Preparing for the 2024 Ryan White HIV/AIDS Program (RWHAP) Dental Services Report (DSR) Submission

HIV/AIDS Bureau
January 18, 2024

Hello everyone! Welcome to today's webcast.

My name is Rachel Gross. I'm a member of the Ryan White Data Support Team, and I'm joined today by Hilary Mitchell who is also a member of the Data Support Team. Hilary will be presenting today's presentation about preparing for the 2024 Ryan White HIV/AIDS Program Dental Services Report Submission.

Before we get started - just a quick note - At any time during today's presentation, you can send us questions using the "Question" function on your control panel. You'll also be able to ask questions directly "live" at the end of the presentation by clicking the "raise hand" button on your control panel, and my colleague will unmute you. We hope you consider asking questions "live," because we really like hearing voices other than our own.

I'll now turn it over to Hilary for the presentation.

Overview

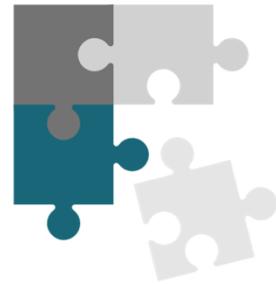| What is the DSR? |
| --- |
| DSR Submission Requirements |
| What's New in 2024? |
| How to Register for the DSR Website |
| DRP & CBDPP Submission Steps |
| Technical Assistance Resources Available |
| Q&A Session |

On today's webcast, I'll begin by explaining…
- What is the DSR?
- We'll then cover the DSR Submission Requirements
- Followed by What's New in 2024?
- I'll then cover how to register for the DSR website
- followed by instructions for completing the DRP & the CBDPP DSR
- I'll also provide the Technical Assistance Resources Available to you
- and we'll wrap up the webinar with a Q&A Session

Alright, let's get started.

What is the DSR?

- Collects data for oral health services provided to people with HIV.
- Used by two programs:
  - Dental Reimbursement Program (DRP)
 - Community Based Dental Partnership Program (CBDPP)

For those new to the DSR – let's first establish what the DSR is.

The DSR is designed to collect data from accredited pre- and postdoctoral dental education programs and dental hygiene education programs regarding oral health services provided to people with HIV.

The DSR is used by two programs under the Ryan White HIV/AIDS Treatment Extension Act of 2009: the Dental Reimbursement Program (DRP) and the Community Based Dental Partnership Program (CBDPP).

DSR Submission Requirements
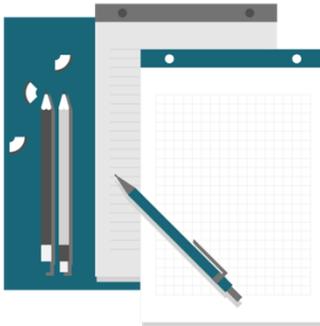
DRP
- Must submit annually to receive assistance with unreimbursed costs of care incurred in providing direct oral health services.

CBDPP
- Must submit annual program data as one of the terms of the grant award.

The DSR submission requirements are different for DRP institutions versus CBDPP recipients.

DRP institutions applying for dental reimbursement funding must submit a completed report annually to receive assistance with their unreimbursed costs of care incurred in providing direct oral health services to people with HIV.

CBDPP grant recipients use this report to submit annual program data, which is one of the terms of the grant award.

What's New in 2024?

- Users can now save as you go
  - Report must still be error free to submit
- Updated print report versions
- Update My Organization
  - Institution/Program Type
- CBDPP Report:
  - "Paroled persons" is a response option in Section 4 Priority Populations

Let's first go over what's new in 2024.
- We listened to your feedback over the past 2 submissions, so effective for the 2024 submission, you may now enter data in any section and successfully save. Previously, the report had to be completed in each section sequentially and error free to save. I'll demonstrate what this looks like in just a bit.
- We've also updated the print versions of the forms to fully align with the data entry screens of the CBDPP and DRP reports. These can be downloaded from the DSR website. I'll show how to access those in just a moment.
- Org Admin users for each organization may now update their organization information. This includes updating the "Institution/Program Type". I'll also demonstrate this in a bit.
- The last change is for the CBDPP only. "Paroled persons" is now a response option in Section 4 of the CBDPP Report for "Priority Populations". I'll show this later in the presentation as well.

