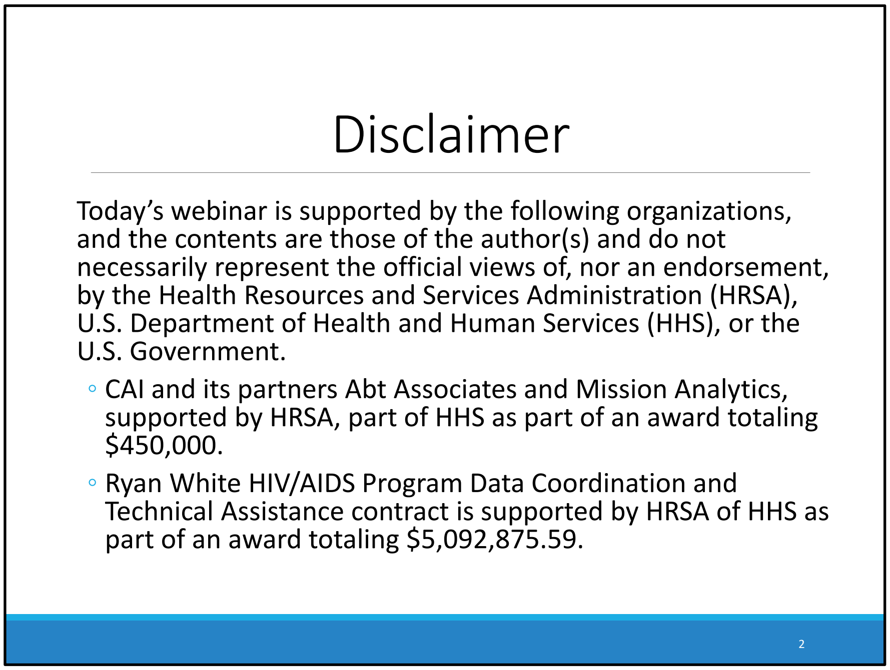
Completing the RSR Provider Report

RYAN WHITE HIV/AIDS PROGRAM SERVICES REPORT (RSR)

HEALTH RESOURCES AND SERVICES ADMINISTRATION

HIV/AIDS BUREAU

FEBRUARY 5, 2020



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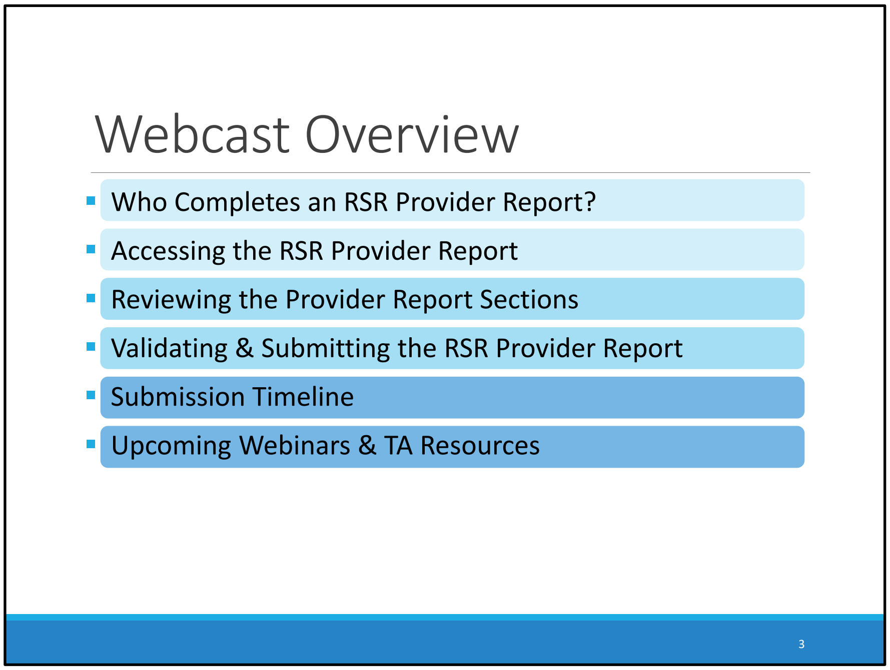
Now I’d like to turn the webcast over to Richard.

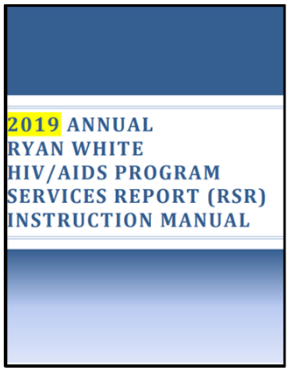


Thank you, Ellie!

In today's Webcast, I'll discuss all of the details you must know to submit your RSR Provider Report. I'll begin by explaining who completes an RSR Provider Report. I'll then go over how to access the Provider Report, followed by a detailed description of the Provider Report sections. Next, I'll discuss how to validate and submit the Provider Report. To wrap it all up, I'll review the 2019 RSR Submission Timeline, as well as the remaining RSR Webinars and TA Resources available to help you.

Let's get started!

2019 RSR Instruction Manual


2019 ANNUAL
RYAN WHITE
HIV/AIDS PROGRAM
SERVICES REPORT (RSR)
INSTRUCTION MANUAL

- Can be downloaded at: https://targethiv.org/library/rsr-instruction-manual

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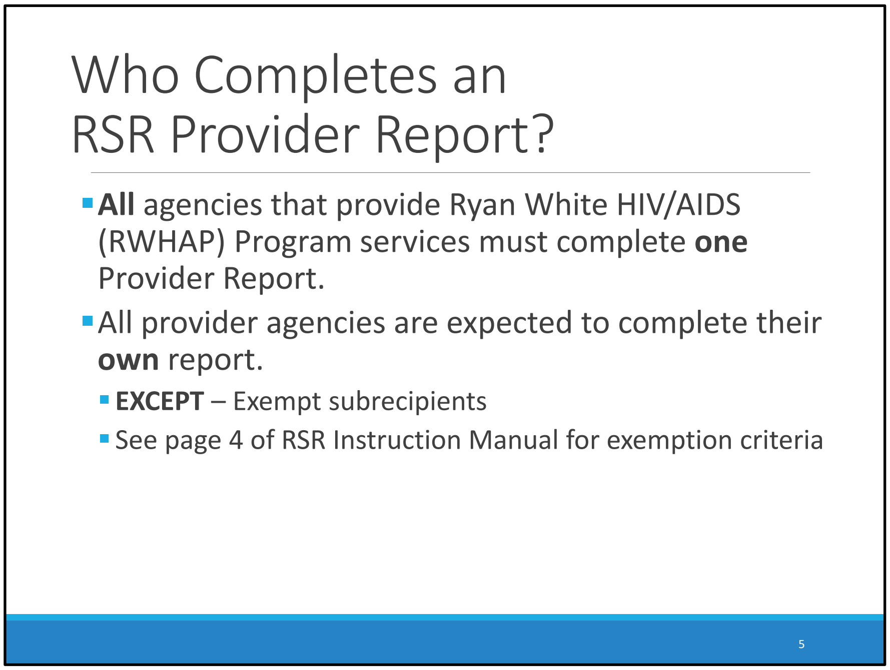
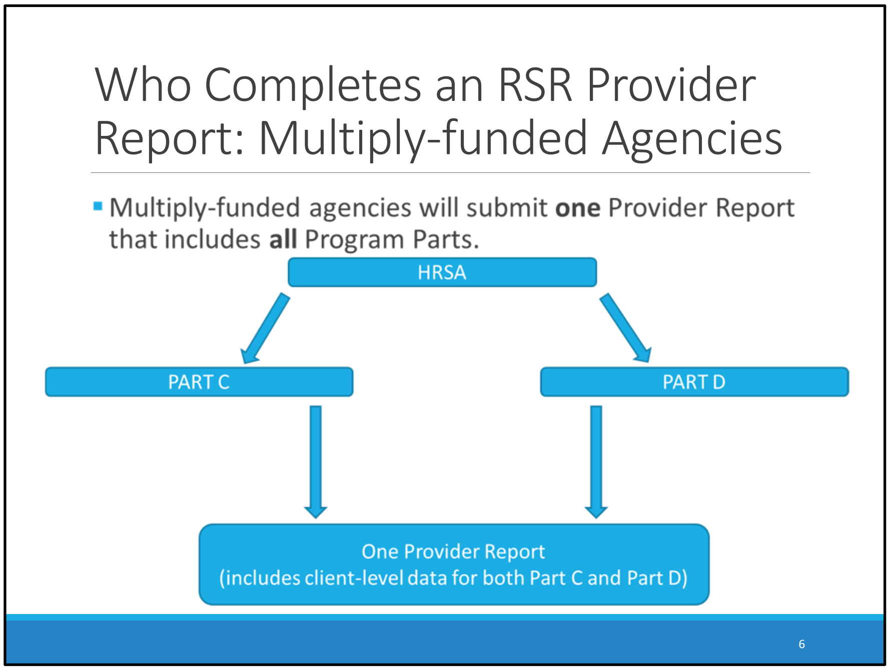
In today's presentation, I'll make several references to the 2019 RSR Instruction Manual. If you haven't already downloaded this resource, I strongly encourage you to do so as soon as possible from the TargetHIV Website. This resource is invaluable when completing your RSR, but if you have more questions, Technical Assistance resources will be displayed at the end of this presentation.



I'll begin today's presentation by establishing who needs to complete an RSR Provider Report.

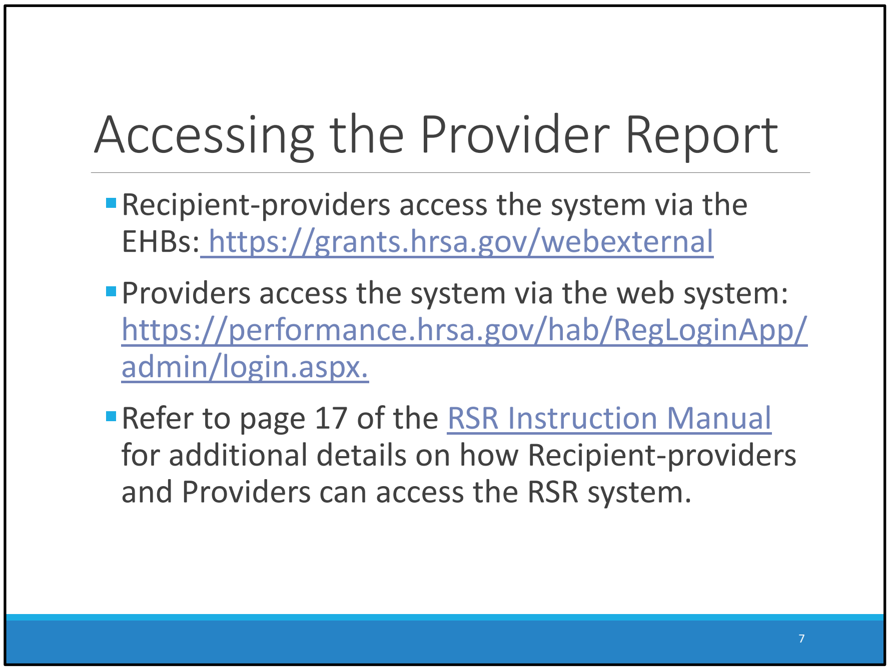
- All agencies that provide Ryan White HIV/AIDS Program services must complete one Provider Report. Provider agencies are expected to complete their own report to confirm that their data accurately reflect their program and the quality of care their agency provides.
- There are a few instances for which an agency may receive an exemption. These exemption criteria can be found in the Recipient/Subrecipient Exemptions section on page 4 of the RSR Instruction Manual.

For the Recipients/Providers who receive grant funding from different program parts, you may be wondering how many provider reports am I required to submit? Well, lets discuss what multiply-funded agencies must submit on the next slide.



Multiply funded providers will submit one Provider Report that includes information from all Program Parts under which the agency is funded.

