**Completing the 2020 RSR Provider Report - Written Q & A Summary**

**February 3, 2021**

| # | 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. |
| 2. | What is the difference between a recipient and a provider and their reporting requirements? | Recipients are organizations that receive funding directly from HRSA HAB and are responsible for submitting one Recipient Report for **each** grant received.<br><br>Providers are organizations that receive funding from a HRSA HAB recipient. Providers are responsible for submitting **one** Provider Report that reflects all their RWHAP funding streams, including CARES Act and EHE funding.<br><br>For a more comprehensive overview of recipients, providers, and their reporting requirements, review the "RSR: The Basics" webinar. |
| **Reporting Requirements - Recipients** | | |
| 3. | My agency historically has only ever received RWHAP Part funding directly from HRSA. In 2020, we received CARES Act funding directly from HRSA as well. How many Recipient Reports does my agency need to submit? | Recipients must submit one Recipient Report for **each** grant received directly from HRSA HAB.<br><br>For example, if your agency receives RWHAP Part C funds and a Part C CARES Act funds, you will need to submit two RSR Recipient Reports, one for each grant. |
| 4. | My agency received Part C funding from HAB and Part B funding from the state. Which contracts do we report in the Recipient Report? | You will need to report contracts for your Part C grant because your agency is the direct recipient for that funding. In your case, the state will enter the Part B contracts for your agency and those will show up in their Recipient Report.<br><br>The above also applies to CARES Act funding. If your agency directly received Part C CARES Act funding and received Part B CARES Act funding from the state, you will include the Part C CARES Act contract(s) in your RSR Recipient Report and report on all funded services, whether Part B or C CARES Act, in the Provider Report. |

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| 5. | How do I know when I have completed the RSR submission process? | The last step for recipients is to "Accept" and confirm all Provider Reports have advanced to a "Submitted" status for each grant they receive.<br><br>For recipients that receive multiple RWHAP grants, you must accept your Provider Report through each funding source. For example, recipients that receive both Part C and Part D funding will need to "Accept" their Provider Report through both Part C and Part D grants. |
| 6. | Is there a training for recipients on submitting the RSR Recipient Report? It was due on February 1st, but my agency has not submitted ours yet. | Please review the webinar "How to Complete the RSR Recipient Report Using the GCMS". If you have not completed your RSR Recipient Report yet, please complete it as soon as possible. Providers cannot submit their RSR Provider Report until the Recipient Report is complete. For assistance, email the Ryan White Data Support team or call 888-640-9356. |
| 7. | Where can I learn more about the recipient's role in working with providers on the RSR and approving their reports? | For a timeline and list of key activities and steps that recipients need to take to prepare to submit the RSR, check out the RSR Recipient Roles and Responsibilities document on TargetHIV. |
| 8. | One of my subrecipients received additional RWHAP funding from another agency. Will the system recognize their Provider Report as "ours" even though it includes services that our agency did not fund? | Yes. If you include a provider's information in your Recipient Report, their Provider Report will be tied to your agency. |
| 9. | Does the Provider Report separate data by Part? | The Provider Report does not separate client-level data by program Part. The Program Information section of the Provider Report outlines each funding source the provider received as well as the services the provider was funded to provide with that funding. |
| 10. | One of our subrecipients closed during the reporting period. Can we mark this subrecipient as "exempt" from submitting a Provider Report? | Recipients can exempt a provider from submitting the Provider Report, based on certain exemption criteria. If a provider is exempted from reporting, the recipient is responsible for submitting the data on behalf of the provider. For more information, please refer to pg. 5 of the RSR Instruction Manual for a full list of exemption criteria and reporting guidelines. |
| 11. | One of our subrecipients subcontracts all client services to other providers. Who should be submitting the RSR Provider Report? | Either. The subrecipient can report the data in their own report. Recipients can also set up a "second level provider" contract for the |

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| | | subcontracted agency to submit their own RSR. |
| 12. | For EHE recipients that have not contracted with any sub-recipients or provided services in 2020, is there a way to indicate that in the EHBs? | For EHE recipients who have not contracted with any sub-recipients or provided services in 2020, they will need to create a contract for their own agency in the GCMS. The contract should be marked as "administrative or technical support" under question #8 on the contract details page. Although no direct client services were provided with the EHE funding in 2020, you will still be required to submit a provider report for the administrative or technical support marked within the contract. In this instance, the system will not require a client-level data file. |
| **Reporting Requirements – Recipient-Providers/Providers** | | |
| 13. | My agency receives funding from multiple recipients. How many Provider Reports do I need to submit? | Providers submit **one** Provider Report regardless of the number of recipients from whom they receive funding to provide services. If your agency is funded by multiple RWHAP recipients, all recipients must review and accept the Provider Report for it to advance to "Submitted" status.<br><br>Please note that CARES Act funding is treated as RWHAP funding in the 2020 RSR, so the reporting expectations are the same as for other RWHAP Part A-D grants.<br><br>Review the RSR Instruction Manual for more information on the reporting requirements for the RSR. |
| 14. | In the General Information section, who should be included in "Organization Contacts"? | The Organization Contacts section should include an entry for each staff member from your agency who is affiliated with your RSR submission. |
| 15. | This year, our agency received funding from multiple recipients, each funding different sets of services. Which services should be reported in the Provider Report? | Providers should report all services funded with RHWAP and/or RWHAP-related funding in their Provider Report, regardless of the number of funding streams. Providers can check the Service Information section in the Provider Report to see all services the provider was funded to provide.<br><br>For a detailed walkthrough with examples of which services and clients a provider should report, review the "Prepping for RSR Submission: Key Steps for High Quality Data" webinar. |