How to Access the DSR Website

Now that we've established what the DSR is and who should be completing it, let's start by going over how you access the DSR website.

DSR Website Access

Use this website to submit your Ryan White HIV/AIDS Program Part F: Dental Reimbursement Program or Community-Based Dental Partnership Program Reports.

You can request access to the website by completing the registration form here.

This message provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.

- This system is provided for Government-authorized use only.
- Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.
- Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.

By using this system, you understand and consent to the following:

- The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this system.
- Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.

Login

Email *

Password *

Log in   Forgot Password

Ryan White HIV/AIDS Program Data Support
888-640-9356
RyanWhiteDataSupport@wrma.com

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When you first navigate to the DSR website, you'll see the login page. If you've accessed the site before, simply enter your credentials and login. Please note, your DSR password must be reset every 90 days. If you find you've been locked out of the DSR website, please contact Data Support to regain access.

If you've never accessed the site before, you'll need to request access via the registration form.

Once you've clicked the registration form link, you'll be taken to the "Register for a user account" page. If you're from a CBDPP organization, you'll select "Yes" as shown here for the "Is your organization a CBDPP grantee?" question. Users from DRP only organizations will select "no".

The remaining steps are the same for both CBDPP and DRP users. You will begin typing your organization's name. In this example, I've started typing "Health" and my organization populates. Please note, you can only register to an existing organization. If you do not see your organization populate, contact Ryan White Data Support. Contact information is available on that page.

You'll then be able to continue entering your user information. As a reminder, an email address may only ever be associated with one organization. If you complete the reports for multiple organizations, you will need to use a different email address.

Once you've finished entering all the required information, click "Submit Request". Data Support will receive the request as will the Org Admin if applicable. Once your request is approved, you'll receive an email to finish setting up your account. You'll then return to the website and login.

DSR Navigation
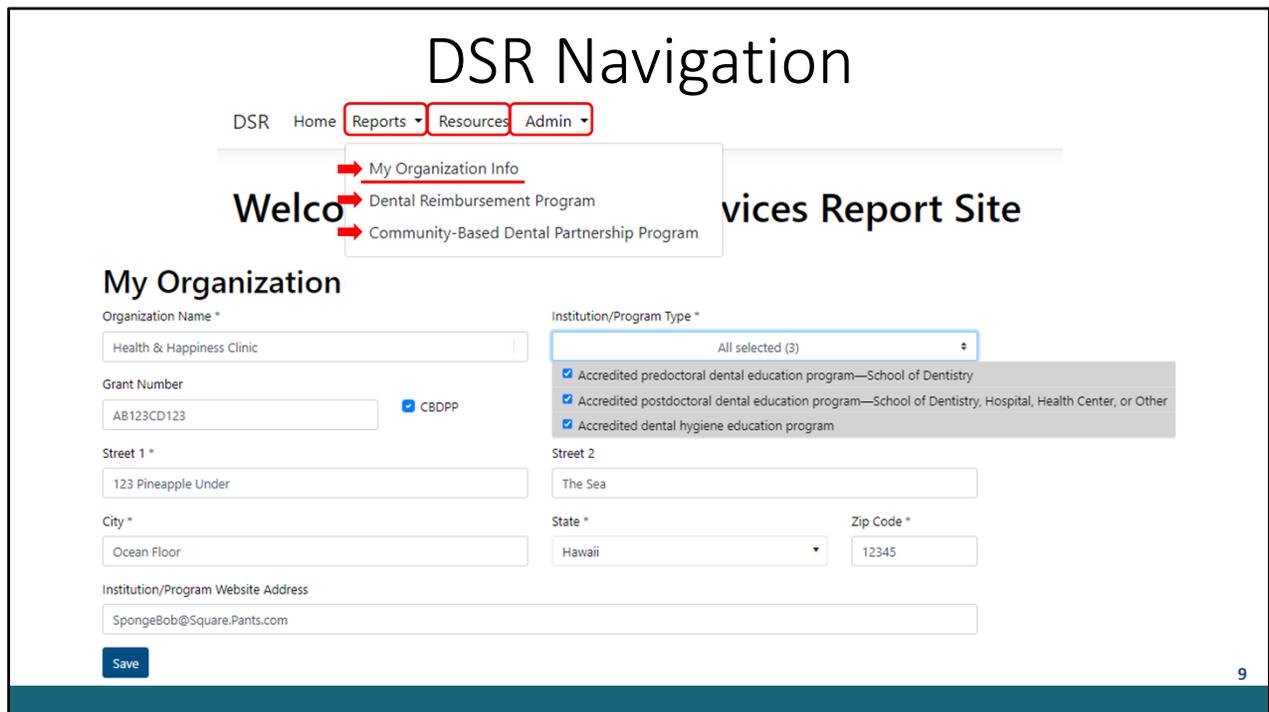
Once logged in, you'll automatically be taken to the DSR Website Home page. If you click "Reports" on the top banner, you'll see the "My Organization Info", the DRP report, and since I'm registered as a CBDPP organization, I also see the CBDPP report.