For example, if HRSA awards your agency with a Part C grant, but you also receive funding from a Part D Recipient to provide direct client services, then you must submit one provider report with client-level data for all services regardless of funding source. Your client-level data file should contain data for all services funded through Part C and Part D.

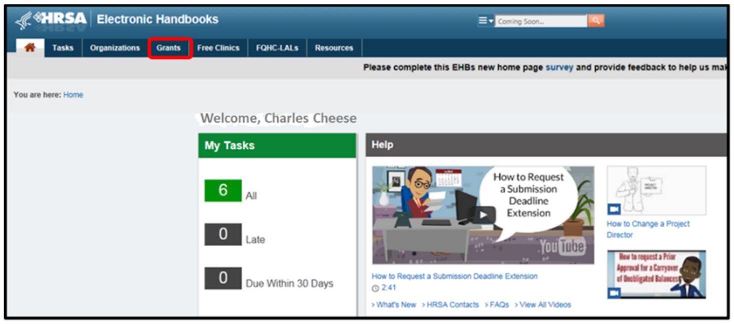


Once you know your agency needs to complete a Provider Report, you'll need to locate the report in the RSR Web System.

Recipient-providers (which are organizations that receives RWHAP funding directly from HRSA and provides direct client services), will enter their reports through the Electronic Handbook (or EHBs). Providers (which are organizations that receives RWHAP funding from a recipient and are accountable to the recipient for the use of the funds by providing direct services to clients and their families), will enter their report through the web system login. You can find the links on page 17 of your RSR Instruction Manual.

I will now discuss how Recipient-Providers access the RSR Provider Report within the EHBs.

Recipient-Providers: Accessing The Provider Report



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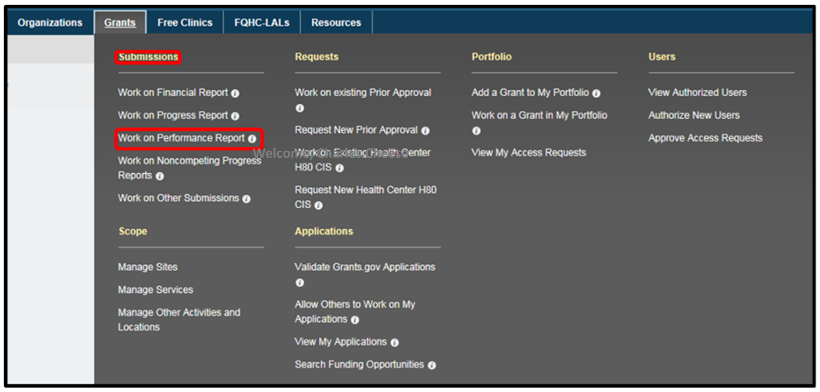
For Recipient-Providers, you must first log into the EHBs using the link provided on the previous slide. Once you have logged in, hover your mouse over the “Grants” tab, on the top-left of the screen to show a drop-down menu.

Recipient-Providers: Accessing The Provider Report



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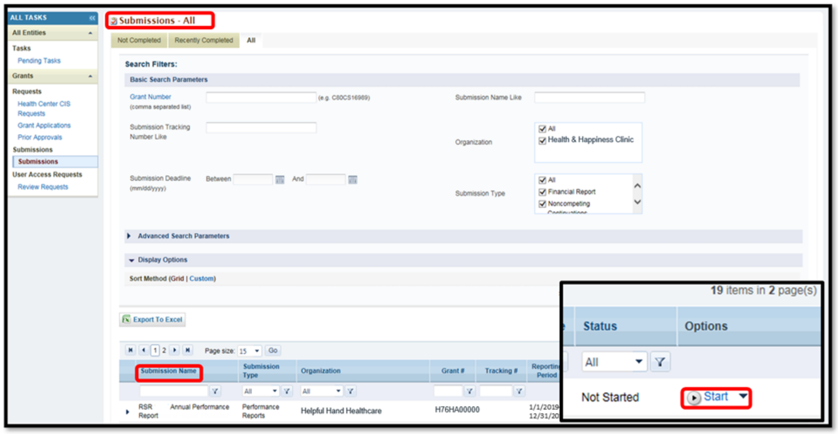
On this drop-down menu, under “Submissions,” select “Work on Performance Report”, and the system will direct you to the Submissions-All page.

Recipient-Providers: Accessing The Provider Report



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After selecting the work on performance report option, the system will direct you to the Submissions-All Page. On the bottom of the Submissions - All page, under "Submission Name," locate your most recent RSR submission. Find your 2019 RSR Deliverable and click "Start" . If you have already began reporting this option will instead read "Edit." This selection will direct you to your Recipient Report inbox.

Recipient-Providers: Accessing The Provider Report

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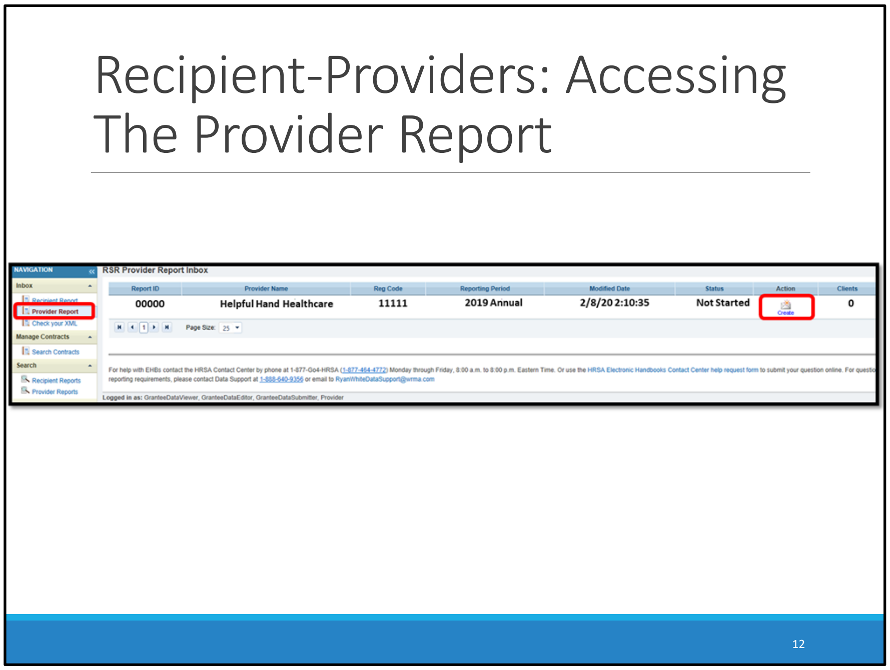
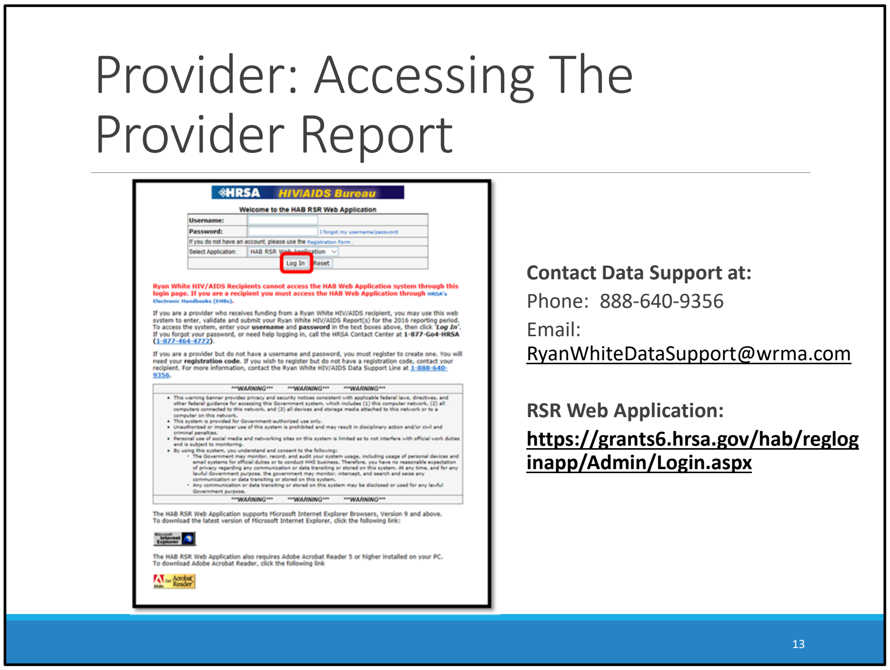
Once you have reached your Recipient Report inbox, you will need to select “Provider Report” under the inbox heading, in order to access the Provider Report. This selection will direct to your Provider Report inbox.



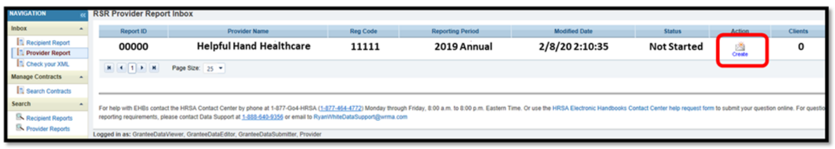
We are now in the provider report inbox. Click on the envelope icon in the Action column to access your Provider Report. For clarification, if the report has been started this envelope icon will say “Open”. However, if the report has not been started then the envelope will say “Create.”

Next, lets discuss how agencies that are classified as “Provider Only”, access the RSR Provider Report.



Providers will complete the 2019 RSR Provider Report by logging into the RSR Web application. If you have submitted the Provider Report in the past, you do not need to re-register in the system. However, if you are a new RSR system user, you will need your agency's registration code to create a user name and password. If you are unaware of what your registration code is, please contact Data Support in order to obtain your code. The contact information for Data Support will be displayed on the TA resources slide towards the end of the presentation. Once you have the information needed to register or log in ,enter your user name and password, select the RSR Web application in the menu, and click "Log In."

