RSR

RSR Town Hall

Ryan White HIV/AIDS Program Services Report (RSR)

HIV/AIDS Bureau

May 19, 2021

Welcome to today's Webinar. Thank you so much for joining us today!

My name is Ellie Coombs. I'm a member of the DISQ Team, one of several groups engaged by HAB to provide training and technical assistance to recipients and providers for the Ryan White HIV/AIDS Program Services Report or RSR.

Today's Webinar is presented by Melissa Melendez from RWHAP Data Support, the experts on RWHAP reporting requirements, and myself representing the DISQ team's work with client-level data. Melissa will provide feedback for Ryan White HIV/AIDS (RWHAP) recipients on the challenges, and issues, experienced during the RSR submission process.

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 Audrey is going to chat out the link to a document right now that includes the locations of all the resources mentioned in today's webinar.

At any time during the presentation, you'll be able to send us questions using the "Question" function on your settings on the bottom of the screen. You'll also be able to ask questions directly "live" at the end of the presentation. You can do so by clicking the "raise hand" button (on your settings) and my colleague Ruchi will conference you in.

Now before we start, I'm going to answer one of the most commonly asked questions about the slides. The recording of today's webinar will be available on the TargetHIV website within one week of the webinar; the slides and written question and answer are usually available within two weeks.

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 $4,000,000.00.	Ryan White HIV/AIDS Program Data Support is comprised of WRMA and CSR and is supported by HRSA of HHS as part of a contract totaling $5,092,875.59.

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 Melissa.

Overview

2020 RSR Submission Statistics

RSR System and Reporting Challenges

RSR Data Submission Challenges

Next Steps and TA Resources

Thanks Ellie and everyone for joining today's webinar.

Today we will go over the 2020 RSR Submission. We'll begin with a look at the 2020 RSR Submission Statistics. Furthermore, I'll discuss the RSR System and Reporting submission challenges that occurred during this year's submission. Ellie will go over RSR data submission challenges. And finally, we'll end the presentation by reviewing next steps and technical resources available to assist you.

2020 RSR Submission Statistics

	2019 RSR Deadline April 30, 2020	2020 RSR Deadline March 29, 2021
Percentage of Recipient Reports Submitted by the RSR Deadline	97.5%	94.8%
Percentage of Provider Reports Submitted by the RSR Deadline	99.4%	97.7%

Let's begin today's presentation by taking a look at the 2020 RSR Submission statistics. 94.8 % of Recipient Reports were in "submitted" status by the RSR deadline of March 29th, which is a small decline than the number of Recipient Reports submitted by last year's deadline with about 97.5% of Recipient Reports in submitted status. Furthermore, there was a small drop in the number of providers that submitted by this year's deadline, with 97.7% of reports in submitted status by the March 29th deadline compared to last year's April 30th deadline that was pushed back due to the COVID-19 pandemic where 99.4% were in submitted status by the deadline. This year's decrease in Recipient Reports and Provider Reports in "submitted" status were most likely associated with the new CARES Act funding. Specifically, there were several CARES Act Recipient Reports that were not certified by the Recipient Report deadline and a bit of providers that had to un-submit their Provider Reports due to an issue related to the CARES Act Recipient Report which I will go over later in the presentation.

