

# Completing the RSR Provider Report

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RYAN WHITE HIV/AIDS PROGRAM SERVICES REPORT (RSR)  
HEALTH RESOURCES AND SERVICES ADMINISTRATION  
HIV/AIDS BUREAU  
FEBRUARY 5, 2020



## Disclaimer

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2

Today's webinar is supported by the organizations shown on the slide, and the contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by the Health Resources Services Administration, the U.S. Department of Health and Human Services, or the U.S. Government.

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

## Webcast Overview

- Who Completes an RSR Provider Report?
- Accessing the RSR Provider Report
- Reviewing the Provider Report Sections
- Validating & Submitting the RSR Provider Report
- Submission Timeline
- Upcoming Webinars & TA Resources

3

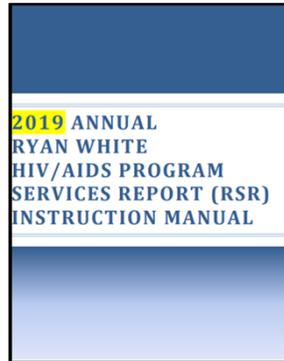
Thank you, Ellie!

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

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

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.

## Who Completes an RSR Provider Report?

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- **All** agencies that provide Ryan White HIV/AIDS (RWHAP) Program services must complete **one** Provider Report.
- All provider agencies are expected to complete their **own** report.
  - **EXCEPT** – Exempt subrecipients
  - See page 4 of RSR Instruction Manual for exemption criteria

5

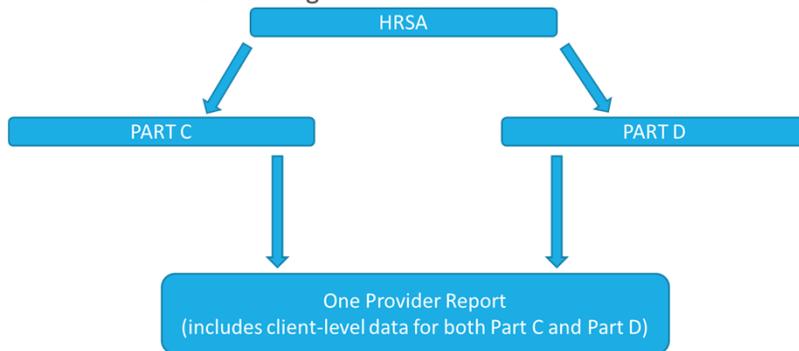
I'll begin today's presentation by establishing who needs to complete an RSR Provider Report.

- 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, let's discuss what multiply-funded agencies must submit on the next slide.

## Who Completes an RSR Provider Report: Multiply-funded Agencies

- Multiply-funded agencies will submit **one** Provider Report that includes **all** Program Parts.



6

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.

## Accessing the Provider Report

- Recipient-providers access the system via the EHBs: <https://grants.hrsa.gov/webexternal>
- Providers access the system via the web system: <https://performance.hrsa.gov/hab/RegLoginApp/admin/login.aspx>.
- Refer to page 17 of the [RSR Instruction Manual](#) for additional details on how Recipient-providers and Providers can access the RSR system.

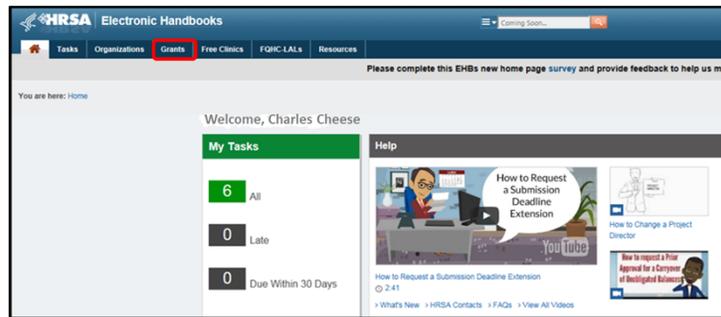
7

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.