Provider: Accessing The Provider Report



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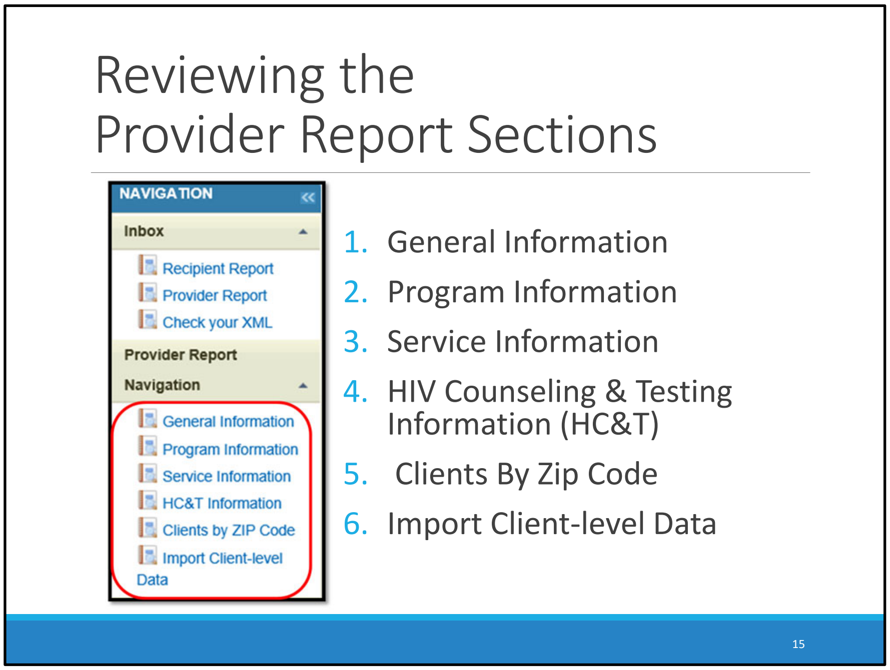
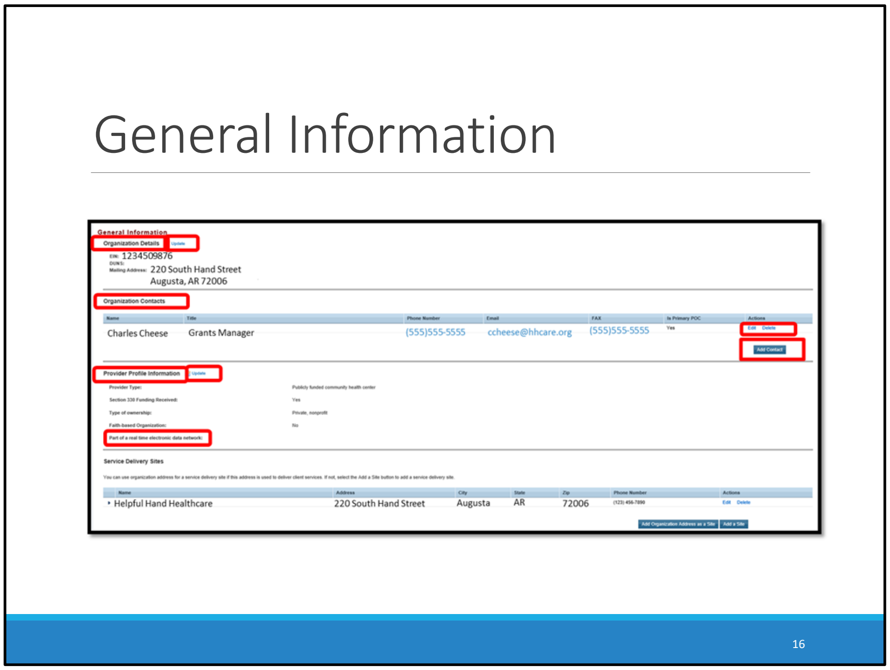
Once you login, you will automatically be taken to the Provider Report inbox, where you will see the 2019 RSR Deliverable. You must select either “Open”, or “Create” to access the provider report. Again, for clarification, if the report has been started this envelope icon will say “Open”. However, if the report has not been started then the envelope will say “Create.”



The 2019 RSR Provider Report includes six sections: General Information, Program Information, Service Information, HIV Counseling & Testing Information (HC&T), Clients by Zip Code, and the Import Client-level Data section. You will see each section of the report under the navigation panel on the left-hand side of the screen in the Provider Report. I have displayed the navigation bar here for your reference.

I will discuss each of these sections in detail in the coming slides.



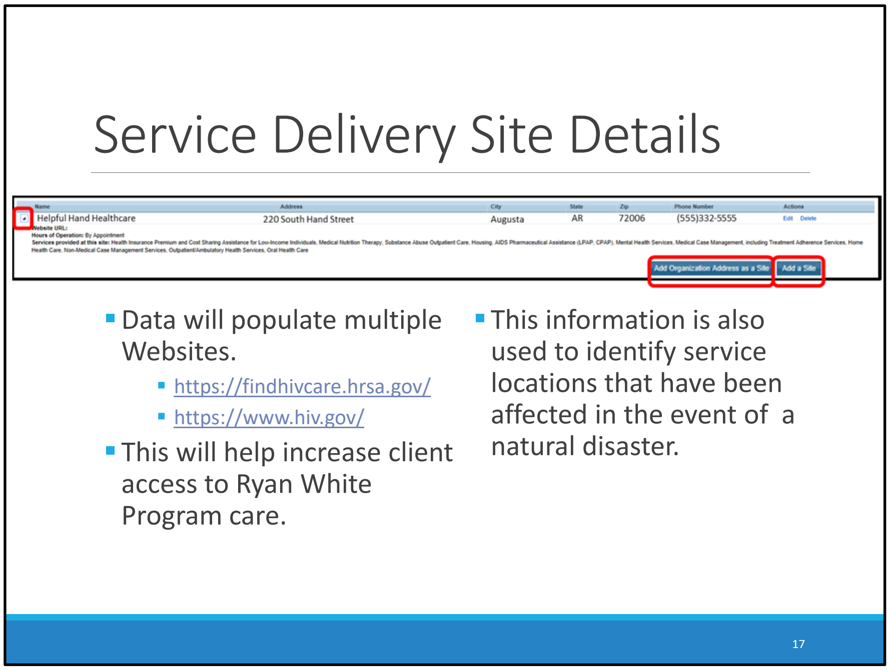
Under the navigation panel on the left-hand side of your screen in the report select the General Information Section. This is the first section of the RSR Provider Report and it consist of four subsections: Organization Details, Organization Contacts, Provider Profile Information, and Service Delivery Sites.

The Organization Details includes the agency's official mailing address, the taxpayer ID, and the DUNS number. For Recipients who have exempted providers and are completing the report on their behalf, please be sure to enter the Provider's information in this section and not your own. If any information in this section needs to be edited, select "update" next to the subsection header. Note: You MUST enter a DUNS number in this section or you will receive an error message when attempting to submit your report.

The Organization Contacts section should include an entry for each staff member from your agency who is affiliated with your RSR submission. For this particular section, Recipients completing the report on behalf of an exempted provider, are allowed to enter their own information here. This list can be modified by selecting the "Edit" or "Delete" links in the "Actions" column of the table. If a contact is missing, use the "Add a Contact" link below the table. If there is a problem with your submission, Data Support uses this information to contact your organization, so please make sure to remove people who have transitioned from your organization or are no longer affiliated with the RSR.

The Provider Profile Information section includes your agency's provider type, your agency's Section 330 Funding, your agency's ownership type, and information on whether or not your agency is faith based. Also in this section of the report, you'll see a new variable. Providers will now select whether they are part of a real-time electronic data network and select a response of yes, no, or unknown. To update information in this section select the update link in the subsection header. Please note: This section MUST be updated, or you will receive an error validation message when attempting to submit your report.

The final component of the General Information Section is the Service Delivery Sites.

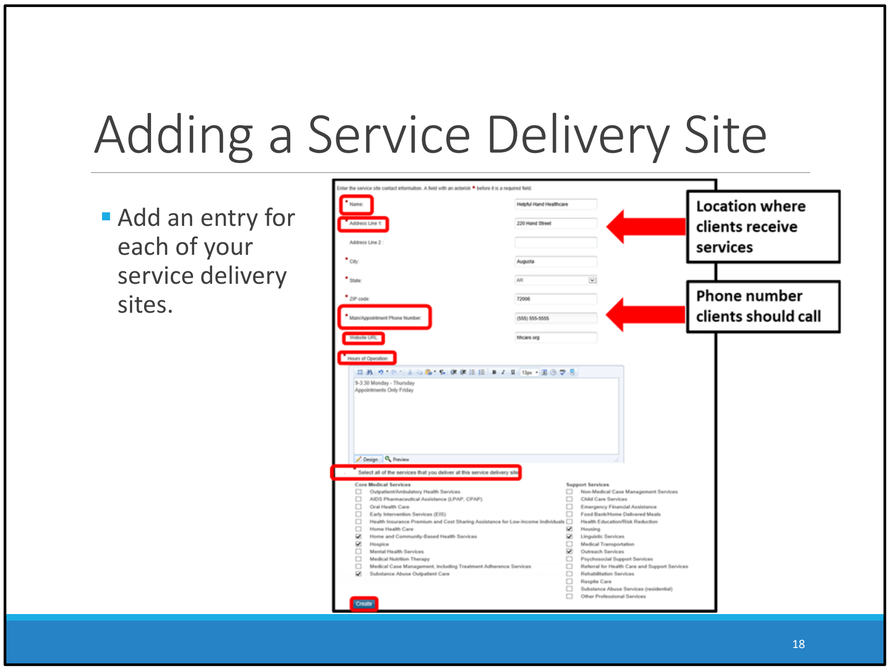


The Service Delivery Sites section was introduced so that HAB could provide more accurate information on where clients can access medical and support services.

This information is displayed on HRSA’s Find Ryan White HIV/AIDS Medical Provider tool and on HIV.gov. Data on HRSA’s Find Ryan White HIV/AIDS Medical Providers tool are updated annually based on the provider report.

In the past year, it has also been used to identify service locations that have been affected by natural disasters to support response efforts. This information is absolutely critical for the clients who may need Ryan White Services in your providers’ area.

Under the Service Delivery Site subsection on the General Information page, select the icon in the left-hand column to display your service delivery site’s Address, City, State, Phone Number, Zip Code, Website URL, Hours of Operation, and the Services offered at that specific location. If your agency currently has no service delivery sites listed, but the service delivery site has the same address as your organization, you can add the contact information by simply selecting the “Add organization address as a site” option. However, let’s see what it looks like when we add a site by selecting the “Add a Site” link in the subsection. The system will direct you to the page where you will be required to enter general information in the system regarding your service delivery site.



A Service Delivery Site entry includes useful information for clients seeking HIV care services .It is important that providers add an entry for each of your service delivery sites, as HAB also uses this data for internal analysis. Each site entry lists the organization's name, the address where services are provided, the phone number clients should call for services, and the organization's Website.

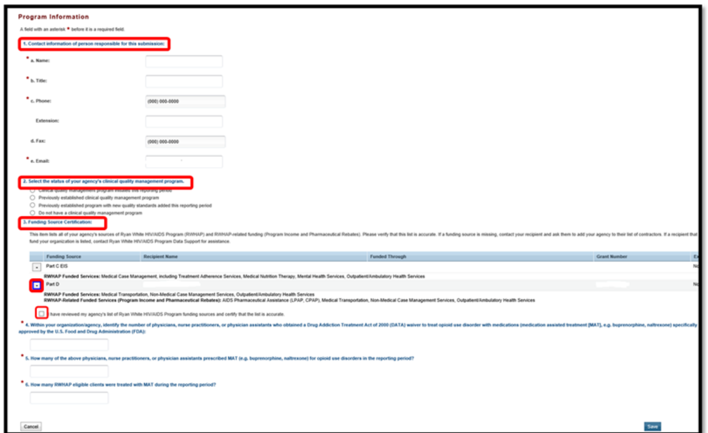
You will want to make sure that the address and phone number listed here show where clients can access services and a phone number to call where they can schedule appointments.

Clients are also able to view the organization's hours of operation, and the services provided at the site.

If you are unsure about or unable to provide any of this information, please speak with your Recipient and/or Program Manager when completing this section to ensure complete accuracy of the details provided.

Once you've completed entering this information, click on "Create" to save the newly created delivery site. These details will be displayed under the service delivery site subsection on the General Information page. For more information on Service Delivery Sites, please refer to page 20 of the 2019 RSR Instruction Manual.