We are always working towards a 100 percent on-time submission rate. Therefore, it's encouraging to see a great number of Recipients and Providers submitting by the deadline. Congratulations to everyone on another successful submission, and continue the great work!
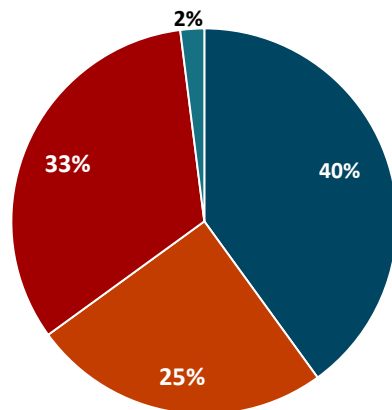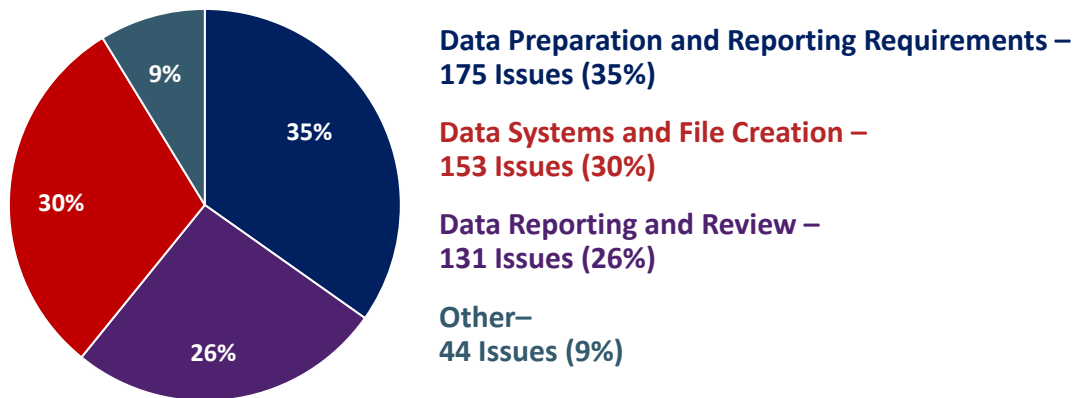
I wanted to take a quick moment to go over the technical assistance cases Ryan White Data Support received from recipients and providers during this year's RSR Submission. From December 2020 to March 2021, Ryan White Data Support received about 2088 calls and emails that is represented on the graphic on the slide related to report preparation, the web system such as accessing the GCMS, recipient report, and provider report, report submission, General TA, materials request, and data verification.

DISQ RSR TA Cases

**Data Preparation and Reporting Requirements –
175 Issues (35%)**

**Data Systems and File Creation –
153 Issues (30%)**

**Data Reporting and Review –
131 Issues (26%)**

**Other–
44 Issues (9%)**

Total TA Cases = 470

35%
30%
26%
9%

DISQ
Data Integration, Systems & Quality
TECHNICAL ASSISTANCE

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From December 2020 to March 2021, our colleagues on the DISQ Team received 470 TA requests related to issues such as RSR file preparation, data systems, and data review, including how to check data completeness and accuracy in the RSR Web System.

2020 Changes Review

New Funding Sources

- Ending the HIV Epidemic (EHE) Funding
- CARES Act Funding

New Client-level Data Elements

- New Client
- Received Services Previous Year

New Service Category

- EHE Initiative Services

Before I review the 2020 RSR System and Reporting submission challenges, I wanted to take a quick moment to recap the 2020 RSR changes. Beginning with the first change of adding two new funding sources. For this year's submission, recipients and subrecipients who received Ending the HIV Epidemic (EHE) and/or CARES Act funding to provide core medical or support services to Ryan white eligible clients were required to report them in this year's RSR. Recipients who received either of these funding sources, needed to certify a separate Recipient Report.

The next change were the two additional data elements that were added to this year's RSR client-level data to specify if the client was new in 2020. If the client wasn't new and received outpatient ambulatory health services or case management services (such as medical or non-medical case management) it was expected to indicate if the client received a service in the previous year. Lastly, the third change to this year's RSR was the new service category for EHE Initiative Services. This service category could be used for services provided with EHE funding that were outside of the allowable Ryan White Funded services under the Policy Clarification Notice (PCN) 16-02.

RSR System and Reporting Challenges

Now let's go over RSR System and Reporting Submission challenges that were encountered during the reporting period. We will first take a look at system challenges experienced by users in the HRSA Electronic Handbooks, then we will go over reporting & timeline challenges noticed in the Recipient Report and Provider Report, and lastly data submission challenges that Ellie will go over.

HAB RSR Web Application Migration

- The HAB RSR Web Application migrated to the HRSA Electronic Handbooks (EHBs)
  - Some providers did not receive an email
- Providers only (not RWHAP-funded recipients) will use the **Service Provider** login link

Service Provider

Use this link if you are a HAB provider and you need to access the HRSA Electronic Handbooks (EHBs).
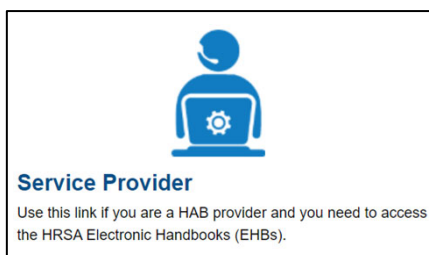
Starting with one system challenge that was encountered by some providers. This past fall, the HAB RSR Web Application migrated to the HRSA Electronic Handbooks (EHBs). The majority of the providers received an email notifying them that their user account successfully migrated to the HRSA EHBs. The email prompted them to create a new password once logging in to the HRSA EHBs. One issue that Ryan White Data Support noticed was that some providers did not receive an email regarding the migration or did not have access to the email associated with their old account. These providers attempted to use the HAB RSR Web Application and would encounter errors while attempting to login. Majority of these providers needed to reach out to the EHBs Customer Support Center for assistance with logging in. Also, there were providers that mistakenly created an account using the Applicant/Grantee account login link as opposed to the service provider login link. As a reminder, providers only that don't receive funding directly from HRSA HAB and aren't Ryan White grant recipients should only use the Service Provider Link to login. Ryan White grant recipients are the only users that should use the Applicant/Grantee login link. Feel free to always reach out to the EHBs Customer Support Center or Ryan White Data Support for clarification between the two-login links.

