADR Web System errors.  
1-877-661-4122 (or 1-800-398-ET) | www.hiv.gov/about/contact/ehrsupport.aspx

**CAREWare Assistance**  
CAREWare Help Desk  
The CAREWare Help Desk addresses issues related to the CAREWare data collection system. Topics include generating a recipient XML file, creating custom reports, and resolving specific client software issues. The CAREWare Help Desk can also assist with any needed upgrades to your CAREWare software.  
1-877-296-3071 (M-F 10-5PM ET, Tu-Th 10-330PM E.SPM ET) | care@caidsp.org

**Key Dates for 2023 ADR Submission**

Date	Client XML File Reporting Period	Recipient Report Reporting Period
TBD	2023 ADR Check Your XML and Data Quality Feedback Checks	
04/05/2024	2023 ACR Web System Opens for 2023 data submission	2023 ADR Web System Opens for 2023 data submission
04/22/2024	Target upload date for all 2023 ADR client-level data files	
06/03/2024	ADRs must be in "Submitted" status by 8:00 PM ET	ADRs must be in "Submitted" status by 8:00 PM ET

All ADR TA Resources can be found at [www.TargetIV.org/SDA/TA/Topic/ADR-data-report-ADR](http://www.TargetIV.org/SDA/TA/Topic/ADR-data-report-ADR)

Additionally, to learn more about all things related to the ADR, be sure to check out the ADR TA brochure. Some of the information you will find here includes information for each TA provider specific to the ADR, program related questions, and key dates for your ADR Submission.



## Connect with HRSA

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Learn more about our agency at:

[www.HRSA.gov](http://www.HRSA.gov)



[Sign up for the HRSA eNews](#)

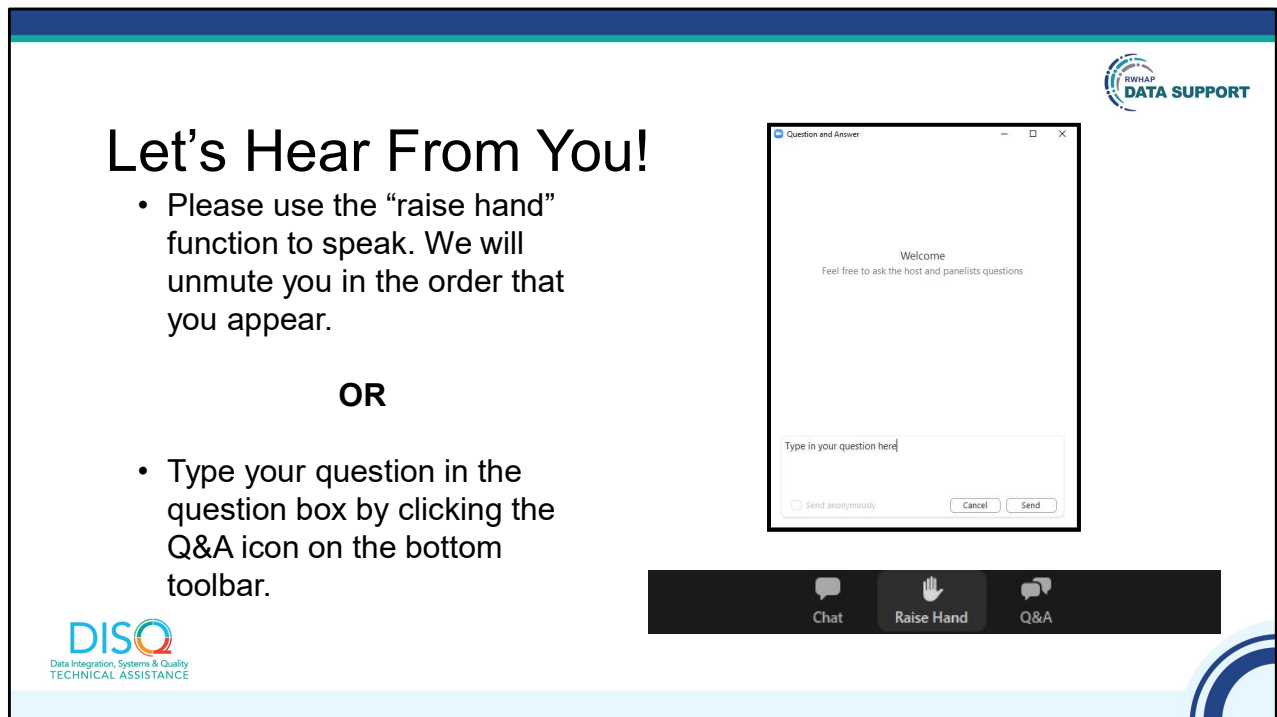
FOLLOW US:



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Finally, to connect with and find out more about HRSA, check out HRSA.gov.

I'd like to take a moment thank everyone for joining us on today's presentation and I will now turn it back over for the Q&A portion of the webinar.



**Let's Hear From You!**

- Please use the “raise hand” function to speak. We will unmute you in the order that you appear.

**OR**

- Type your question in the question box by clicking the Q&A icon on the bottom toolbar.

**DISQ**  
Data Integration, Systems & Quality  
TECHNICAL ASSISTANCE

**RHWAP DATA SUPPORT**

Question and Answer

Welcome  
Feel free to ask the host and panelists questions

Type in your question here

Send anonymously

Cancel Send

Chat Raise Hand Q&A

And now to your questions – but first, I would like to remind you that a brief evaluation will appear on your screen as you exit, to help us understand how we did and what other information you would have liked included on this webinar. We really appreciate your feedback, and use this information to plan future webinars. My DISQ colleague Isia is going to put a link out in the chat feature if you would prefer to access the evaluation right now. We'll also send a final reminder via email shortly after the webinar.

As a reminder, you can send us questions using the “Q&A” button on your control panel on the bottom of your screen. You can also ask questions directly “live.” You can do this by clicking the “raise hand” button, which is also on your control panel. If you raise your hand, we'll be able to allow you to unmute and ask your question. We hope you consider asking questions “live” because we really like hearing voices other than our own.

We do want to get all of your questions answered, and we do not usually run over an hour. If you have submitted your question in the question box and we cannot respond to your question today, we will contact you via email to follow up. Sometimes we need to do some follow-up before providing you with a final answer, so stay tuned for the written Q&A as well for answers to all of your questions.