Program Information



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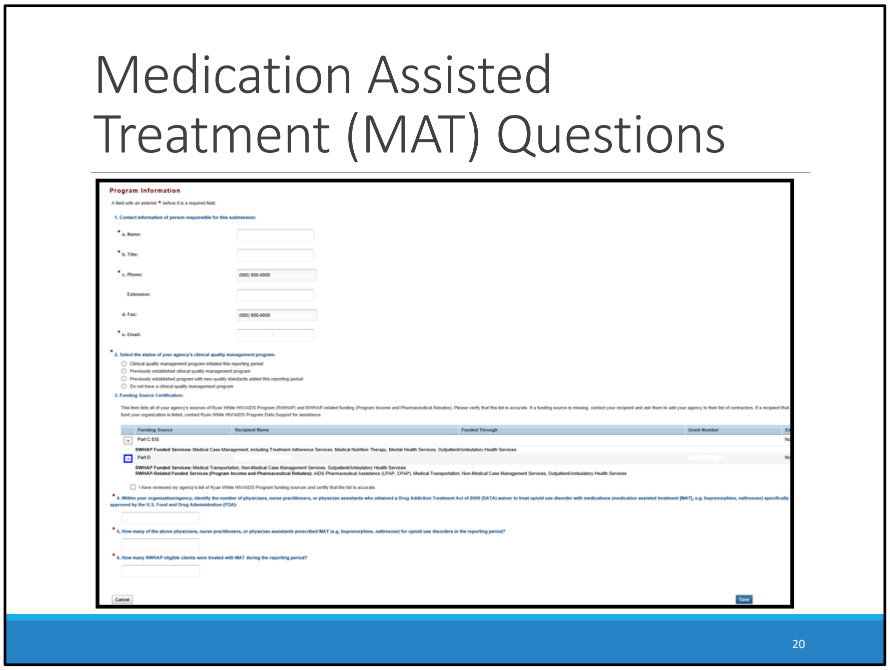
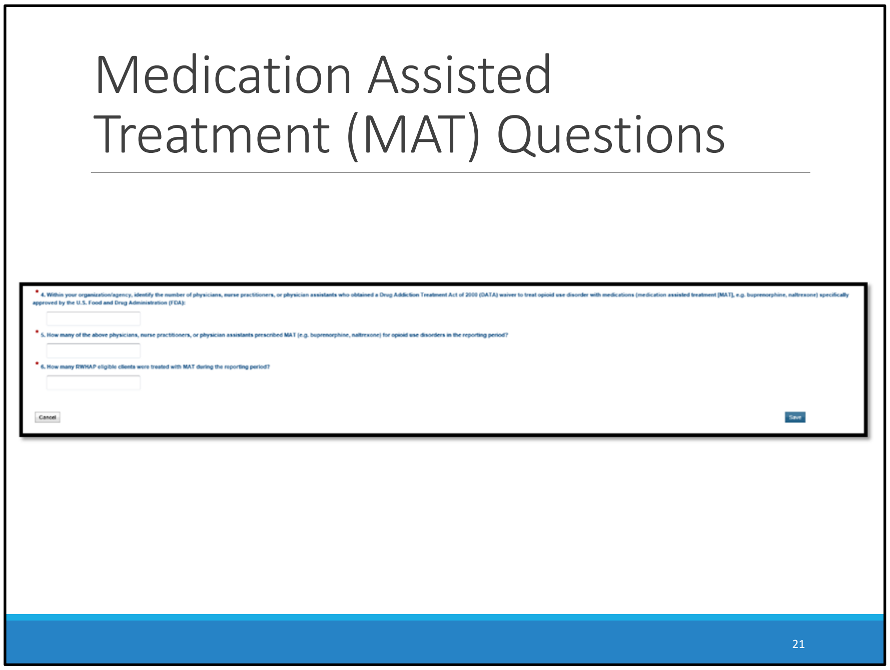
The second section of the Provider Report is the Program Information Section, which includes four questions.

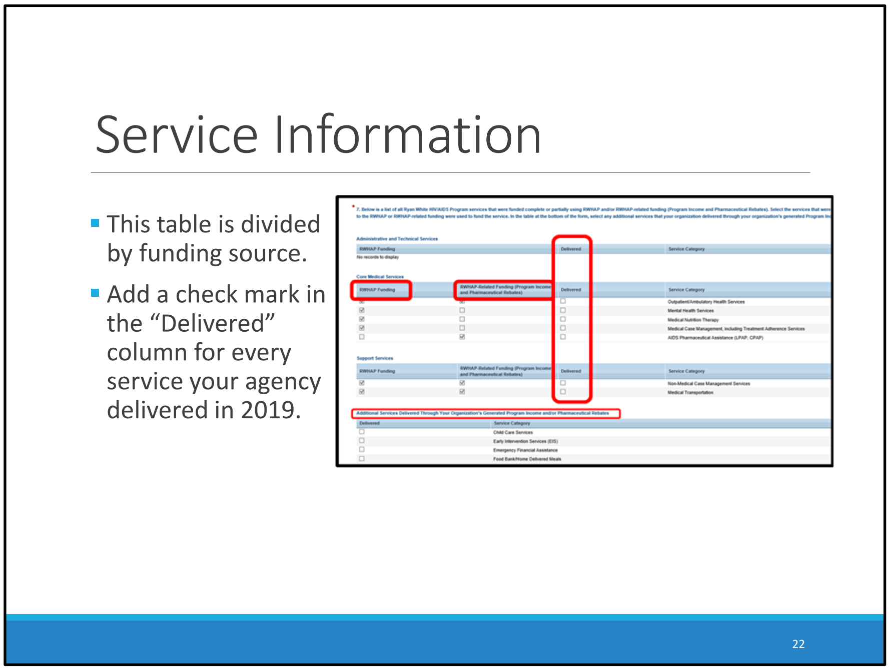
- The first question is an editable field for the contact information of the person completing the report.
- Question 2 asks you to select the status of your agency's clinical quality management program for assessing HIV health services.
- Question 3 is the Funding Source Certification question. This item lists all of your agency's sources of Ryan White HIV/AIDS Program funding. In the 2019 RSR you will now see funded services in the Funding Source Certification grouped by whether they were funded with RWHAP funding or RWHAP-related funding. These include program income and pharmaceutical rebates.
- You can use the icon in the left-hand column to expand each funding source and see the Ryan White services your agency was funded to provide. You should verify that each funding source is accurate. If so, select the check box below the table.
- Please be advised that if this check box below the table is not marked, you will receive an error message when validating your report.
- If a funding source or funded service is missing, contact your Recipient and ask them to add your agency to their list of contractors. If a Recipient that did not fund your organization is listed in question 3, contact Data Support for assistance. Contact information for Data Support will be displayed at the end of this presentation.



On this slide, I have provided a detailed view of how the Medication Assisted Treatment Questions appear in the Program Information Section of the RSR Provider Report.



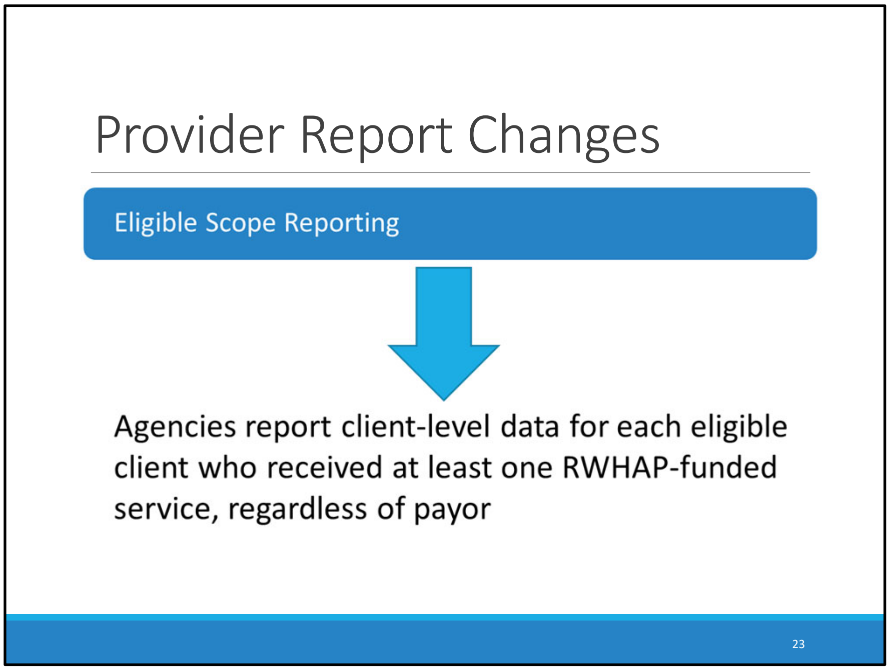
These questions are numbered as questions 4, 5, and 6.



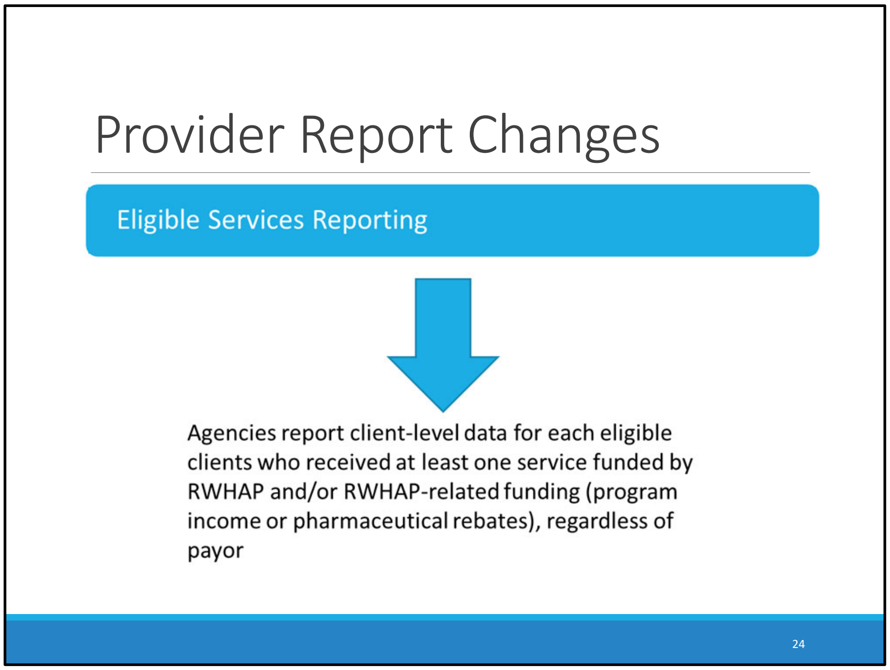
The third section of the Provider Report is the Service Information Section.

In this section, a table will populate with all of the Ryan White HIV/AIDS Program services that your organization was funded to provide. This table is NOW divided by funding source. There is now an additional column in these tables, to mark which services are listed as funded with RWHAP funding and which were funded with RWHAP-related funding. You should select the Ryan White services that were “Delivered” by your agency during the reporting period, regardless of Ryan White funding source. . Please Note: In the 2019 RSR there is now a table below for you to select additional services provided through your organizations program income and/or pharmaceutical rebates.

As a reminder, if the funded service categories are incorrect, you should contact your Recipient to confirm your agency was indicated as funded on their Recipient Report.

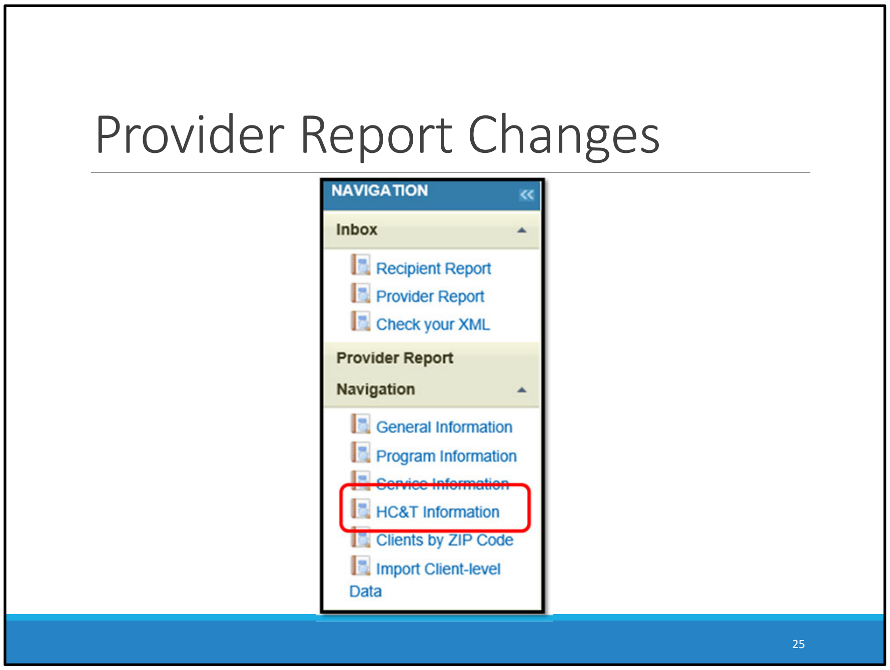


For the 2019 RSR Provider Report, there has been a slight change in reporting requirements. In previous submission cycles the provider report required data for clients reported under Eligible Scope. Meaning, you would report client-level data for eligible clients who received at least one service that you were funded to provide with RWHAP funding.