Provider Contracts

- Some recipients added contracts in the GCMS using an incorrect registration code
- When adding contracts, make sure to review the provider's:
  - Registration Code
  - Organization Name
  - Mailing Address

Select Contractor | Your session will expire in: **29:40**

Grant Number: H12HA12345 Organizaton Name: Takoma Department of Health

Reg Code: 24680   Organization Name: _____   City: _____   State: [v]   [Search] [Clear Search]

	Registration Code	Organization	City	State	Phone	EIN	Action
-	24680	Silver Medical Center	Park City	XX	123-456-7890	9876543101	Add

Mailing Address: 246 Central Perk Ave, Park City, XX 00000
Number of Service Delivery Sites: 2
Provider Type: Provider
Ownership Type:
Faith-based Organization: No
Minority Provider:
Receives Section 330 Funding: No
**Part of a real time electronic data network:** No

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Ryan White Data Support had a small group of encounters with recipients that noticed during the RSR submission that a contract was created for a subrecipient using an incorrect registration code. As a reminder, when adding contracts in the GCMS, make sure to review the provider's information that is associated with the registration code, including their organization name and mailing address, to prevent any issues during the RSR submission. We always recommend recipients to review the contracts in the GCMS and make any updates if needed before the RSR submission. A great way for recipients to confirm that they are using the correct registration code before adding any contracts is by taking a look at the registration code that was used for previous contracts listed in the GCMS for the subrecipient. Also, if a recipient wants confirmation that they are using the correct registration code, they can always reach out to Ryan White Data Support and we can confirm the provider's information as well as assist Recipients with creating the contract in the GCMS.

Recipient Report Overview

- Recipient Report consists of two sections:
  1. General Information
  2. Program Information
- The providers and RWHAP-funded services listed in the Program Information section prepopulate from the contracts created in the GCMS

Recipient Report
1. General Information
2. Program Information
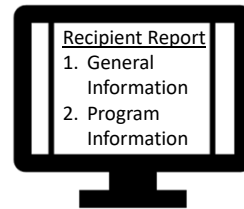
Let's take a look at one reporting challenge encountered while submitting the RSR Recipient Report, specifically Ryan White Data Support noticed that there was a bit of misunderstanding regarding what is included in the RSR Recipient Report. Therefore, I would like to provide an overview of the RSR Recipient Report to provide some clarity. The RSR Recipient Report consists of two sections-the General and Program Information sections. The general information consists of the official mailing address, organization identifications such as the EIN and DUNS number, and the contact information of the person responsible for the submission. The second section of the Recipient Report is the program information that includes the Ryan White (RWHAP) funded providers, which prepopulates from the contracts created in the GCMS. Most recipients add their contracts in the GCMS for the Program Terms Report/Allocations Report submission; therefore, Data Support recommends reviewing the contracts before the RSR submission to make any updates if needed.

CARES Act Recipient Reports

- Recipients that received CARES Act Funding were required to certify a CARES Act Recipient Report
  - Some recipients did not have access

- Recipients unable to start their CARES Act Recipient Report
  - Provider Reports in "Review" or "Submitted" status
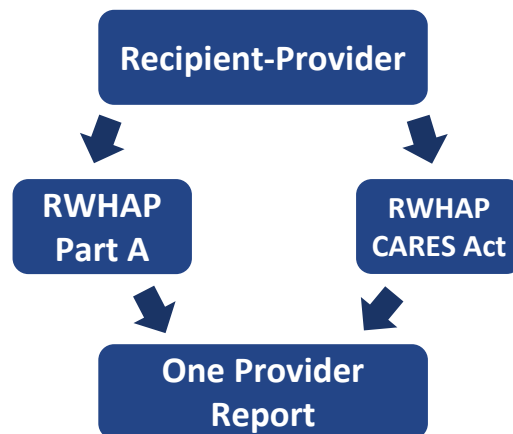 - Un-submit requests were required to move Provider Reports back to "Working" status

