Reviewing Your Data at Upload: Tools in the RSR Web System - Written Q & A Summary

February 9, 2022

#	Questions	Answers
1.	Do we need a recipient report for each grant?	Yes, you need to submit a Recipient Report for each grant that you receive from HRSA HAB. For example, if you are both a Ryan White HIV/AIDS Program (RWHAP) Part C and Part D recipient, you would need to complete a separate report for each of those grants. You will only complete one RWHAP Provider Report, regardless of the number of funding sources.
2.	Is there a manual that takes you through the RSR submission process step by step?	The RSR Manual walks you through all the steps of submitting the report. It includes detailed information on all the different data elements and is a great place to start for any questions you may have. Please reach out to either the DISQ Team or RWHAP Data Support for assistance with any topic that is not covered in the manual. Additionally, our archived RSR webinars are great resources to walk you through this process.
3.	Who should be using the Upload Completeness Report (UCR)? Recipients or providers?	The UCR should be used by both providers and recipients. It is important that providers review the UCR before they submit their report for review, especially because they work most closely with the data. They should make sure that there are no major errors or discrepancies between the data and actual services provided. Recipients are responsible for reviewing the UCR before accepting the report to ensure that their providers are submitting accurate data.
4.	Is the RSR different from a DSR?	The Dental Services Report (DSR) is a separate report unrelated to the RSR. It is an aggregate data report that is submitted for the Dental Reimbursement Program and the Community Based Dental Partnership Program. Part F funded oral health providers complete the DSR but do not report these services on the RSR.
5.	What website should we use to upload our RSR data?	The RSR is submitted through the Electronic Handbooks (EHBs). There are two different links to access the EHBs. One for Recipients and Recipient-Providers and another one for Service Providers only. Contact RWHAP Data Support if you need assistance determining what kind of agency you are.

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6.	Can you create custom reports with CAREWare data sets?	CAREWare users can build custom reports. The CAREWare Help Desk can provide support on specific custom report questions. If there isn't already a custom report available from Jprog, the CAREWare Listserv community is also a great place to check. It is an active community where people post questions and resources about CAREWare. You may find another recipient provider that has already created the custom report you need or resources to support you in creating one.
7.	Who do we contact if we are getting warning messages and experiencing technical issues with the system when we try to validate our report?	If you are having issues with the EHBs, contact RWHAP Data Support or the EHB Customer Support Center and they will be able to escalate the issue to the system development team.
8.	Can you review how to see the detailed warning screen in the Validation Report?	Within the RSR Provider Report, you scroll down on the left-hand Navigation panel to "Provider Report Actions". Then you click on "Validate". This will bring up the Validation Results Screen. If you need to get into the individual warning comments, you click on the number hyperlinked in the "Comment Count" column. This hyperlink opens up the next window which shows the Warning Comments. If you are having any difficulty accessing these warning comments, please reach out to the DISQ Team.
9.	Does a provider get notified when a Recipient Report is completed so that they can start their Provider Report?	Providers do not get an automatic e-mail notifying them that the Recipient Report was completed by the February 7th due date. Even if the Recipient Report is not in certified status, all providers should now have access to the Provider Report. If you are unable to access it, contact your recipient to make sure that they have started their report. RWHAP Data Support can also assist you with obtaining the correct contact information for your recipient.
10.	For recipients who are responsible for reviewing and accepting provider reports, do they have to send the report back to the provider for changes if there are any warnings without comments?	For the provider to submit the RSR, there must be at least one comment on each of the warnings. As the recipient, it is your responsibility to review the warning comments to make sure that they are appropriate. You can return the report to your provider to make updates using the "Return for Changes" link in

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		the left-hand Navigation Panel within the report. You will be able to do this up until a week before the final deadline on March 28th. We encourage you to have providers submit their reports a little early so that you have plenty of time to review and return reports for changes if necessary.
11.	If we do not use CAREWare, can we simply import an excel file to complete the Provider Report?	The file you import needs to be a structured XML file, not an excel file. RSR-Ready Systems such as CAREWare and ARIES have a link to generate the XML file for you. The DISQ Team can help you get in contact with your RSR-Ready System vendor for assistance with functionality.
12.	Is there any new data needed on the RSR this year compared to the 2020 RSR?	There are no changes to the client-level data elements for the 2021 RSR. Please note that reporting for clients that received services that were funded by program income is now required on the RSR this year.
13.	Is there any possibly of having the Check Your XML Feature open all year to test the RSR data?	The Check Your XML Feature is available for you to check your data throughout the year. You can access it by going through an old RSR deliverable even after your RSR is submitted. Keep in mind that any changes to the data elements are not updated in the system until around November before the reporting year. Check out the RSR Check Your XML Feature webinar for an overview of how to use it.
14.	Are we reporting client-level data for those whose services are paid for with Ryan White funds only or should we also report on those whose services are paid with Rebate funds and any other Ryan White generated income?	The RSR is not funding specific, so it doesn't matter if a client's services are paid for by RWHAP or RWHAP-related funding. The inclusion criteria for the RSR is that a client is eligible to receive the service and that RWHAP or RWHAP-related funding (at least $1) was used to fund that service at the provider. You should be reporting all services that a client was eligible to receive regardless of what funding was used to pay for a particular service visit.
15.	Are there any changes to the RSR submission timeline due to the release of the new CAREWare RSR build today?	There are no anticipated changes to the RSR submission timeline, which you can access here. All RSRs still need to be submitted by Monday, March 28th. We encourage you to start working on your report as early as possible. Contact the CAREWare Help Desk if

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		you need help updating your CAREWare system prior to this deadline.
16.	Is there a RSR capability for the Athena EMR?	Athena is not currently an RSR-Ready System.
17.	For providers that use systems that are not RSR-Ready, how do you recommend we create our XML file?	The most common way to create your XML file is to use an application called TRAX. You can access the TRAX application and manual here. There is also the RSR Trax webinar on how to use TRAX. Reach out to the DISQ Team for further assistance with creating your XML file with TRAX.
18.	Is there a way to run a report to determine what data is missing in the RSR or does the missing data need to be corrected in CAREWare prior to uploading it into the RSR?	You have the option of running a validation report in CAREWare to determine if there is missing data. You can also create a file and upload it into the RSR and then do a detailed review of your UCR. The UCR will contain a summary table and breakdown of every single data element. If you realize you have some missing or inaccurate data after reviewing your UCR, you can go back to CAREWare (or whichever data system you use), fix it, and then upload a new file. You can make these changes and upload a new XML file as many times as you want before the final RSR submission deadline.
19.	Do we upload the completeness report from CAREWare into the RSR?	The file that you need to generate in CAREWare is the RSR Client-Level Data XML file. Uploading the validation or completeness report into the RSR will give you an error message.
20.	If you check validations from previous years, will it affect old RSR data in the system?	The old RSRs are archived, so checking your validations will not change any of the data. We encourage you to go into previous submissions, print a copy of the report to look through, and review previous UCRs to make sure that your data looks consistent across years.
21.	Is there a way to export the ARIES XML into a readable Excel file?	We encourage anyone who wants to review their data to take advantage of the reports in the RSR system. Additionally, many RSR-Ready Systems have built-in reports that is more user friendly than trying to create upload your XML file into Excel. If you still wish to upload your XML file into Excel, please contact the DISQ Team.
22.	There was a previous question about zip codes not uploading correctly. Has that been fixed?	Providers with a large number of zip codes received an error message previously when they tried to upload zip codes into Excel. This

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		has been resolved. Please reach out to the DISQ Team if you are experiencing issues uploading a file.