Across this top banner we also have a "Resources" link. This will provide you access to download the latest Instruction Manual and Print Forms.

The last option on the navigation bar is only available to your organization's admin user. Each organization has one designated user who is the Org Admin. In this banner they can manage registration requests and manage their organization's users.

As I briefly mentioned in the "What's New" slide, the other functionality that's unique to the Org Admin user is the ability to edit the "My Organization Info" section. This includes modifying the "Institution/Program Type" of your organization.

How to Complete the DSR

Now that we've gone over navigating the website, I'll go over instructions for completing the Dental Services Report. Please note, I'll primarily demonstrate with screens from the DRP Report, but the steps are identical for the CBDPP users.

Complete the DSR

Dental Reimbursement Program

OMB number: 0915-0151
Expiration date: 8/31/2026

Submission Period *	Current Status	Organization Name
DRP 2023-24 Reporting Period ▼	Not submitted	Rainbow & Happiness Dental Clinic

Note: Each section must be completed in its entirety before the section can be successfully saved.

Tools	Section	Status	Updated by	Last update
Edit	Program Contacts	Not Started		
Edit	Section 1	Not Started		
Edit	Section 2	Not Started		
Edit	Section 3	Not Started		
Edit	Section 4	Not Started		

Identical for CBDPP & DRP

Print Blank

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To begin, access the DRP report from the Reports banner. When you first access the report, the report will be in "Not Submitted" status with each section showing as "Not Started". New this year, you can now access and complete any of these sections in any order. Previously, these sections had to be completed in order and error free to successfully save. For example, I'm going to complete Section 4. Please note, Program Contacts and Sections 1, 2, and 3 are the same for the both DRP and CBDPP Reports. Section 4 within each report is unique to the corresponding report. To enter data in a section, simply click "Edit" next to that section.

Before we get into how to complete the report, I want to quickly show Section 4 of the CBDPP. As I mentioned in the What's New slide, Section 4 of the CBDPP DSR now has "paroled persons" as a response option in the Priority Populations question. Please use this option if your agency prioritized paroled persons during the 2023 calendar year.

Errors in the DSR

Getting back into our demo, I've gone ahead and entered dummy data into Section 4 of the DRP. For question-by-question guidance on how to report for each Section, please refer to the Instruction Manual.

As shown here, Section 4 of the DRP report has three tabs that must be completed. When I click "Save", you can see my data has some validations. These are displayed at the top of the page detailing where the validation occurred, as well as by the questions that triggered the validation. However, you can also see the Section refreshed to show the data successfully saved. As a reminder, these validations will have to be resolved before you can submit the report. This new workflow now allows you to complete your report as you gather the necessary data. To return to the other sections, simply click "DRP Home". The DRP Home button was added when the ability to save data with validations and jump between sections was implemented.

Submit the DSR

Once you've completed all report sections and returned to the DRP home page, you can click "Submit" when you're ready to submit your data. A pop-up will appear asking you to verify your data are accurate and you're authorized to sign your approval for your institution. Click "Verify" to proceed with your report submission. If all your data are error free, your report will proceed to submitted status. In this example, I didn't clear all the error validations, so the report status is now in "Validation Review" and the error validations are displayed at the top of the page. You must return to that section, resolve the errors, and follow the submission steps again to successfully submit your report.

Please note, you can always print a blank version of the report. You may want to utilize this feature to collect data internally before entering the data in the report. Alternatively, you can click "Print" to generate a printable version of your report with all the entered data populated in the corresponding fields. I recommend doing this prior to submission to review your data internally and after submitting so you have a copy for your records.