Let's move onto a second reporting and timeline challenge encountered with reporting requirements specifically for CARES Act funding. While doing outreach during this year's submission, Ryan White Data Support noticed that many recipients were unaware that they needed to certify a separate Recipient Report for CARES Act funding. For a bit of time, the CARES Act Recipient Reports were unavailable to recipients in the HRSA EHBs, which led to recipients being unaware of the submission. Also, we noticed that many recipients did not have access to the CARES Act Recipient Report or had issues locating it in the HRSA EHBs. This prevented the recipients from certifying the Recipient Report by the deadline. Many recipients needed to contact the EHBs Customer Support Center to get access to their CARES Act Recipient Report.

Another issue that a few CARES Act Recipients ran into after the RSR Recipient Report deadline is that they were unable to begin their CARES Act Recipient Report because Provider Reports were in either "review" or "submitted" status. To resolve this issue, Data Support needed to approve un-submit requests, so Provider Reports could go back to "working status" to allow Recipients to begin their CARES Act Recipient Reports. Once the un-submit requests were approved, the recipients had to contact the providers to re-submit the Provider Reports. We recommend that Recipients make sure to certify Recipient Reports for every funding source by the deadline to prevent any issues during the RSR Submission.

Provider Report

- Multiply-funded providers will submit **one** Provider Report that includes all funding sources

```
                    ┌─────────────────────┐
                    │ Recipient-Provider  │
                    └─────────────────────┘
                       ↙               ↘
          ┌──────────────┐       ┌──────────────┐
          │    RWHAP      │       │    RWHAP      │
          │   Part A      │       │  CARES Act   │
          └──────────────┘       └──────────────┘
                    ↘               ↙
                    ┌─────────────────────┐
                    │    One Provider     │
                    │      Report         │
                    └─────────────────────┘
```

Continuing on with a third reporting challenge that was noticed within the RSR Provider Report. We noticed a bit of uncertainty regarding how many Provider Reports were expected to be submitted. As a reminder, providers will submit only one provider Report that includes data for all funding sources. Recipient-providers can access the Provider Report via the different grants listed in the HRSA EHBs. Still, as a reminder it is the same provider report, just accessing it via the different funding sources. In comparison to the Recipient Report, a recipient-provider who received both RWHAP Part A funding and CARES Act funding would certify two recipient reports but would submit only one Provider Report that includes all funding sources.

DUNS Number

- Validation message for missing DUNS number in Provider Report

NAVIGATION

Inbox
- Recipient Report
- Provider Report
- Check your XML

Provider Report

Navigation
- General Information
- Program Information
- Service Information
- HC&T Information
- Clients by ZIP Code
- Import Client-level Data

RSR Provider Report

Your session will expire in: 28:08

▼ Silver Medical Center

Report ID: 11111
Report Period: 2020 Annual
Access Mode: ReadWrite

Status: Working
Last Modified Date: 2/15/2021 1:44:53 PM
Client Count (unique combination of provider and eUCI):

Due Date: 3/29/2021 6:00:00 PM
Last Modified By: Eseinfeld@smc.org
Locked By: None

General Information

Organization Details Update

EIN: 9876543101
DUNS: 87-653210
Mailing Address: 246 Central Perk Ave,
                    Park City, XX 00000

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A fourth reporting challenge that was encountered by multiple providers is that they received a validation message if they did not have the DUNS Number listed in the Provider Report. This validation message was added during the 2019 RSR. We noticed that many providers had difficulties locating where to input this information in the Provider Report. Providers can input the DUNS number in the General Information Section of the Provider Report in the organization details. Providers will need to click on the blue update link to add the DUNs number and make sure to click save. Once the providers have added the DUNs number, they would need to re-validate their Provider Reports, and the validation message would disappear.

Clients by ZIP Code Section

- Providers received an error message when uploading their ZIP code CSV file with more than 490 clients
- Providers were advised to manually input the rest of ZIP codes

Clients by ZIP Code

Note: Any changes made to this page must be saved before proceeding to the next page.

Enter by hand on screen, or upload a file (see Clients by ZIP Code template file) that contains two fields: the the number of clients residing in that ZIP Code who received services that were funded using RWHAP fundi CARES Act and RWHAP-related (Program Income and Pharmaceutical Rebates) funding. For the small num residence is not known or for whom a proxy is not available, residence should be reported as "99999." You c any issues with the previous submission; the values will be over-written. You can also edit the values on scr

File to Upload: The file you uploaded is larger than 490 records. Please upload a file with lesser number of records.