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| 16. | For the 2020 RSR, do providers need to report services funded by program income? | Reporting services funded by program income is encouraged, but not required for the 2020 RSR. It will be required along with reporting services funded by pharmaceutical rebates when eligible services reporting is fully enforced for the 2021 RSR, due in March 2022.<br><br>For more details, refer to PCN 15-03 on program income, PCN 15-04 on pharmaceutical rebates and PCN 16-02 on Eligible Use of Funds. |
| 17. | Do providers need to report services even when the services received were not funded by the RWHAP? | No, providers should report only services for which they received RWHAP or RWHAP-related funding. Please note that for the purposes of the RSR, CARES Act and EHE funding are considered RWHAP funding.<br><br>For a detailed walkthrough with examples of which services and clients a provider should report, review the "Prepping for RSR Submission: Key Steps for High Quality Data" webinar. |
| 18. | Are providers expected to report on services they were funded for but did not provide? | In the "Service Information" section of the RSR Provider Report, you will need to check off each service that you are funded for and by which source. You will also need to check off whether each service that you were funded for was delivered. If you check off a service as delivered, you will need to include client-level data indicating that clients received that service. |
| 19. | Which clients should be included in the client-level data file? | If the client 1) received at least one service during the reporting period that your organization was funded to provide with RWHAP and/or RWHAP-related funding (regardless of payor) and 2) the client is eligible to receive RWHAP and/or RWHAP-related funded services, then they should be reported on the RSR.<br><br>For a detailed walkthrough with examples of which clients a provider should report, review the "Prepping for RSR Submission: Key Steps for High Quality Data" webinar. |
| 20. | We have a client to whom we provided services in 2019 but did not see in 2020. What should we do about this client's missing service data? | Clients who did not receive a service in the reporting year (2020) should not be included in the RSR. |

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| 21. | What happens if the number of clients reported in the "Clients by Zip Code" section does not match the number of clients in the client-level data file? | These numbers should match to the best of your ability. You will receive an alert in the Validation Report if these numbers do not match, but the alert will not impact your ability to submit the report. |
| 22. | Is the zip code template file only accessible from the EHBs once I start the report? | Yes, the Clients by ZIP Code template can only be downloaded from the Provider Report in the EHBs. You can also contact the DISQ Team or Ryan White Data Support to request a copy of the template. |
| **New Data Elements** | | |
| 23. | When an established patient who was not RWHAP eligible becomes eligible, should we answer the question "Is the client new to the service provider?" as "Yes" or No"? | Patients who were receiving services from the service provider prior to becoming RWHAP eligible would not be considered new to the service provider because these patients have already been established with the service provider. Patients are only considered new to the service provider if those patients have never visited the service provider for healthcare services regardless of payor. |
| **Reporting CARES Act in the RSR** | | |
| 24. | What is the services category for CARES Act reporting? | If you receive CARES Act funding, the service categories that you report in the RSR will depend on what services you were funded to provide. The "Service Information" section of the Provider Report will be populated with the services which you are funded to provide with each funding source. If you have any questions about your funded services, reach out to your recipient. Service categories used for CARES Act reporting are the same categories used for other RWHAP funding parts; they are all outlined in PCN 16-02. |
| **RSR Web System Navigation** | | |
| 25. | How can recipient-providers access the Provider Report? | Recipient-providers will enter their reports through the Electronic Handbooks (or EHBs).<br><br>Contact the EHBs Customer Support Center for any issues accessing your account by filling out a request form or call the support center at 877-294-4772. |
| 26. | I am a provider that had an account in the previous system but did not receive an email with instructions for logging into the EHBs site. Who do I contact to address this issue? | Contact the EHBs Customer Support Center by filling out a request form or call the support center at 877-294-4772. |

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| 27. | I am submitting Provider Reports for multiple providers. How do I make sure I have access to each of the reports I need? | Check out the RSR In Focus document "How to Access the RSR Provider Report through the Electronic Handbooks (EHBs)".<br><br>For assistance in the EHBs, contact the EHBs Customer Support Center at 877-464-2772 or complete their request form. |
| 28. | How do I get a registration code? | Contact your recipient or contact Ryan White Data Support (via email or call 888-640-9356) for your registration code. |
| **CAREWare** | | |
| 29. | Does the Provider Report interface with CAREWare? | The Provider Report does not interface with CAREWare. CAREWare is an RSR-Ready System, meaning it can create the required client-level data XML file for RSR submission.<br><br>Refer to the CAREWare crosswalk that specifies where data must be entered in CAREWare to populate the RSR. Reach out to the CAREWare Helpdesk with any questions you have. |
| 30. | Can providers pull the ZIP code data from CAREWare? | CAREWare can generate the ZIP code data you need to complete the Provider Report. Reach out to the CAREWare Helpdesk with any questions you have. |
| 31. | How do we obtain training to use PDI with CAREWare 6.0? | Contact the CAREWare Helpdesk for questions on how to utilize the RSR CAREWare PDI. |
| 32. | Where do I put in the two new data elements? Is that in CAREWare or after we upload? | The two new data elements, New Client and Received Service Previous Year, are reported in the RSR client-level data XML file which you will create in CAREWare. The CAREWare crosswalk will show you where each data element must be entered into CAREWare. |
| 33. | I had CAREWare patients that were seen but never got labs. Do I still send their info? | Yes, you should report all eligible clients who received a RWHAP service even if they did not receive a lab. If you receive a warning validation message for missing lab data, please enter a warning comment explaining why the data are missing. |