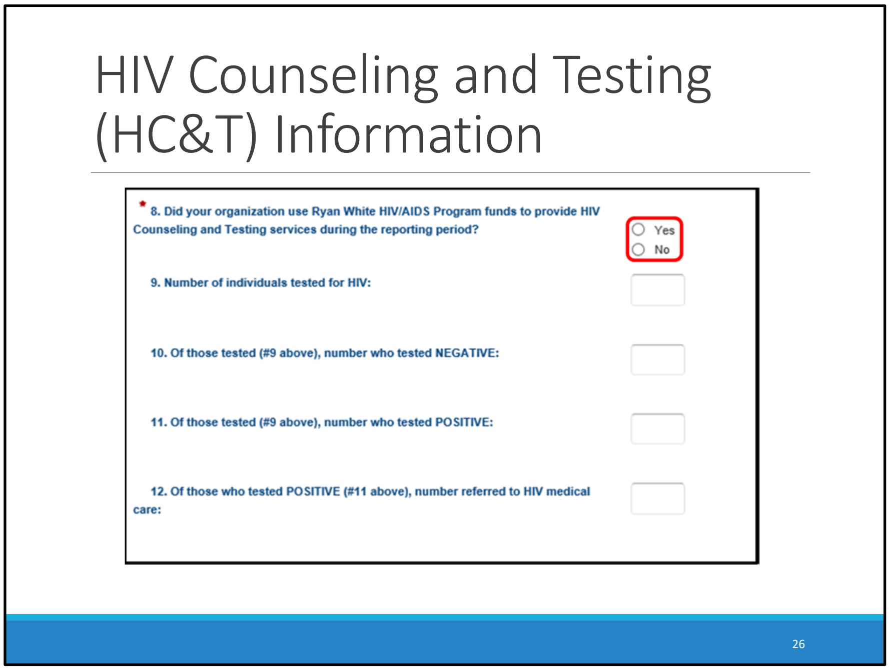


However, this year the provider report allows you to report data for clients reported Under Eligible Services. Meaning you will include not only just RWHAP funding but also RWHAP-related funding, including RWHAP-related program income and pharmaceutical rebates. This is NOT required for the 2019 RSR, however it will be required in future submission cycles.

Remember, you will still report all RWHAP-eligible clients regardless of payor.

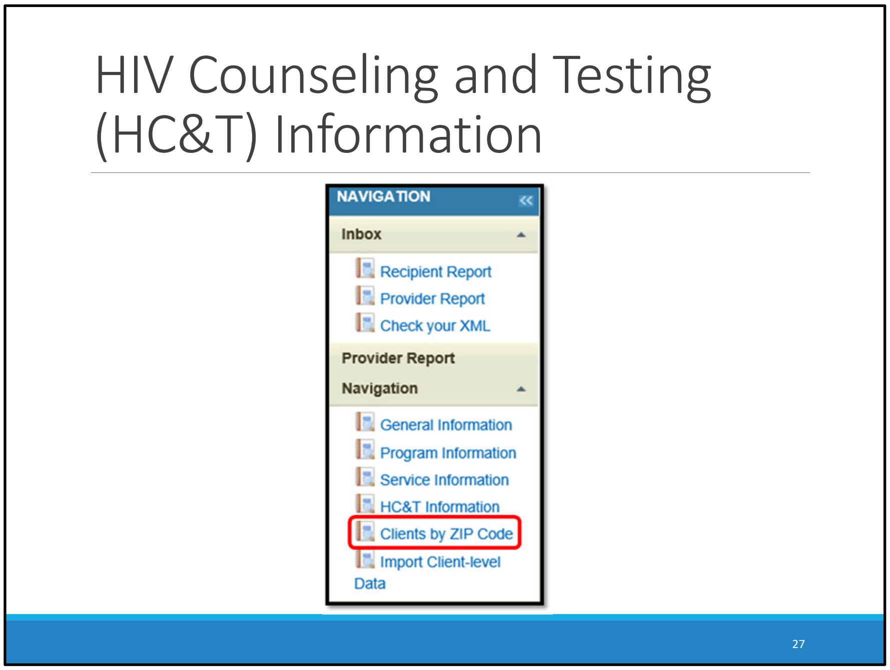


Using the Navigation panel on the left-hand side of your screen in the report, select the "HC&T Information" to complete the next section of the report.

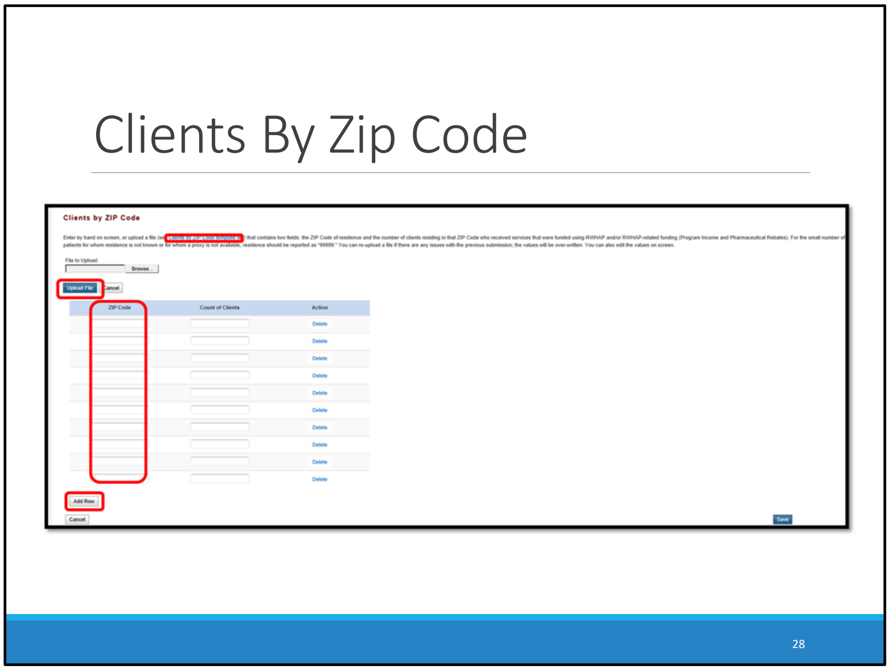


The fourth section of the Provider Report is the HIV Counseling and Testing or HC&T Information.

Every provider must indicate if Ryan White−funded HIV Counseling and Testing services were delivered during the reporting period by selecting “Yes” or “No.” If your response is “Yes,” you must provide aggregate data in questions 8−12. You should report all HIV Counseling and Testing, aggregate data regardless of whether or not the Ryan White Program paid for the service.



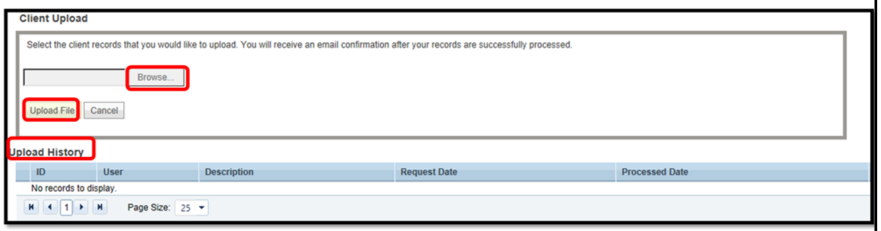
After completing the HIV Counseling & Testing information, select the clients by zip code" option using the navigation panel on the left-hand side of the screen.



This RSR Reporting period the Provider Report includes a brand-new section: Clients by ZIP Code. In this section, providers will report the Number of clients served by their ZIP code of residence. The clients reported here should be eligible clients who received at least one RWHAP and/or RWHAP-related funded service. The total number of clients that you report in this section should match the number of clients that you upload in your client-level data XML file.

Providers have two options for reporting their ZIP Code data: they may enter the data directly into the web system or they can upload a completed Excel template. To enter the data directly, simply add your ZIP Codes into the left column, and the number of clients for each one into the right column. You can also add rows to this section as needed by using the “Add Row” button at the bottom of the table. To use the Upload function, select the “Clients by ZIP Code template” link to download the template file. Here providers can fill out the template in the same way with a column for ZIP Codes and another for the number of clients. Once the file has been completely filled out, use the “Choose File” link to select the file you have saved on your computer and then select “Upload File” to upload it to the web system.

Import Client-level Data



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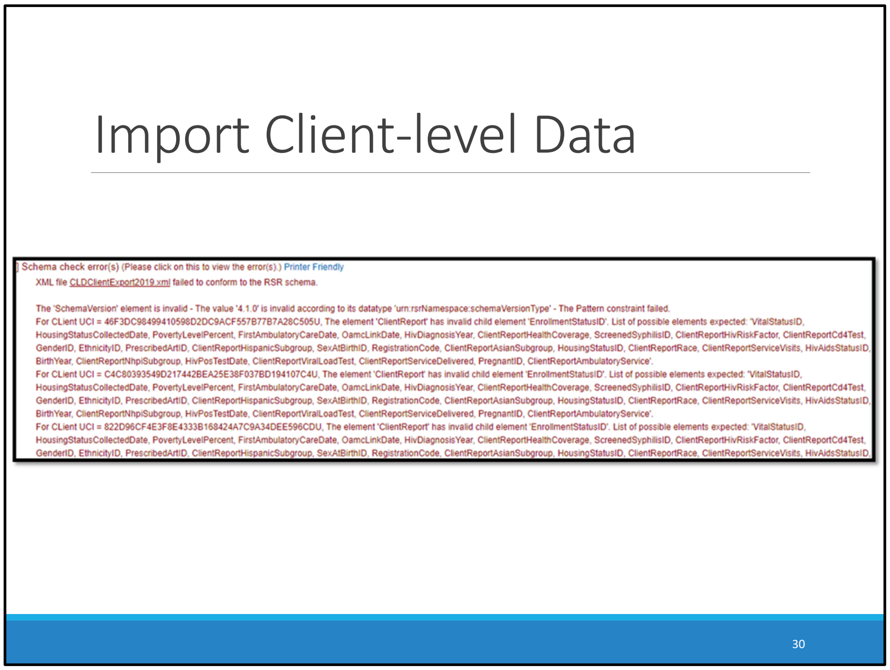
The fifth section of the RSR Provider Report is the Import Client-level Data section.

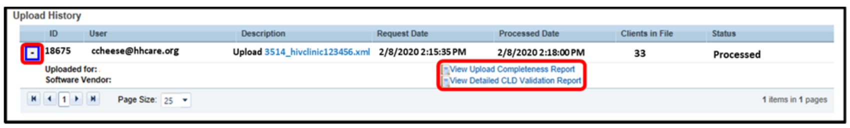
If your agency was funded to provide Core Medical or Support Services and delivered these services during the reporting period, which would be January 1, 2019-December 31, 2019, your agency must upload client-level data to your Provider Report. To upload a client-level data file, click “Browse” to locate your file. After you’ve located your file, click “Upload File.” This process may take a few minutes to complete. When your client-level data file is successfully processed, it will populate in the “Upload History” table.



If you upload your client-level data file and receive a schema check error, which identifies corrections are needed within your file, please contact the DART Team for assistance. The contact information for the DART Team will be displayed at the end of this presentation.

Client-level Data (CLD) Reports

- HAB prefers you to merge your data locally.
- However, you can upload multiple XML files to the Client-level Data upload section.
  - For each file, you can view the Upload Completeness Report (UCR) and Client-level Data Validation Report.
  - You can view the UCR and Client-level Data Validation Report, which details any errors, warnings, or alerts in the data.



