Completing the 2021 RSR Provider Report - Written Q & A Summary

February 2, 2022

#	Questions	Answers
1.	How do you access the RSR Provider Report?	Providers should use the HRSA EHBs access link for Providers. Recipients that are also providers should use the HRSA EHBs access link for Recipient-Providers. If you are still unsure which link to use, please reach out to RWHAP Data Support and they will be able to assist you.
2.	We are the recipient and work with our providers to complete the Provider Report. Some of our providers receive funding from multiple sources. Although the provider completes one report, is there anything we need to do in GCMS for recipients to set up contracts for another recipient?	Recipients are only responsible for entering their own contracts in the GCMS, they are not responsible for entering the contracts of other recipients. All recipients should ensure that their Recipient Report is certified by February 7th. Funded providers should ensure that they are ready to start their Provider Report on February 7th and make sure that all their data is collected prior to submitting it. All recipients will need to accept the provider's Provider Report before it can be officially submitted.
3.	Will recipients be able to verify and submit Provider Reports from within the recipient portal?	Yes, if you are a recipient or recipient-provider you will have access to all your subrecipients' reports in your profile.
4.	If I am funded by Part A and Part B in multiple states, would I still only submit one RSR Provider Report?	Regardless of how many funding streams you receive, you are only going to submit one Provider Report. Your report should include data for services funded under both Part A and Part B.
5.	Should we exclude clients that are not Ryan White eligible from the RSR, even if they received Ryan White related funding?	If a client is not Ryan White eligible, do not report them in the RSR Provider Report. The data you upload should only include clients that (1) are Ryan White eligible and (2) received a service for which your agency used RWHAP or RWHAP-related funding for.
6.	If a second-level provider receives funding from multiple sources, are they responsible for submitting their own RSR data?	Yes. Each provider agency is responsible for completing their own RSR Provider Report, unless they have been exempted by each funding recipient. Please remember that regardless of how many funding streams a provider receives they will only complete one provider report. For example, providers who receive funding from Part C and Part D will complete one report with data for services funded under both Part C and Part D grants. For more information on Recipient/Subrecipient exemption criteria please refer to page 7 of the RSR Instruction Manual.

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7.	My organization is a new RW provider. We need a GUID number to register in EHB. Our recipient says they do not have it. Where can we locate this number?	The GUID number is given to service providers when they're registering for a new account. The GUID code replaces the registration code for services providers who are registering for a new account. If you're in need of your organizations GUID code, contact RWHAP Data Support and they will provide it to you.
8.	Could you please clarify again the difference between Ryan White funding vs Ryan White-related funding?	Ryan White funding are program funds received directly from HRSA, such as a Part D Grant and used to pay for client services. Ryan White-related funding are services that are paid for with revenue generated by the RWHAP; this includes program income and pharmaceutical rebates. This does NOT include services funded by other federal funding, other state or local funds, or other sources of funding.
9.	Who do we contact if we do not have access to the EHB? I had an account in the past and I am unable to access it.	For any issues accessing the EHB, please contact the EHBs Customer Support Center. They will be able to assist you with logging in or regaining access to your account. You can also reach them at 877-464-4772.
10.	When I try to create my Provider Report, I receive an error message that the submission period is closed. Why is this?	The RSR Provider Report opens on Monday, February 7th. All providers will be able to access the report then.
11.	What is the name of the software that is needed to import client ZIP codes?	There are multiple ways you can enter your ZIP code data. You can enter it manually by typing directly into the Provider Report page, or you can upload it in a CSV template. The Completing the 2021 RSR Provider Report webinar presentation and slide deck include examples on how to download the template.
	Has the ZIP code template changed from last year? If not, can we use our template from last year or do we need to download the one with the link that will be in the Provider Report?	The template has not changed from last year. You do not need to download the new template if you have a copy of last year's template saved.
12.	Can we upload ZIP codes from CHAMP?	Please reach out to the DISQ Team for any questions about a particular data system's capability to create the ZIP code file for you.
13.	Do we have to use Internet Explorer, or can we use any browser to submit the RSR? I've noticed the appearance of the website changes depending on the browser.	You can use any browser to log into the EHBs and submit your RSR Provide Report. Please note that some organizations have internal restrictions on which browser you can use.
14.	Should you only have one Client Level Data (CLD) file uploaded in our report?	You can upload multiple client level data files to your Provider Report. The system will merge