Unsubmit the DSR

If your report is successfully submitted, you'll see your report status update to "Submitted". You'll also receive an email stating your report has been submitted. If you do not see the email in your inbox, please check your email's spam folder.

However, if you're reviewing your report or perhaps the print version of your report, and you find a mistake in the reported data, you still have the option to request to unsubmit your report so long as the reporting period is still active.

This request will be received by the Data Support team. Once approved, you'll receive an email stating your report has been unsubmitted. You must correct the data and resubmit by the deadline.

How to Print the DSR
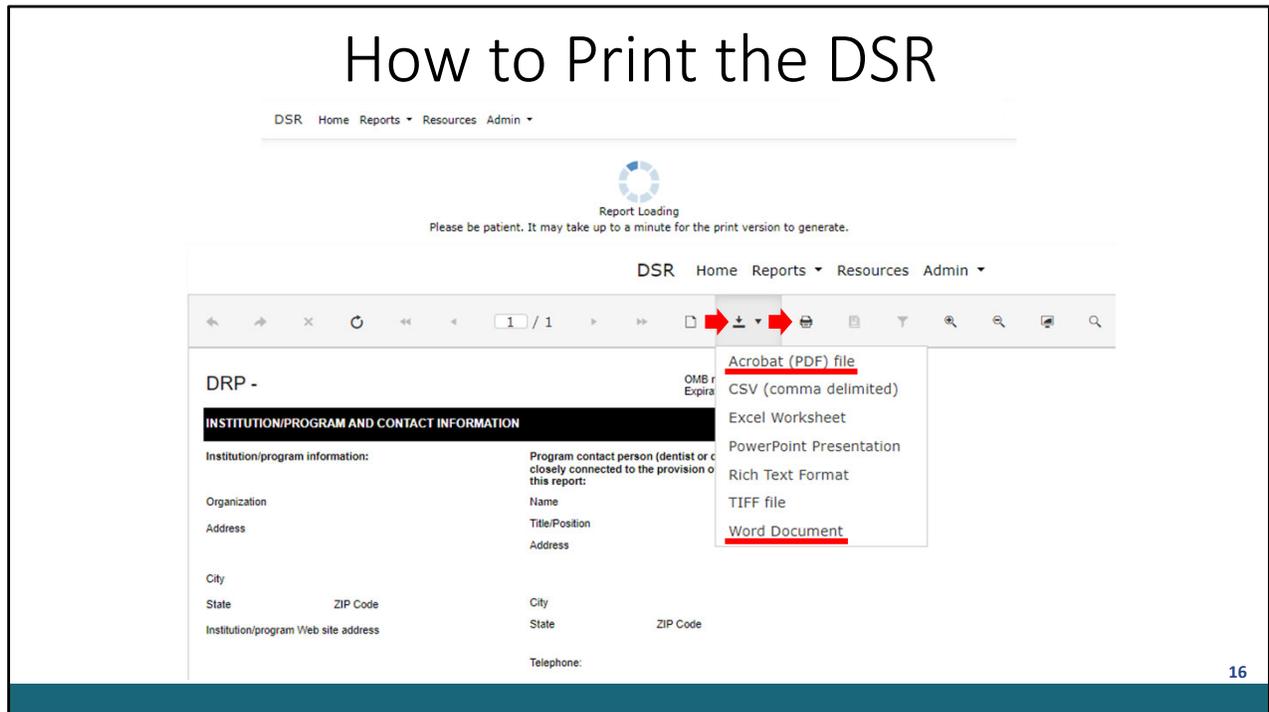
I've mentioned the print options a few times now, so let's go over what that looks like in the system. When you click "Print" or "Print Blank", a blue loading circle will display along with a message asking you to be patient. This report does take a bit to generate. Once it does, you have several options for reviewing the report. These are accessed from the drop-down panel icon. I recommend using the Word Document version if you're planning to collaborate with colleagues on completing the report. The PDF file option is great when you're saving a copy for your records. However, you also always have the option to print from the website directly.
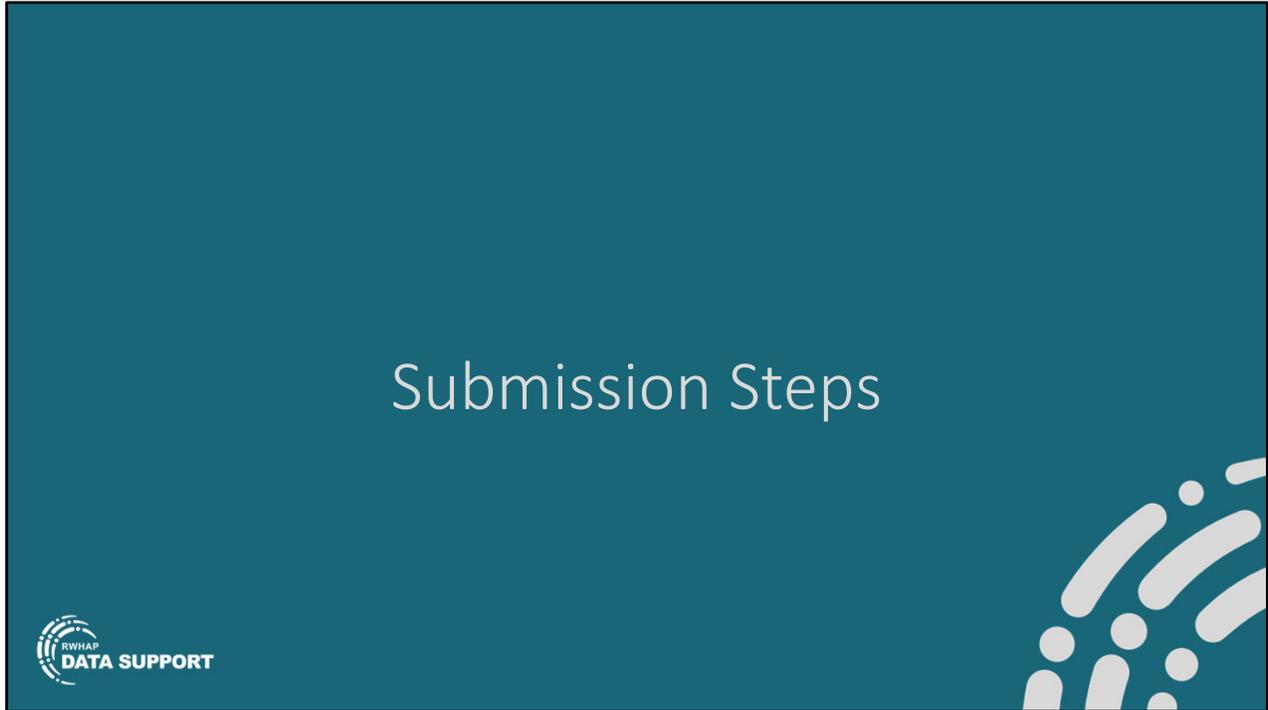
Submission Steps