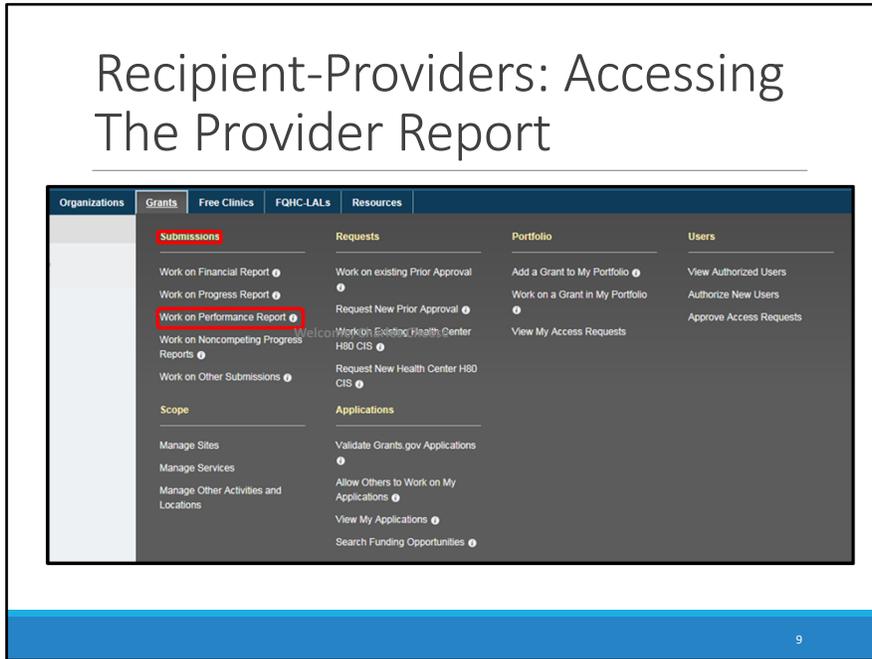
I will now discuss how Recipient-Providers access the RSR Provider Report within the EHBs.

# Recipient-Providers: Accessing The Provider Report



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



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

The screenshot displays the 'Submissions - All' page. At the top, there are tabs for 'Not Completed' and 'Recently Completed'. Below this is a search filter section with 'Basic Search Parameters' and 'Advanced Search Parameters'. The 'Basic Search Parameters' section includes fields for 'Grant Number', 'Submission Name Like', 'Submission Tracking Number Like', 'Submission Deadline', 'Organization', and 'Submission Type'. The 'Advanced Search Parameters' section is currently collapsed. Below the search filters is a table of submissions. The table has columns for 'Submission Name', 'Submission Type', 'Organization', 'Grant #', 'Tracking #', and 'Report Period'. The first row in the table is highlighted, and a context menu is open over it. The context menu has a 'Status' dropdown set to 'All' and an 'Options' dropdown set to 'Start'. The 'Start' option is highlighted with a red box.

Submission Name	Submission Type	Organization	Grant #	Tracking #	Report Period
RSR Annual Performance Report	Performance Report	Helpful Hand Healthcare	HT6HA0000		1/1/2019 12/31/20

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 begun reporting this option will instead read “Edit.” This selection will direct you to your Recipient Report inbox.

# Recipient-Providers: Accessing The Provider Report

The screenshot displays the 'RSR Recipient Report Inbox' interface. On the left, a 'NAVIGATION' sidebar includes an 'Inbox' section with 'Recipient Report' and 'Provider Report' highlighted in red. Below this are 'Manage Contracts' and 'Search' options. The main content area features a table with the following data:

Report ID	Fund Source	Grant Number	Recipient Name	Reporting Period	Modified Date	Status	Action
11111	Part C EIS	H76HA00000	Helpful Hand Healthcare	2019 Annual	2/8/20 2:10:35	Working	

Below the table, there are navigation controls for page size (set to 25) and a footer with contact information for HRSA and Data Support.

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.

# Recipient-Providers: Accessing The Provider Report

Report ID	Provider Name	Reg Code	Reporting Period	Modified Date	Status	Action	Client
00000	Helpful Hand Healthcare	11111	2019 Annual	2/8/20 2:10:35	Not Started	Create	0

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.

