| # | **Questions** | **Answers** |
| --- | --- | --- |
| 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/dart/webinars). |
| Eligibility Requirements | | |
| 2. | What are the eligibility criteria for including clients in the RSR? | Recipients determine eligibility requirements for their funded services in conjunction with HAB. Providers should speak to their recipient for specific criteria for their funded services. |
| 3. | How do I exclude patients who do not meet eligibility criteria from my RSR? | Methods for excluding clients who do not meet eligibility requirements depend on the data management system used. Some data management systems ask users to indicate which clients are eligible by checking off a box in their client record. Other systems may look at other data elements within the system to check eligibility status. It’s good to understand how your data management pulls information.  If you use an RSR-Ready System, contact a representative to get a sense of how the data is pulled. A list of RSR-Ready System vendors and their contact information can be found [here](https://targethiv.org/library/rsr-ready-data-systems-vendor-information). |
| 4. | Do clients who receive services funded by RWHAP-related funding (pharmaceutical rebates or program income) need to be included in the RSR? | Reporting RWHAP-related funded services and is encouraged, but not required for the 2020 RSR. It will be required starting with the 2021 RSR to be submitted in March 2022. |
| 5. | Many clients receive services from multiple RWHAP-funded agencies. How does HAB combine these data? | A client might receive support services from one agency and medical care from another agency (for example). Each of these agencies would create and submit their own RSR. Using the client’s eUCI (encrypted Unique Client Identifier), HAB would merge these records to see a comprehensive record of RWHAP services that client received. A client does not need to have all services in the same RSR. |
| Recipient & Provider Responsibilities | | |
| 6. | How many Recipient Reports and Provider Reports do we need to submit if we receive CARES Act and RWHAP Part C funding? | Recipients must submit one Recipient Report for **each** grant received directly from HAB, and CARES Act funding is considered RWHAP funding for the purposes of RSR reporting. 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 RWHAP Part C funding.  Subrecipients/providers submit only one comprehensive client-level data file as part of the Provider Report regardless of the number of RWHAP grants from which they receive funding. |
| 7. | Do providers need to explain all missing data in the RSR? | When submitting the RSR, providers will receive a warning message in the Validation Report for missing data. Providers can then either resolve the missing data issues and re-upload their file or submit a comment explaining their reasons for the missing data. Providers do not need to submit a comment for each client. |
| 8. | What does it mean that “all RSR Recipient Reports must be in ‘Certified’ status” by February 1, 2021? | Each Provider Report’s funded services are pulled from their recipient’s finalized Recipient Report. Recipients must submit and ‘Certify’ their reports by February 1st to give their providers sufficient time to complete and submit their reports. After a Recipient Report has been completed, validated, and checked for any alerts, a button that says “Certify” will appear that recipients can click to indicate that they have completed their portion of the RSR and their providers can begin their submissions. After February 1st, recipients cannot make any changes to their Recipient Reports in the RSR web system and must contact [Ryan White Data Support](mailto:ryanwhitedatasupport@wrma.com) to make changes on their behalf. |
| 9. | Who at the provider agency completes the RSR? | It depends. Some providers may have staff whose primary responsibilities include submitting reports. Others may have small and versatile staffing where everyone contributes to RSR submission.  For a collection of resources catered to beginners, experienced RSR submitters, and even IT staff, check out the [RSR Training Materials](https://targethiv.org/library/rsr-training-materials) and the [Provider Roles and Responsibilities](https://targethiv.org/library/rsr-provider-roles-and-responsibilities) document. |
| 10. | Where are the Recipient Reports for the RSR and CDR located? | Recipient Reports can be found in the Grantee Contract Management System (GCMS). A link to open the reports for each grant received can be found in the “Submissions All” page in the “Performance Report” section. Check out the archived webinar “[How to Complete the RSR Recipient Report Using the GCMS](https://targethiv.org/library/how-complete-rsr-recipient-report-using-gcms-0)” for step-by-step instructions on how to complete the report. |
| CAREWare | | |
| 11. | What tools are available in CAREWare to help with reporting CARES Act funded services? | For the purposes of the RSR, CARES Act funding is considered RWHAP funding. All RWHAP services funded with CARES Act dollars should be included in the RSR. Be sure that you have the CARES Act funding contract set up in CAREWare to have this data folded into your RSR.  For the COVID-19 Data Report (CDR), CAREWare includes specific custom reports and features that can assist with filling out the report.  [Contact the CAREWare Help Desk](mailto:cwhelp@jprog.com) for more information on specific features that may meet your reporting needs. |
| 12. | The latest CAREWare build (Build 102) has a bug that does not allow for services rendered in 2021 to be registered. Will there be another build or update? | On the “Error entering 2021 services” discussion on the [CAREWare listserv](https://list.nih.gov/cgi-bin/wa.exe?A0=CAREWARE), fellow CAREWare users shared SQL code and instructions that providers can use to resolve the bug in CAREWare Build 102. [Sign up for the CAREWare listserv](https://list.nih.gov/cgi-bin/wa.exe?SUBED1=CAREWARE&A=1) to stay up to date on the announcement of any updated CAREWare builds. [Contact the CAREWare Help Desk](mailto:cwhelp@jprog.com) for any questions you may have. |
| 13. | I am having trouble navigating CAREWare to create the appropriate report for RSR submission. Who should I reach out to for help? | For all things CAREWare, contact the [CAREWare Help Desk](https://targethiv.org/library/careware). |
| 14. | I have a patient who lives outside of my service area. Is CAREWare set up to exclude this client from my client-level data file? | If a client entered in CAREWare is marked as RWHAP-eligible and received services under which you are funded by RWHAP, then CAREWare would include these clients in the client-level data file. Contact the [CAREWare Help Desk](https://www.jprog.com/wiki/How-to-contact-the-CAREWare-Help-Desk-what-should-be-noted.ashx) for more information on how to make sure the correct clients are included in your CAREWare file. |