That was a pretty quick overview of how to navigate and complete the DSR report. Let's go over what the submission steps are for the DRP and the CBDPP.

2024 DRP DSR Data Submission Steps

- Register/Access the DSR website
  - Report will open upon NOFO release
- Enter data for services provided between July 1, 2022-June 30, 2023, into the Program Contacts & Sections 1-4 of the DSR
- Submit the DSR
- Print a copy for your records
- Submit the SF424 via Grants.gov

If you're a DRP institution applying for reimbursement, you must complete the following steps:

- Register/Access the DSR website. If you have not yet registered for the DSR website, you may do so now. The DRP DSR reporting due date is pending the NOFO release, and you will be updated once it is made available.
- Once the report opens, you'll and enter data for services provided between July 1, 2022-June 30, 2023, into the Program Contacts & Sections 1-4 of the DSR
- Submit the DSR
- Print a copy for your records. This is an optional step, but it's recommended.
- DRPs must also submit the SF424 via Grants.gov

2024 CBDPP DSR Data Submission Steps

- Register/Access the DSR website
    - Report opens January 22, 2024
- Enter data for services provided between January 1-December 31, 2023, into the Program Contacts & Sections 1-4 of the DSR
- Submit the DSR by Friday, March 22, 2024.
- Print a copy for your records

For our CBDPP recipients, you must complete the following steps:
- Register/Access the DSR website. As with the DRP applicants, if you have not yet registered for the DSR website, you may do so now. However, you cannot access your report until January 22, 2024 when the report opens.
- Complete the CBDPP report and enter data for services provided between January 1-December 31, 2023, into the Program Contacts & Sections 1-4 of the DSR
- Submit the DSR by Friday, March 22, 2024.
- Print a copy for your records. This again is optional but recommended.

