

September 22, 2021

RSR The Basics - Written Q & A Summary

#	Questions	Answers
1.	When will the 2021 RSR Instruction Manual be available?	<p>The 2021 RSR Instruction Manual will be released in Fall 2021.</p> <p>To receive an alert when it is posted, sign up for the DISQ listserv <a href="#">here</a> and check off “RSR (Ryan White Services Report)” under the Interests section.</p>
2.	When will the CAREWare build required for the 2021 RSR be released?	<p>The required CAREWare build is typically released the December prior to the submission period.</p> <p>To receive an alert when it is released, sign up for the CAREWare listserv <a href="#">here</a>.</p>
3.	My agency are Part C and D grant recipients as well as Part A and B subrecipients. Would my agency be considered a multi-level provider?	Yes, your agency would be considered a multi-level provider because your agency receives funding to deliver RWHAP services directly from HAB and other grant funding from recipients as a subrecipient to their organization.
4.	My agency receives both Part A and EHE funds. Do I report all RWHAP-funded services and clients served in one Provider Report?	Yes, when it comes to the Provider Report, regardless of how many RWHAP funding streams your agency receives, you will report all services you were RWHAP-funded to provide in one report.
5.	Why do clients that are closed out (due to either demographic or vital enrollment status) continue to show up on my RSR?	<p>This issue may be related to data management and the data system you currently use to generate your RSR.</p> <p><a href="#">RSR Ready systems</a> would only report a client if a client received an actual service in the reporting year. It may be that a client received a service a service in the beginning of the reporting period and was closed out by the end of the year. In this case, a RSR-Ready system would include them in the RSR. It would not include clients that were closed in previous years.</p>
6.	Why is my agency told we must submit our report before the official target date for providers?	Providers may have recipients that give an earlier time than specified on the official <a href="#">RSR submission timeline</a> so they have sufficient time to review their providers’ reports before the final submission deadline.
7.	As a recipient, how can we ensure that our subrecipients are entering all services and client data as required by Eligible Services reporting when those services are funded by	Starting with the 2021 RSR, providers will be required to report clients and services funded by RWHAP and RWHAP-related funding streams, such as pharmaceutical rebates and

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	other funding streams, such as pharmaceutical rebates and program income?	<p>program income. Tune in for the “<a href="#">Preparing for 2021 RSR Submission: Understanding Reporting Changes</a>” where these changes will be discussed in greater depth.</p> <p>There is no direct way a recipient can know by looking at the data whether subrecipients are capturing RWHAP-related funded services and clients, if any. The DISQ Team recommends recipients have conversations with their providers about their reporting process and how they capture relevant services.</p> <p>The DISQ Team is here to help! If you would like assistance in preparing for such a conversation, <a href="#">email the team today</a>.</p>
8.	How should the Housing Status Collected Date data be updated for the 2021 RSR?	<p>Providers should report the most recent known Housing status for the client, even if it is not from 2021.</p> <p>If you are a CAREWare user, a handy resource is the <a href="#">Location of RSR Client-level Data Elements in CAREWare</a>, which outlines in which CAREWare field each RSR data element lives.</p> <p>If you are not a CAREWare user, <a href="#">reach out to the DISQ Team</a> for assistance in figuring out where that data element lives in your data system.</p>
9.	Are there any CAREWare webinars about performance measures and data quality reports?	<p>Find a list of CAREWare webinars <a href="#">here on TargetHIV</a>.</p> <p>As always, the CAREWare Helpdesk is here to answer all questions CAREWare. <a href="#">Click here to email</a> them today.</p>
10.	How can I have the DISQ team check my data quality?	The DISQ Team can be reached via email <a href="#">here</a> and can set up a call to talk through your data.
11.	My agency is a Part A subrecipient, funded to provide OAHS. Some of our patients have 3 <sup>rd</sup> party insurance that pay for this service. Would these patients be reported for client-level outcomes in the RSR even if their care was not RWHAP-funded?	<p>Under Eligible Scope reporting, if your agency receives RWHAP funding to provide OAHS services, you should report all RWHAP-eligible clients who received that service, regardless of the ultimate payor of that service.</p> <p>For further questions or clarification, please <a href="#">contact Ryan White Data Support</a>.</p>
12.	I received an outreach email from the DISQ Team about missing viral load data. How can I	One way you can drill down into data quality issues, is to run the Validation report and view

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	get a list of the clients that are missing these data?	<p>the Detailed CLD Validation Report, which lists the eUCIs of clients missing key data elements. For a recorded demo of using the Validation Report, check out the archived webinar <a href="#">“Reviewing Your Data at Upload: Tools within the RSR Web System”</a>.</p> <p><a href="#">Contact the DISQ Team</a> if you would like additional assistance.</p>
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