Choose File | No file chosen

[Upload File] [Cancel]

ZIP Code	Count of Clients

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Moving onto the clients by zip code section of the RSR Provider Report. Just like the 2019 RSR Submission, a few providers received an error message when attempting to upload a clients by zip code file that had more than 490 zip codes. The providers who ran into this issue were advised to upload the file with the 490 zip codes and manually input the rest of the zip codes into the section to complete the clients ZIP code section successfully.

Uploading Client-level Data

- Providers should make sure to upload the XML file in the Import Client-level Data section to prevent validation messages

An additional reporting challenge that we noticed during the RSR submission, is that a few providers would upload their client-level data in the Check your XML feature and would forget to upload their client-level data in the Import Client-Level Data Section of the Provider Report. The Check Your XML Feature is a great tool to check if your client-level data is compliant with system schema and to run a validation and use the upload completeness report to check data quality. It is important to note though that the Check your XML feature is not tied to the Provider Report. Therefore, all providers that use the Check your XML feature will need to make sure to also upload the client-level data in the Import client-level data section to ensure they are completing all required sections of the Provider Report.

Provider Report Status

- Provider Reports staying in "Review" status:
    - All funding sources haven't accepted the Provider Report
    - System issue that prevented Recipients from accepting Provider Reports
- Once Provider Reports have been accepted by all funding sources they will move into "Submitted" status

Review

And finally, one last reporting and system challenge that we noticed during the RSR submission was that many Provider Reports were staying in "review" status versus advancing to "submitted" status. Specifically, we noticed that Recipients were not accepting the Provider Reports via all funding sources. For instance, a Part C and CARES Act grant recipient-provider would accept the Provider Report via the Part C grant only which would move the Part C Recipient Report into "submitted" status. Meanwhile the Provider Report and CARES Act Recipient Report would stay in "review" status. To move the Provider Report and CARES Act Recipient Report to "submitted" status, the recipient-provider will need to also accept it via the CARES Act grant. As a reminder, all recipients must accept the Provider Reports via all funding sources to ensure the Provider Reports move into "submitted" status by the RSR Provider Report deadline.

Another issue that a couple of recipients encountered during this RSR submission was that there was a system issue that prevented recipients from accepting RSR provider Reports. Specifically, after the Return for Changes deadline, recipients that clicked the "Submit/Accept" link were unable to accept RSR Provider Reports. Ryan White Data support needed to escalate a ticket to allow recipients to accept RSR Provider Reports. One way for recipient-providers to know that the RSR submission has been completed is when both the RSR Recipient Report and Provider Report move into "submitted' status. Of course, recipients and providers can always reach out to Ryan White Data Support for confirmation regarding their RSR submission.

Client-Level Data Submission Challenges

Now I would like to pass the presentation to Ellie to go over the Client-level data Submission challenges.

Thanks, Melissa.

There were several changes to the 2020 RSR, including new data elements and the additional EHE service category. As a result, the RSR data dictionary was updated and a new version of the schema was released.

What you're seeing on this screen is a schema error for a file that was created using an outdated version. This file could not be uploaded.

When there are updates to the RSR schema…

- Vendors need to update their systems
- Providers need to install the latest version

When there are updates to the RSR schema…

Vendors need to update their systems. A couple of vendors did this pretty late, which caused problems. In fact, some providers had to manually edit the schema number on the XML file to submit their data.

Providers also need to install the latest version. Every year, we get multiple TA requests about these errors, which can be avoided by a simple update.

Merge Rules for New Data Elements

- In the Upload Completeness Report and validation report, blank data for "new client" and "received service previous year" could overwrite a known value
- This does not impact the base data
- The merge rules in the system will be updated

Many providers upload multiple files and HAB merges client data based on the eUCI, or the encrypted unique client identifier. Some data are appended and some data are overwritten. For example, if one file reports the client as Hispanic and the other file reports the client as non-Hispanic. The non-Hispanic is overwritten.

For the two new data elements, is the client new, and if not, did the client receive services in the previous year, whatever data was in the latest file, even if it was missing, overwrote the data in the first file uploaded. This meant that some providers got validations and data appeared to be missing in the Upload Completeness Report.

However, this did not impact the base data that HAB will use for analysis.

The merge rules will be updated for next year.