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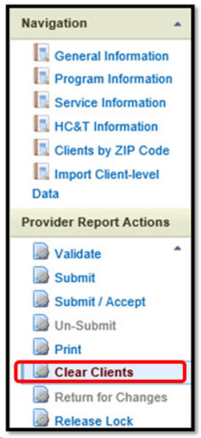
HAB prefers you to merge your data locally, but if you are not able to then you have the ability to upload multiple XML files to the Client-level Data upload section. You can view the Upload Completeness Report or (UCR) for each individual file by selecting the icon to the left of the ID number. You can also view any validation errors, warnings, or alerts that your client-level data may have generated by viewing the Validation Report for each file.

Next, lets take a look at how to clear a client-level data file in the event you'd like to make changes within your report.

Clearing Client-level Data (CLD)



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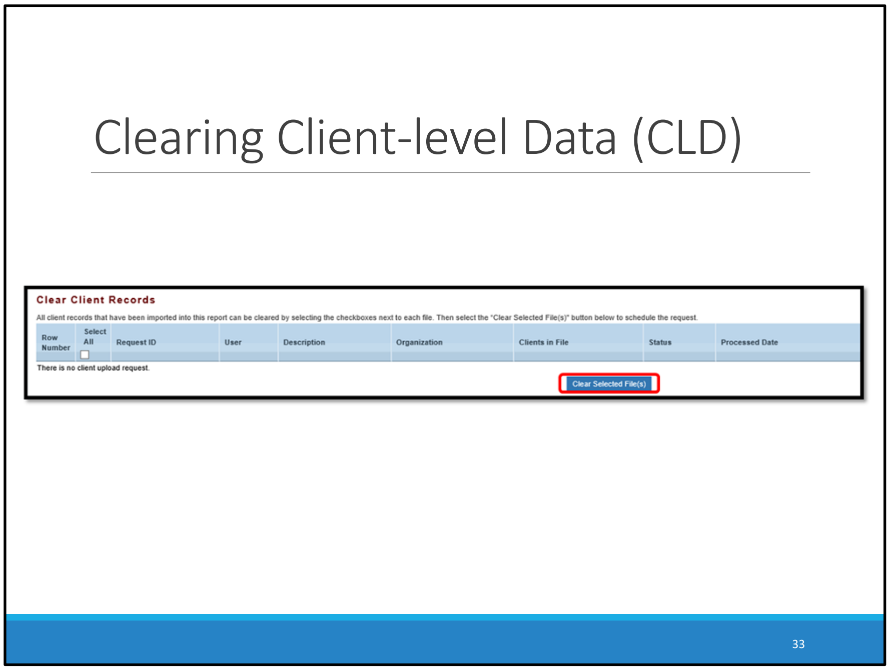
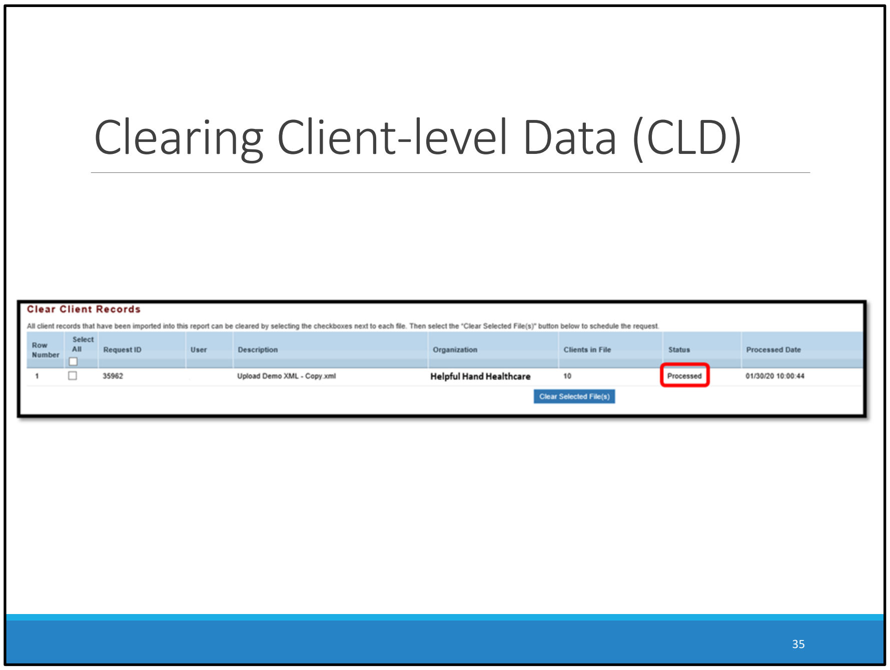
Select the “Clear Clients” option on the left-hand side of screen under the navigation panel.



On the screen that appears you will select the data file you wish to remove and then select “clear selected fields”.

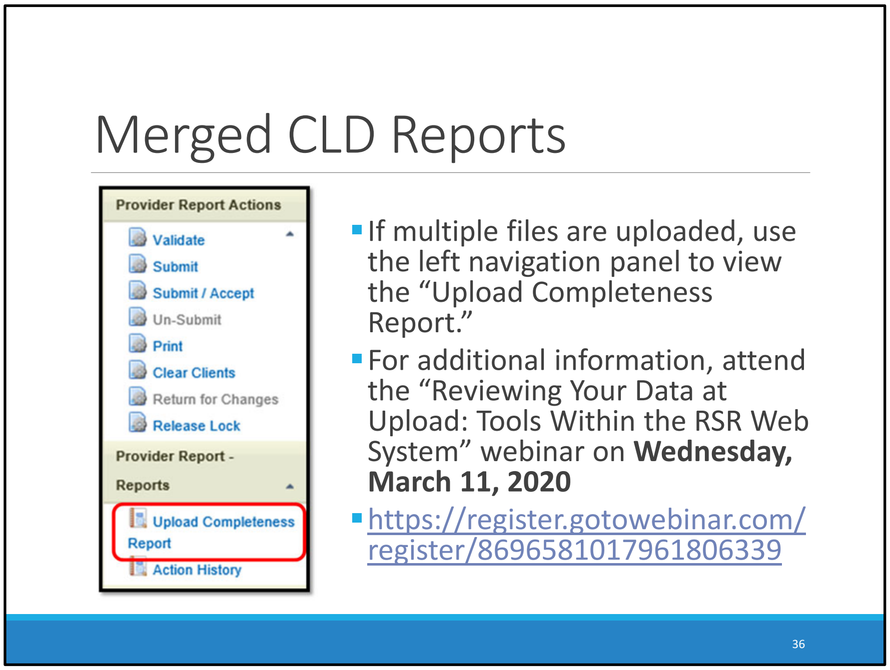
Clearing Client-level Data (CLD)

Once the system begins processing the request you will see a “success” message at the top of the screen as well as a “pending” status below.



After a few moments, refresh the page and you will now see that the clear clients request has been "processed". All files selected are now removed from the report.

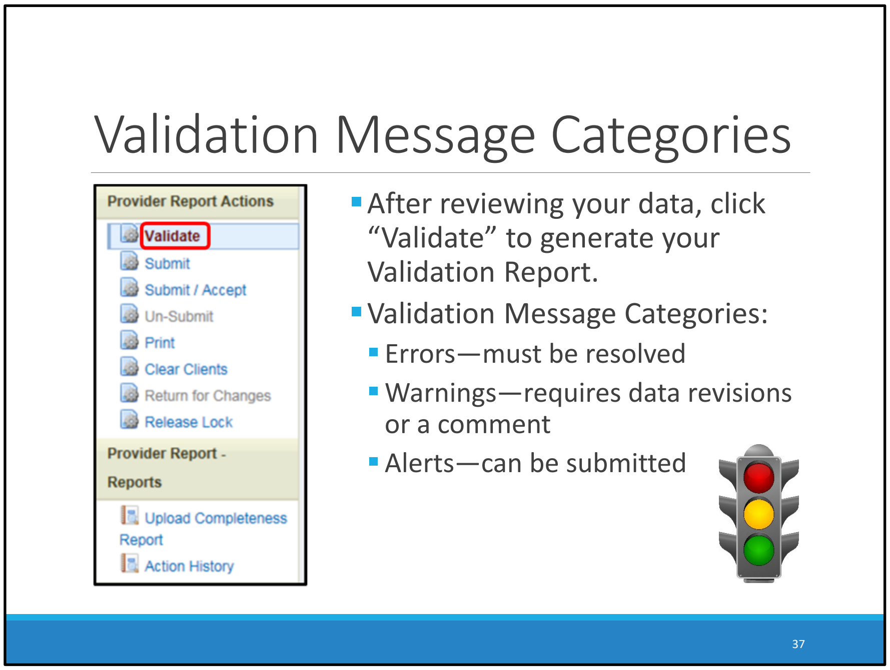
Next, I will discuss the Upload Completeness Report as well as validation messages you may receive when attempting to submit your report.



The UCR is a report available in the (RSR) Web System that displays the uploaded data by data element, so you can review your data quality. The UCR allows you to identify both missing data as well as data that may be incorrect. To view the UCR for the merged data, select the "Upload Completeness Report" link in the left navigation panel. Please note, even if your agency has only uploaded one client-level data file you can still use this link to view your UCR. Remember, this report is important for checking and improving your data quality.

For more information about using these reports, I would encourage you to attend the Webinar "Reviewing Your Data at Upload: Tools Within the RSR Web System" that will be presented on Wednesday, March 11. The registration link has been added to this slide for your reference.

Now, lets discuss the validation message categories you may receive in your report after you have uploaded your data.

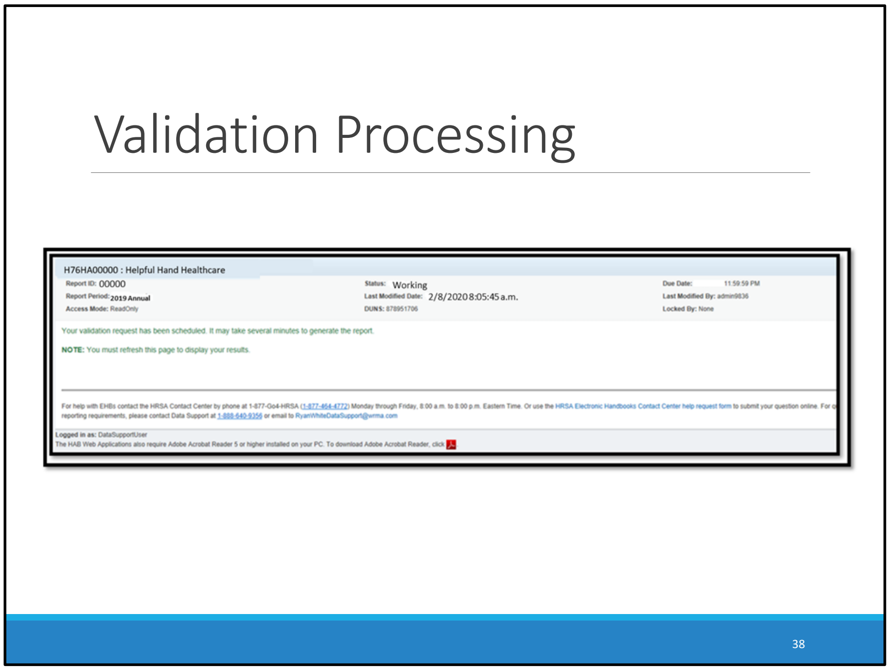


Once you have uploaded and reviewed your "Upload Completeness Report," click "Validate" in the left navigation panel under "Provider Report Actions." This link will generate your "Validation Report," which contains a full list of any validation messages by the report.

