| # | **Questions** | **Answers** |
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| 1. | When will the webinar recording, slides, and Q&A summary be available? | The webinar recording is usually available within 1 week of the webinar. The webinar slides and Q&A are usually posted within 2 weeks. You can find webinar archives at [TargetHIV](https://targethiv.org/calendar/webinar-and-call-archives). |
| 2. | I am new to the RSR and need more assistance ahead of the 2020 RSR. | The DISQ Team is available to assist recipient and provider staff new to RSR reporting in preparing and submitting high quality data. [Contact the DISQ Team](mailto:Data.TA@caiglobal.org) today. |
| **Setting Up and Logging into the System** | | |
| 3. | I need to get a RegCode for a new provider agency. What information do I need to provide Ryan White Data Support? | To obtain a new RegCode for a provider agency, please contact the [Ryan White Data Support Team](mailto:ryanwhitedatasupport@wrma.com) and provide them with the new provider agency’s name, full address, , EIN, and DUNS number.  To find the RegCode for existing provider agencies, recipients can view their contracts from previous years, or contact [Ryan White Data Support](mailto:ryanwhitedatasupport@wrma.com) to locate the correct RegCode. |
| 4. | How do I get a GCMS (Grants Contract Management System) log in? | Recipients can access the GCMS through HRSA’s Electronic Handbooks (EHBs). For more information on how to log in or register for an EHB account, check out the “[Overview of HRSA's Electronic Handbooks for Grant Recipients](https://targethiv.org/library/overview-hrsas-electronic-handbooks-grant-recipients).” |
| 5. | One of my subrecipients/providers is running into trouble logging in through the EHBs. How do I help them get set up? | Instructions for logging in or creating an EHB account can be found starting on page 20 of the [2020 RSR Instruction Manual](https://targethiv.org/library/rsr-instruction-manual). If the provider is experiencing trouble, [contact the EHBs Customer Support Center](https://www.hrsa.gov/about/contact/ehbhelp.aspx). |
| 6. | Where do I find the EIN and DUNS number for a provider I would like to register? | The EIN and DUNS number is information the provider would have. Typically, someone in the finance or business side of the agency has this information. |
| 7. | Do we need to call you if a provider’s address is incorrect? | Recipients can contact [Ryan White Data Support](mailto:ryanwhitedatasupport@wrma.com) to make changes in provider information in GCMS. |
| 8. | One of our providers shows up as two separate agencies in the EHB. Is this a problem? If so, how do we resolve it? | If you are unsure of which provider to add, please reach out to [Ryan White Data Support](mailto:ryanwhitedatasupport@wrma.com) to confirm the correct organization. |
| **Navigation, Locating Reports** | | |
| 9. | When will the 2020 RSR Recipient Report be open in the EHBs? | Due to a system issue, the opening of the RSR Recipient Report was delayed. The RSR Recipient Report opened on December 14th, 2020. |
| 10. | Is there a way to pull a report to see what was entered for the 2019 Recipient Report? | Recipients can review past Recipient Reports at any time in the RSR Web System. To find these reports, access the applicable year’s performance report. If you are experiencing trouble finding these reports, the [DISQ Team](mailto:data.ta@caiglobal.org) and [Ryan White Data Support](mailto:ryanwhitedatasupport@wrma.com) are available to assist you. |
| 11. | Where can I find the Recipient Reports for the Ending the HIV Epidemic (EHE) Triannual Module and the CARES Act? | Due to a system issue, the RSR recipient reports for the EHE Triannual module and the CARES Act have been delayed but should be available soon. A link to open the Recipient Reports for each grant received can be found in the “Submissions All” page in the “Performance Report” section. |
| **Adding Contracts to the GCMS** | | |
| 12. | What is considered a “contract” that should be entered in the GCMS? (i.e., Should recipients include Program Income- and Rebate-funded services, MOUs, purchase agreements, etc.? What are the limits to what should be included?) | Contracts added to the GCMS should be services a recipient is funding a provider to provide based on their notice of award (NOA). Contracts should match the actual agreements you have in place with your subrecipients. For the purpose of the RSR, contracts include formal contracts, memoranda of understanding, or other agreements. For the 2020 RSR, all Ryan White funding should be reported. By the 2021 RSR (submitted in 2022), recipients must also report Ryan White-related funding.  For more details, refer to [PCN 15-03](https://hab.hrsa.gov/sites/default/files/hab/Global/pcn_15-03_program_income.pdf) on Program Income and [PCN 16-02](https://hab.hrsa.gov/sites/default/files/hab/program-grants-management/ServiceCategoryPCN_16-02Final.pdf) on Eligible Use of Funds. |
| 13. | Is adding the CARES Act and EHE contracts a similar process to the RSR in the GCMS? | Yes, the process for adding CARES Act and EHE contracts is identical to the process for adding contracts for the RSR. |
| 14. | In the GCMS, for RWHAP-related funding, do recipients only need to specify the services funded using RWHAP-related funding or the related funding dollar amounts as well? | For RWHAP-related funding, recipients do not need to specify the funding amount, only the services for which the funding was used. Services funded by providers using program income should be reported in the Provider Report. For more information regarding monitoring and reporting program income and pharmaceutical rebates, refer to [PCN 15-03](https://hab.hrsa.gov/sites/default/files/hab/Global/pcn_15-03_program_income.pdf) on Program Income and [PCN 16-02](https://hab.hrsa.gov/sites/default/files/hab/program-grants-management/ServiceCategoryPCN_16-02Final.pdf) on Eligible Use of Funds |
| **Reporting Requirements** | | |
| 15. | How many Recipient Reports do we need to submit if we receive CARES Act and Part A funding? How many Provider Reports do our subrecipients need to submit? | Recipients must submit one Recipient Report for **each** grant received directly from HAB. If your agency received CARES Act funding directly from HAB, you would need to submit a Recipient Report for CARES Act Funding as well as a separate RSR Recipient Report for your Part A funding. Subrecipients/providers submit one Provider Report regardless of the number of RWHAP grants from which they receive funding |
| 16. | Are agencies that are only funded by MAI (Minority AIDS Initiative) required to submit an RSR? | No, Providers that are only funded by MAI will not have a provider report generated for them and won’t have to submit an RSR. |
| 17. | Is there a training for recipients on the steps involved in reviewing and approving their subrecipients’ Provider Reports? | Yes! Check out the Spring RSR webinar series! There are two webinars that may be useful: [Completing the 2020 RSR Provider Report](https://targethiv.org/calendar/completing-2020-rsr-provider-report) and [Reviewing Your Data at Upload: Tools within the RSR Web System](https://targethiv.org/calendar/reviewing-your-data-upload-tools-within-rsr-web-system-6). Check out [the full list](https://targethiv.org/dart/webinars) to see what else may be helpful. |