New Funding Sources in the RSR: CARES Act and EHE

- Report clients and services made available to people with HIV through these additional funds
- Some providers tracked these services outside of their RWHAP data system
- DISQ assisted users in creating supplementary files in TRAX

Another change to the RSR was the inclusion of services made available through the CARES Act and ending the HIV Epidemic (EHE) funds. Providers had to include in their XML files services provided to people with HIV through these additional funds.

Some providers track these services, such as groceries, outside of their RWHAP data management system. In these cases, we helped providers create a supplementary file with just these services in TRAX – a relatively straightforward process.

EHE Reporting

- Some recipients/providers funded through EHE were confused about when to use the EHE service category:
    1. If the service delivered aligns with a description in PCN 16-02, report as the RWHAP service category
    2. If the service delivered is not allowable under PCN 16-02, report as EHE services

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We also got questions on the new EHE service category, so I'll quickly go over the requirement again.

1. If the service delivered aligns with a description in PCN 16-02, report as the RWHAP service category, even if EHE funds made that service available.

2. If the service delivered is not allowable under PCN 16-02, report as EHE services

Reminders & TA Resources

Now let's discuss reminders & TA Resources.

Eligible Services Reporting

- Eligible Services Reporting is required for the 2021 RSR (submitted in March 2022)
- Agencies will report client-level data for services funded through RWHAP and RWHAP-related (program income or pharmaceutical rebates)
  - [RSR in Focus](#)
  - [Understanding Eligible Services Reporting for RWHAP Grant Recipients](#)

I would like to take a moment to remind everyone regarding the Eligible Services Reporting that will be required for the 2021 RSR. In 2019, Recipients and providers were able to start reporting services funded by RHWAP-related funding (program income and/or pharmaceutical rebates), but it was not officially required. For the 2021 RSR that will be submitted in March 2022, all recipients and providers will need to report client-level data on RWHAP eligible clients funded through RWHAP funding and RWHAP-related funding. For information regarding eligible services reporting, I recommend reviewing the RSR in focus document as well as the Understanding Eligible Services Reporting for RWHAP Grant Recipients webinar that was presented at the 2020 National Ryan White Conference that can be found on the TargetHIV website. Also, Audrey from the DISQ Team will chat out a link to a PDF file which you can use to access these two resources as well as other resources mentioned in today's webinar

TA Contact Information

TA Resource	Type of TA
Ryan White Data Support 888-640-9356 | RyanWhiteDataSupport@wrma.com	• RSR-related content and submission questions; • Interpretation of the RSR Instruction Manual and HAB's reporting requirements; • Instructions for completing the RSR Recipient and Provider Reports; and • Data validation questions.
The Data Integration, Systems, & Quality (DISQ) Team Data.TA@caiglobal.org Sign up for the DISQ listserv Submit a DISQ TA Request	• Data reporting requirements; • Extracting data from systems and reporting it using the required XML schema; • TRAX and the encrypted Unique Client Identifier (eUCI) Application; and • Data quality issues.
EHBs Customer Support Center 877-464-4772 | Submit an EHBs TA Request	• RSR software-related questions; • Electronic Handbooks (EHBs) navigation; • EHBs registration; • EHBs access and permissions; • Performance Report submission statuses. • RSR Web System navigation.
CAREWare Help Desk 877-294-3571 | cwhelp@jprog.com Join the CAREWare listserv	• How to generate the XML file from CAREWare correctly; • How to view a sample client summary file; and • Creating custom reports.

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Let's review technical assistance resources available to assist you during the RSR Submission.

The Ryan White Data Support team addresses RSR-related content, submission questions, interpretation of the RSR Instruction Manual and HAB's Reporting Requirements, instructions for completing the RSR Recipient and Provider Reports, and data validation questions.

The DISQ Team addresses questions for those needing assistance in extracting data from their systems and reporting those data using the required XML schema; they also offer TA on the TRAX Application, data reporting requirements, and data quality issues.

The EHBs Customer Support Center provides assistance with the EHBs, including registration, access and permissions, RSR software-related questions, and EHBs navigation.

For our CAREWare users, the CAREWare Help Desk will be your best resource. The CAREWare help desk can assist you with generating XML files from CAREWare correction and also help create custom reports. I would encourage all CAREWare users to sign up for the listserv.

If you are unsure of who to call, feel free to contact any one of the resources provided and they will be able to direct you to the appropriate place.

Connect with HRSA

**To learn more about our agency,
visit**
www.HRSA.gov

Sign up for the HRSA *eNews*

FOLLOW US:

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

I'd like to take a moment to thank everyone for joining us on today's presentation.