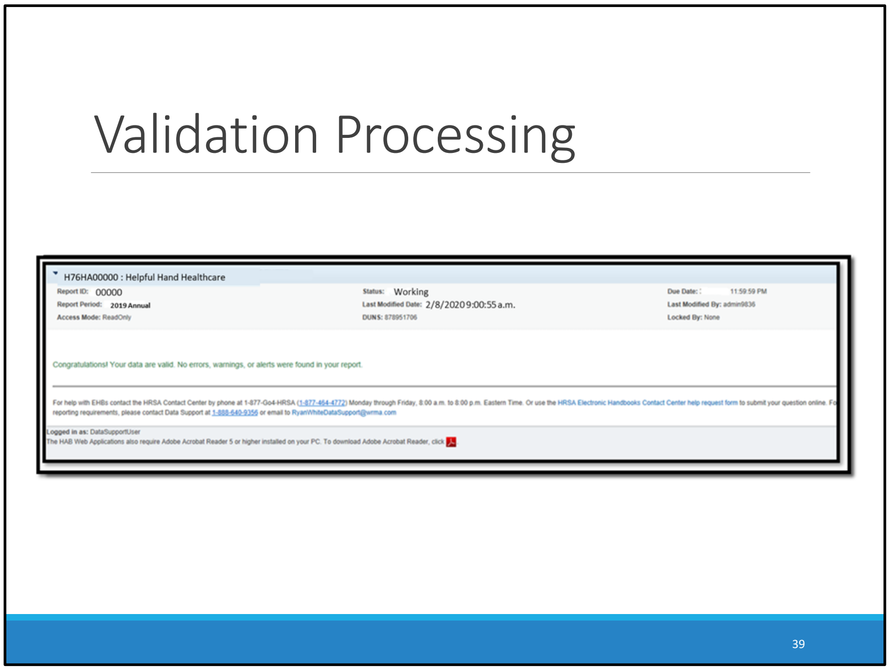
There are three possible validation message categories:

- Errors identify items that are not allowed. Errors must be resolved before you can submit your report.
- Warning messages suggest your data may need revision. If you've reviewed your data and determined the entered information is correct, you must enter a warning comment explaining the data. You can submit your data with warning comments.
- Alerts identify areas in your data that should be reviewed for accuracy. You can submit your data with alerts; however, alerts indicate your data may need correction.

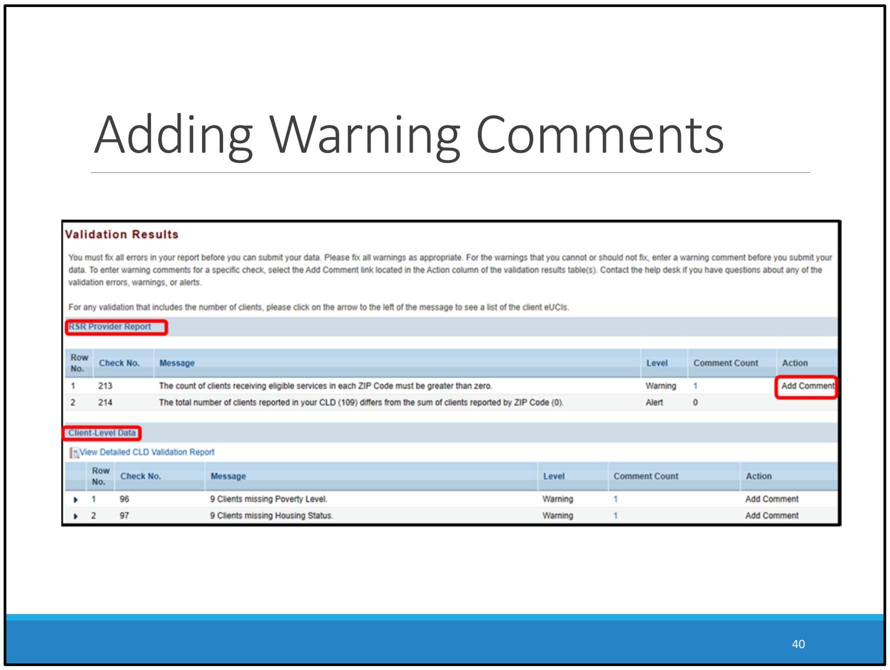
As a general rule, Alerts can become Warnings, and Warnings can become Errors in future submission cycles, so it's a good idea to try to correct all validations as appropriate. Please Note: you must, allow the system to validate for a few minutes, and then refresh the page by selecting "Validate" again. Let's take a brief look at the validation process before we continue.



When you validate your report for the first time, you may see a message indicating that the validation request has been scheduled and that it takes several minutes to generate the report. You will need to refresh the page to display your results. If you receive this message, remember to wait a few moments and then select “Validate” in navigation panel again.

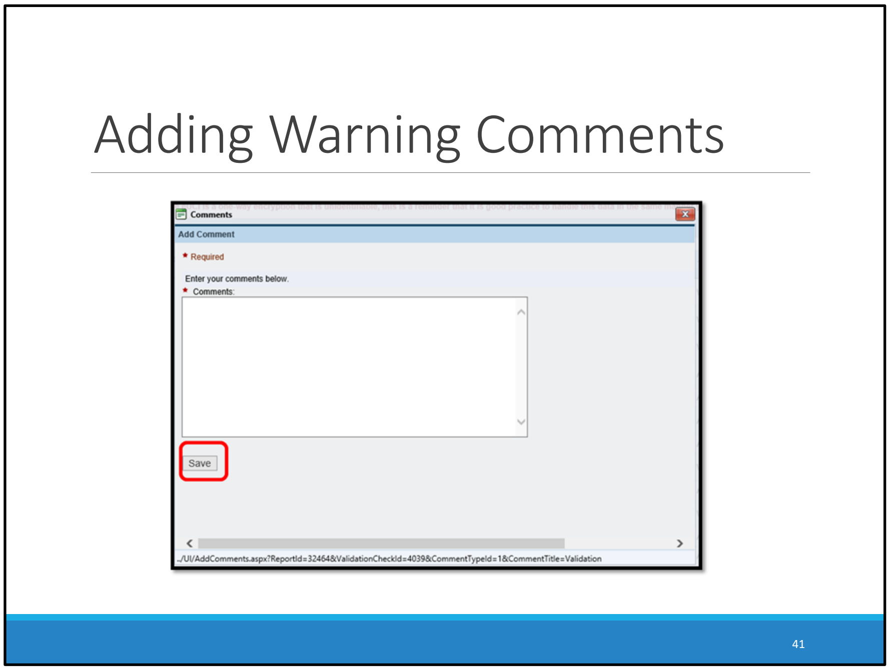


If you validate your report again, and receive the message “Congratulations! Your Data are valid. No errors, warnings, or alerts were found in your report” then the system has verified the uploaded file is accurate. However, for those who do receive a validation message in their report, lets review how to address those in order to submit the report successfully.

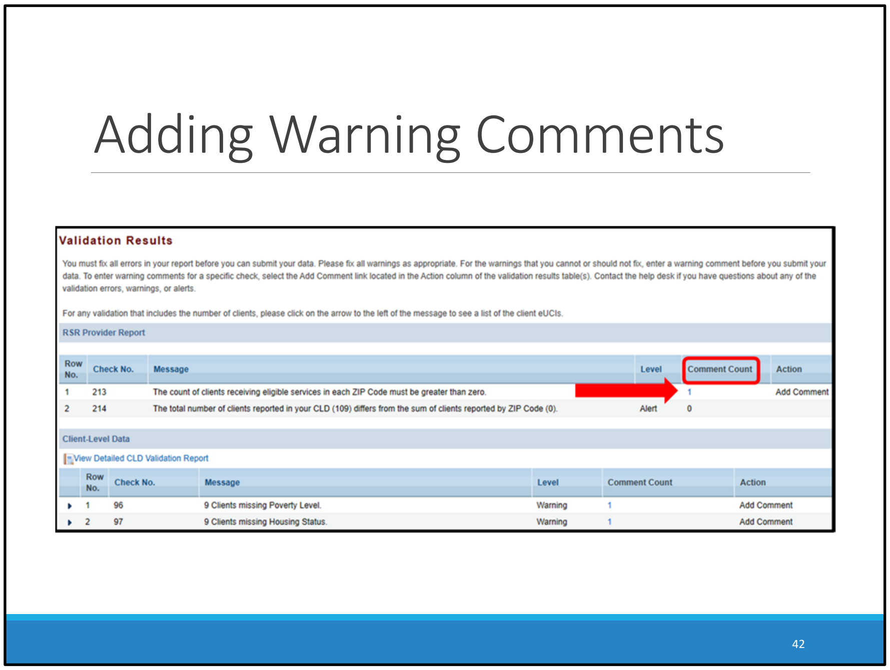


This screenshot shows how the validation results will appear in the web system. The Validation Report is organized by RSR Provider Report validation messages and by Client-level Data validation messages.

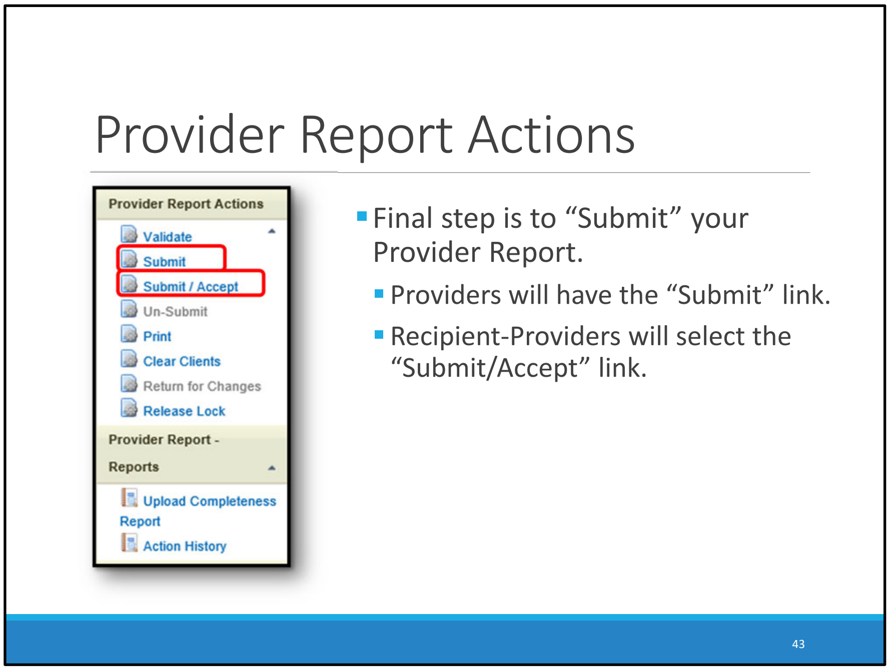
As I explained on the previous slide, if your report generates warnings, you will either need to revise the data or enter a Warning Comment explaining the data. There must be at least one Warning Comment entered per warning message. To add a Warning Comment, select “Add Comment,”.



A text box will appear for you to enter your comment. Once you've entered all necessary comments select save.

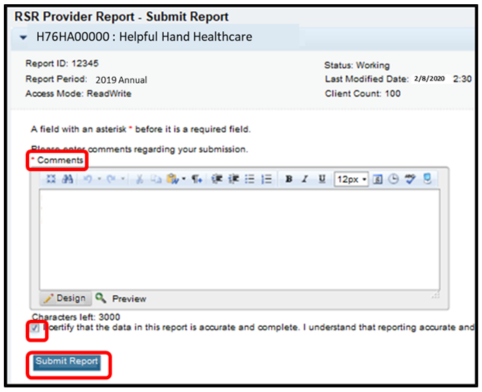


After you’ve saved your comment, the comment count column will reflect the number of comments entered per warning message.



Once you've completed the six Provider Report sections, you've uploaded and reviewed your data, and you've addressed all of your validation messages, you will need to submit your report. Providers will use the "Submit" link, and Recipient-providers will use the "Submit/Accept" link.

