# Q&A Summary for 669 – Completing the RSR Provider Report 02.05.2020

| Questions | Answers |
|---|---|
| Is this webinar available to listen to in the future? | The webinar recording is usually available within 1 week of the webinar. The webinar slides and Q&A are usually posted within 2 weeks. All completed webinars and related resources can be found in the webinar archives. |
| **General Information Section** | |
| What qualifies as a real-time data network? | As stated in the 2019 RSR Instruction Manual, a real-time data network allows clients' health information to be created and managed by authorized providers in a digital format that is capable of being shared with other providers across more than one health care organization. It is a network of electronic health records (EHRs). |
| I submitted my provider report already but did not include a DUNS number. Will this cause issues for my RSR? | No, this will not cause any issues for your report. |
| I am a Part B recipient, and my subrecipient provides services through other provider locations. Should I be reporting those other locations as service delivery sites in my Provider Report? | For the purposes of the RSR you should only list sites where clients can receive RWHAP or RWHAP-Related funded services that are reported in the GCMS. Subrecipients should report the data their specific agency was funded to provide and list their location as the service delivery site regardless of having multiple provider sites. |
| If we have multiple service delivery sites, should we add them all to the service delivery details section of the Provider Report? | Yes, you should include all of your service delivery sites. |
| **Program Information Section** | |
| Does RWHAP-related funding have to be included in the funding source certification table, or can we just report RWHAP funding? | If you are engaging in eligible services reporting for the 2019 RSR, you should include RWHAP-related funding in the funding source certification table and in your contracts, and make sure those RWHAP-related funded services are marked as funded and delivered in the Provider Report. |
| Could medication assisted therapy (MAT) providers co-located in the HIV clinic be reported in the Provider Report? | Yes, you should include anyone who provides MAT services regardless of location and payor. If you have additional questions, contact Ryan White Data Support. |
| **Service Information Section** | |
| Under the Service Information section of the RSR, do we need to select services funded as well as which services were delivered? | Yes, every funded service must be marked as funded, and every delivered service must be marked as delivered. If you do not mark a service in either section that needs to be reported, you will receive a validation message. Failing to mark delivered services can also lead to important data being excluded from your RSR client-level data file. |
| **Clients by ZIP Code Section** | |
| Do providers need to upload ZIP codes for clients funded with RWHAP-related funding if those clients are not included in the client-level data file? | No. The total number of clients in your ZIP code section should match the number of clients in your client-level data file. |
| Can I upload multiple ZIP code files into the Provider Report? | No, multiple ZIP code template files cannot be uploaded into the ZIP code section. Contact the DART Team if you need assistance merging separate files before upload. |

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| We have a lot of different clients in many different counties. Where can I find information about how to complete the Clients by ZIP Code report? | The 2019 RSR Instruction Manual is the best resource for completing the Clients by ZIP Code section. If you have additional questions, contact the DART Team or Ryan White Data Support. |
| I am new to the RSR, is there a report I can use to pull clients by ZIP code? | This depends on what data system you use. CAREWare does have a custom report, which you can access by contacting the CAREWare Help Desk. If you use another data system, reach out to your system vendor to learn about what options they may have available. If you're not sure how to get in touch with someone from your system vendor, contact the DART Team. |
| Where is the ZIP code template for the option to upload your ZIP code report found? | The link for the template is in the Clients by ZIP Code section of the Provider Report. When you enter the Clients by ZIP Code section through the left-hand navigation menu, you will see the option to download the template at the top of your screen. |
| My version ARIES breaks down clients by ZIP in the XML submission file. Do our providers still need to complete the Clients by ZIP Code section of the Provider Report? | RSR-Ready Systems (including ARIES) do not export zip code data into the client-level data file, though some systems have developed reports/extracts to complete the Zip code section. Contact your system vendor (e.g. the ARIES CA Help Desk)or the DART Team for more information. All providers need to complete the ZIP Code section of the Provider Report. |
| **CAREWare** | |
| Has there been any discussion of CAREWare 6 issues for states or organizations that have not been able to upgrade CAREWare? | CAREWare 6 is mandatory for 2019 RSR reporting. If you are having trouble updating the CAREWare 6, please reach out to the CAREWare Help Desk. |
| Should clients be entered into CAREWare if they do not end up being RWHAP clients? For example, if an eligible client requests services but does not follow through with receiving them. | Please contact your recipient to learn about their criteria for inclusion for this scenario. |
| **Overall Questions** | |
| Is Part C data included in the RSR? | Yes, the RSR includes any services funded by RWHAP Parts A, B, C, or D. |
| Can I start the Provider Report, stop, and return to it at a later time to submit it? | Yes, you can save and return to your Provider Report as needed before the submission deadline. |
| Can the RSR be submitted to meet the March 2nd target deadline without client-level data? | The RSR Provider Report needs a client-level data file for final submission on March 30th. Reports submitted by the March 2nd target deadline will be reviewed by your recipient to ensure good data quality, so it is important to get your client-level data file submitted by that date if possible. If you are worried about meeting the March 2nd target deadline, please reach out to the DART Team or Ryan White Data Support for help. |

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| How can I differentiate between RWHAP funding and RWHAP-related funding? How do I know if my program income or 340B funds are being used as opposed to RWHAP funds? | The Eligible Services Reporting In Focus document provides clarifications about RWHAP and RWHAP-related funding, including links to PCN 15-03 and PCN 15-04. These documents provide more detailed information about program income and pharmaceutical rebates. |
| Do recipients have to update the contracts section of the RSR every year even if their services did not change? | Yes, you should have your current contracts for 2019 and 2020 in your RSR. If you're unsure whether your contracts are up-to-date, reach out to Ryan White Data Support. |
| My organization is dually funded by Part C and Part D. Should we submit one or two Provider Reports? | Every provider should only submit one Provider Report regardless of their funding streams. |