CBDPP Submission Timeline

Open	Close
Monday, January 22, 2024	Friday, March 22, 2024
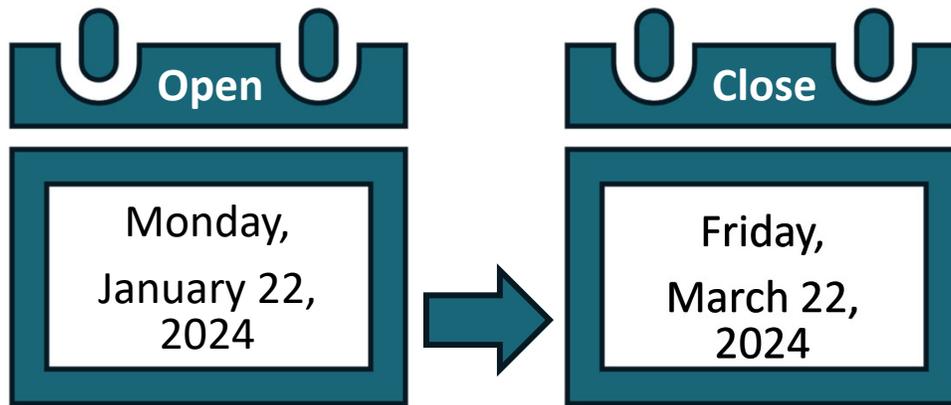
rwhapdentalservicesreport.net

This year's CBDPP report is available beginning Monday, January 22 and the DSR deadline is Friday, March 22, 2024. As a reminder, DRP reporting dates will be provided once the NOFO is released.

Technical Assistance Resources

TA Resource Contact Information	Type of Technical Assistance
Ryan White HIV/AIDS Program Data Support Phone: 888-640-9356 Email: RyanWhiteDataSupport@wrma.com	• DSR related content and submission • Interpreting the DSR Instruction Manual • How to register and complete the DSR • Data validation questions
HRSA HAB Report Data and Receive Technical Assistance Website	• Downloadable resources • Project officer should be contacted for programmatic questions
Grants.gov Phone: 1-800-518-4726 Email: Support@grants.gov Ticket: Create a Ticket	• DRP questions pertaining to the submission of the SF 424

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This table shows the technical assistance contact information and the type of technical assistance each contact provides.

As I mentioned, I'm with the Data Support team, and we address DSR-related content and submission questions, including interpretation of the DSR Instruction Manual and HAB's reporting requirements, step-by-step instructions for registering and completing the DSR, data-validation questions, and any general questions about the DSR.

The HRSA HAB website has downloadable copies of the DSR Instruction Manual. For CBDPP recipients, programmatic questions should be directed to your project officer.

For DRP institutions, if you have questions regarding the submission of the SF 424, questions should be directed to Grants.gov.
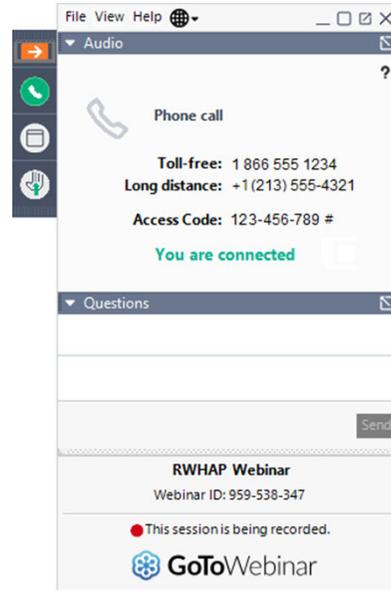
Thanks to everyone for tuning in to today's webinar.

Questions?

- Type your question in the question box.

OR

- Use the "raise hand" function to speak. We will unmute you in the order that you appear.

Thank you for attending today's presentation and now we'll move on to the Q&A portion of the webinar.