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		those files for you based on pre-existing merge rules. If you have any questions about how that works, you're welcome to reach out to the DISQ Team and we can talk to you about your individual situation and troubleshoot anything that you'll need to reconcile across files.
15.	Can providers upload, validate, and check their data multiple times before submission?	Providers can upload, validate, and check their data as many times as they want. If a provider wants to clear an uploaded file from the Provider Report to upload a new file after corrections to the data have been made, please use the "Clear Clients" option in the navigation panel of the report. For further guidance on using the "Clear Clients" option in the provider report please contact RWHAP Data Support.
16.	After the target deadline for the Provider Report, is there a review process where changes can be made prior to final RSR Submission deadline?	Changes to the Provider Report can be made after the target deadline of March 7th, 2022, however the final day recipients can return reports for changes is March 21st, 2022. Request for report changes after March 21st will need to be reviewed by RWHAP Data Support. This information is available via the 2021 RSR Submission Timeline.
17.	If a client is over income, they should not be reported in the Provider Report?	Correct. If a client is not eligible to receive RWHAP services, do not include them in your client-level data.
18.	Is reporting Ryan White-related funding a requirement or recommendation for 2021?	It is now a requirement to report RWHAP-related funding on the RSR. If you have any questions on how to set this up, please reach out to the DISQ Team and we can assist you.
19.	Please confirm the due date of the RSR report?	The final due date for the RSR is March 28th. Everything must be submitted by 6pm Eastern time or it will be marked late in the system. The RSR Recipient Report is due on February 7th.
20.	What information should you provide in a comment for a warning?	The information provided in a comment for a warning depends on the warning validation message received. The comment should explain why the data is missing from your provider report. We encourage you to try your best to address all validation messages as appropriate prior to submission of your RSR.
21.	When uploading client-level data for the Provider Report does it have to be in XML format? Or does the EHB accept other formats?	The EHBs will only accept client-level data in an XML file that conforms to the RSR schema. There are multiple ways to create a compliant XML file which are outlined in the "Creating the RSR Client-Level Data File" webinar.

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22.	Are program income and pharmaceutical rebates part of Part B funding?	Program income and Pharmaceutical Rebates can be generated by all Ryan White HIV/AIDS Program Parts (Parts A,B,C, and D). For further information on Program Income and Pharmaceutical Rebates, please review PCN15-03 and the RSR In Focus: Understanding Eligible Services for 2021 Data documents.
23.	Shall we report clients served with the CARES Act funding as other HRSA related funding?	Yes, CARES Act funding is considered RWHAP funding for the purposes of RSR client-level data reporting. You should report any eligible client who received a service for which you used CARES Act funding.
24.	Are there serious consequences for missing Housing Status Collected Date?	The RSR Provider Report requires Housing data for each client that received Outpatient Ambulatory Health Services, Medical Case Management Services, Non-Medical Case Management Services, and Housing Services during the calendar year. If your organization has not collected Housing data for these clients, please contact your HRSA Project Officer for guidance on how you should proceed.
25.	How to get a list of GUID and UEI for all sub-recipients?	The Unique Entity Identifier (UEI) will be automatically imported into the HRSA EHBs for all actively registered organizations in the system. If you need an agency's GUID code, please contact RWHAP Data Support for assistance.
26.	After you update errors, does the error count go down?	Yes, after running a Validation Report you can correct your data and re-run the report to see an updated list of alerts, warnings, and errors. You can re-run the Validation Report as many times as you'd like. However, do not input comments until you are ready to submit, because the comments will remain in the system even if you update your data.