Submission Comments

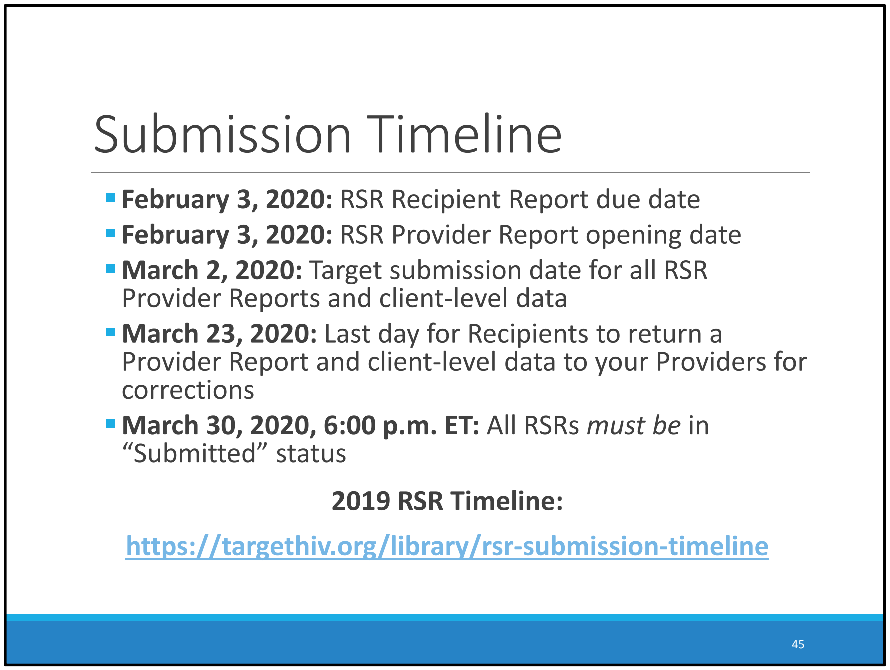


- Report will advance to either “Review” or “Submitted” status:
  - “Submitted”—you are done!
  - “Review”—must be accepted by all recipients.
- Regularly confirm your submission status.

Once you’ve clicked “Submit,” you will be required to enter a *Submission Comment. All of your RSR comments are reviewed at the end of the submission cycle. This is your opportunity to add contextual information and feedback about your RSR, so please enter a meaningful comment. After your comment is entered, you need to certify the data in the Provider Report as accurate and complete by adding a check mark. Your final step is to click “Submit Report.”

Once you’ve clicked “Submit Report,” your RSR Provider Report will advance to either “Submitted” or “Review” status. If your report advances to “Submitted” status, you are done! If your report advances to “Review” status, one or more recipients must review and accept the report before it will advance to “Submitted” status. For recipients that receive multiple Ryan White grants, you must accept your Provider Report through each funding source. For example, recipients that receive both Part C and Part D funding will need to “Accept” their Provider Report through both Part C and Part D grants.

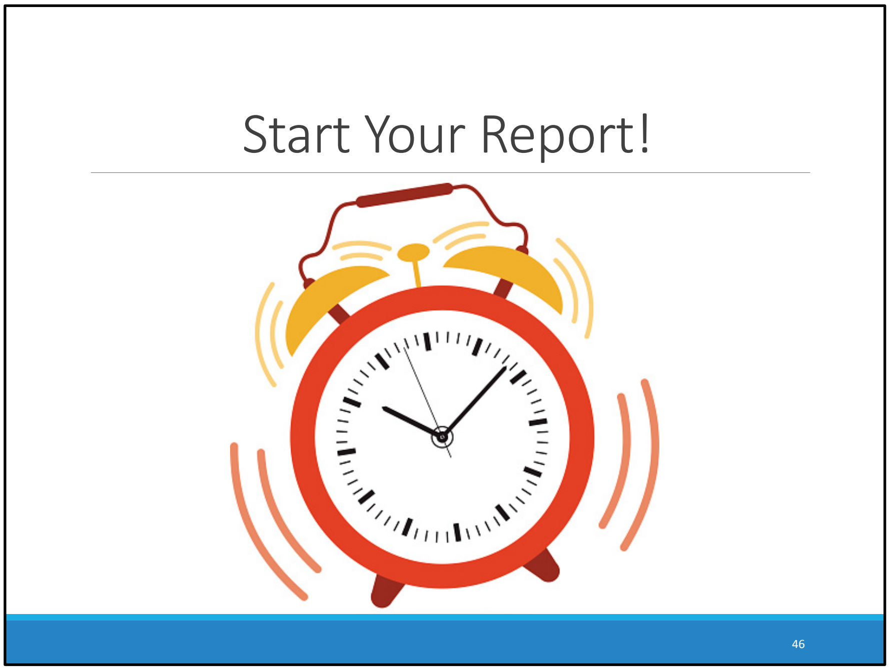
Recipients also reserve the right to return Provider Reports for additional changes, so be sure to regularly confirm your report is in “Submitted” status.



Now that I've discussed how to complete the RSR Provider Report, let's take a deeper look at the 2019 RSR submission timelines.

- Recipients were required to have their Recipient Report in "Certified" status by February 3. If a Recipient Report requires revisions, recipients must make a decertification request and contact Data Support.
- February 3 marked the date Providers were able start the RSR Provider Report. However, providers should have already began uploading their client-level data.
- March 2 is the suggested submission date for all RSR Provider Reports and client-level data. HAB strongly recommends that all providers submit their data no later than March 2 to allow recipients ample time to review and return reports for changes as necessary.
- March 23 is the last day that a recipient can return a Provider Report for corrections. After March 23, they must contact Data Support to make an unsubmit request. It's much better for recipients to return the reports for corrections before the deadline than to plan to unsubmit the reports during that last working week.
- Please keep in mind that the closer we get to the submission deadline, the less likely we are to approve any unsubmit requests, especially for multiply funded providers. Unsubmitting a report should only be done as a last resort.
- Monday, March 30, 2019, is THE final deadline. All reports must be in submitted status by 6:00 p.m. ET on March 30. After 6:00 p.m., the report is automatically marked late by the system. We cannot grant extensions to individual providers or recipients, so please plan your work accordingly.

As a reminder, recipients are always able to create earlier deadlines for their provider's reporting timeline. For example, recipients might tell their providers that they must submit their reports a week in advance of HAB's recommended March 2 target submission date so that they have plenty of time to return a Provider Report for changes if needed.



As a reminder, please note that the Provider Report is now open. All Reports must be in submitted status by Monday, March 30, 2020, at 6:00 p.m. EST. We are not able to grant submission extensions, so please start working on this now.

RSR Webinar Series

Date	Webinar
March 11, 2020	Reviewing Your Data at Upload: Tools Within the RSR Web System
May 20, 2020	RSR Town Hall

To register, go to https://targethiv.org/calendar/

The RSR Webinar series is presented each year to help you through different steps in the RSR Submission Process. On March 11, the DART TEAM will be hosting the webinar, Reviewing Your Data Upload: Tools Within The RSR Web System. On May 20, the DART Team and Data Support will present the RSR Town Hall. You can register today for upcoming webinars at the link provided.

Technical Assistance Contacts

TA Resource	Type of TA
Ryan White Data Support 888-640-9356 RyanWhiteDataSupport@wrma.com	• RSR-related content and submission questions; • Interpretation of the RSR Instruction Manual and HAB's reporting requirements; • Instructions for completing the RSR Recipient and Provider Reports; and • Data validation questions.
DART Data.TA@caiglobal.org	• Data reporting requirements; • Extracting data from systems and reporting it using the required XML schema; • TRAX and the encrypted Unique Client Identifier (eUCI) Application; and • Data quality issues.
EHB Customer Support Center 877-464-4772 http://www.hrsa.gov/about/contact/ehbhelp.aspx	• RSR software-related questions; • Electronic Handbook (EHBs) navigation; • EHBs registration; • EHBs access and permissions; • Performance Report submission statuses; and • RSR Web System navigation.
CAREWare Help Desk 877-294-3571 cwhelp@jprog.com	• How to generate the XML file from CAREWare correctly; • How to view a sample client summary file; and • Creating custom reports.

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Here are the Ryan White Technical Assistance contacts available to you.

Data Support addresses RSR-related content, submission questions, interpretation of the RSR Instruction Manual and HAB's Reporting Requirements, instructions for completing the RSR Recipient and Provider Reports, and data validation questions.

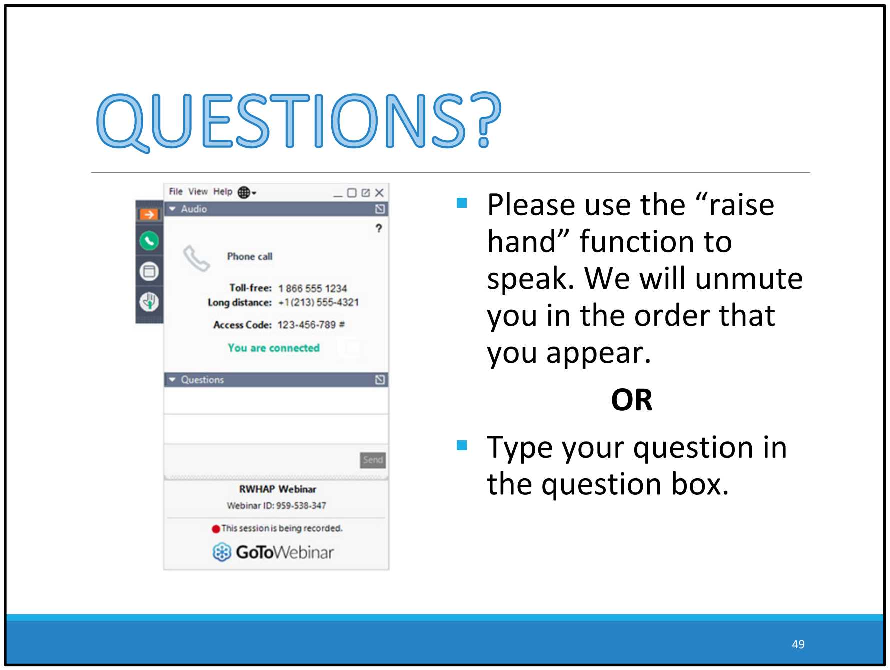
The DART Team addresses questions for those needing assistance in extracting data from their systems and reporting those data using the required XML schema; they also offer TA on the TRAX Application, data reporting requirements, and data quality issues.

The EHB Customer SupportCenter provides assistance with the EHBs, including registration, access and permissions, RSR software-related questions, and EHBs navigation.

For our CAREWare users, the CAREWare Help Desk will be your best resource. The CAREWare help desk can assist you with generating XML files from CAREWare correction and also help create custom reports. I would encourage all CAREWare users to sign up for the listserv.

If you're still unsure of who to contact, please just call or email anyone. We will be sure to direct you to the right place! This information is available on the TargetHIV website within the RSR TA data Brochure.

Thank you all for tuning in to today's Webinar. I'll turn it back over to Ellie for the question-and-answer portion.



Before we go to the Q&A session, we'd like to remind you that a brief evaluation will appear on your screen as you exit, to help us understand how we did and what other information you would have liked included on this Webcast. We appreciate your feedback very much, and we'll use this information to plan future Webcasts.

We will now take questions. As a reminder, you can send us questions using the "Question" function on your control panel on the right-hand side of the screen. You can also ask questions directly "live." You can do this by clicking the "raise hand" button (on your control panel). If you are using a headset with a microphone, my colleague Beth will conference you in; or, you can click the telephone button and you will see a dial-in number and code. We hope you consider asking questions "live," because we really like hearing voices other than our own.

We do want to get all of your questions answered, and we do not usually run over an hour. If you have submitted your question in the question box and we cannot respond to your question today, we will contact you to follow up. We often need to explore your question to make sure we give you the most appropriate answer.

As you exit this Webcast, please complete the evaluation question that appears on your screen. This will help us understand how we did and what other information you would have wanted us to include on this Webcast. Thank you for joining us today!