# Provider: Accessing The Provider Report

**HRSA HIV/AIDS Bureau**

Welcome to the HAB RSR Web Application

Username:

Password:  [Forgot my username/password](#)

If you do not have an account, please use the registration form.

Select Application: HAB RSR Web Application

**Log In**

**Ryan White HIV/AIDS Recipients cannot access the HAB Web Application system through this login page. If you are a recipient you must access the HAB Web Application through rwsa's homepage (rwsa.hrsa.gov).**

If you are a provider who receives funding from a Ryan White HIV/AIDS recipient, you may use this web system to enter, validate and submit your Ryan White HIV/AIDS Reports for the 2019 reporting period. To access the system, enter your **username** and **password** in the text boxes above, then click **Log In**. If you forget your password, or need help logging in, call the **VRCA Contact Center at 1-877-664-4733**.

If you are a provider but do not have a username and password, you must register to create one. You will need your **registration code**. If you wish to register but do not have a registration code, contact your recipient. For more information, contact the Ryan White HIV/AIDS Data Support Line at **1-888-548-9336**.

**WARNING**

- This system handles sensitive and security critical information with appropriate federal laws, directives, and other means in place for protecting the information system, which includes (1) this computer network, (2) all computers connected to the 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 computer 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 consent and agree 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 in connection with business. Therefore, you have no reasonable expectation of privacy regarding the transmission of data traveling or stored on this system, at any time, and for any communication or data traveling or stored on this system.
  - Any communication or data traveling or stored on this system may be disclosed or used for any lawful Government purpose.

The HAB RSR Web Application supports Microsoft Internet Explorer Browser, Version 9 and above. To download the latest version of Microsoft Internet Explorer, click the following link:

The HAB RSR Web Application also requires Adobe Acrobat Reader 5 or higher installed on your PC. To download Adobe Acrobat Reader, click the following link:

Contact Data Support at:

Phone: 888-640-9356

Email:

[RyanWhiteDataSupport@wrma.com](mailto:RyanWhiteDataSupport@wrma.com)

RSR Web Application:

<https://grants6.hrsa.gov/hab/reglog/inapp/Admin/Login.aspx>

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."

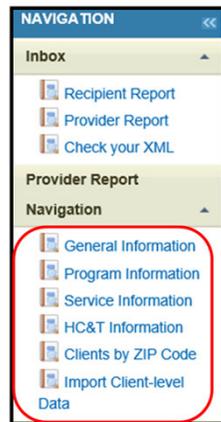
## Provider: Accessing The Provider Report



Report ID	Provider Name	Reg Code	Reporting Period	Modified Date	Status	Actions	Clients
00000	Helpful Hand Healthcare	11111	2019 Annual	2/8/20 2:10:35	Not Started	 Open	0

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.”

## Reviewing the Provider Report Sections



1. General Information
2. Program Information
3. Service Information
4. HIV Counseling & Testing Information (HC&T)
5. Clients By Zip Code
6. Import Client-level Data

15

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.

# General Information

**Organization Details** [Update](#)

Line: 12345678  
DUNS: 123456789  
Mailing Address: 220 South Hand Street  
Augusta, AR 72006

**Organization Contacts** [Update](#)

Name	Title	Phone Number	Email	FAX	Is Primary POC	Actions
Charles Cheese	Grants Manager	(555)555-5555	ccheese@hicare.org	(555)555-5555	Yes	<a href="#">Edit</a> <a href="#">Delete</a>

**Provider Profile Information** [Update](#)

Provider Type: Publicly funded community health center  
Section 330 Funding Received: Yes  
Type of ownership: Private, nonprofit  
Faith-based Organization: No  
Part of a real-time electronic data network:

**Service Delivery Sites**

You can use organization address for a service delivery site if this address is used to deliver client services. If not, select the Add a Site button to add a service delivery site.

Name	Address	City	State	Zip	Phone Number	Actions
• Helpful Hand Healthcare	220 South Hand Street	Augusta	AR	72006	(770) 498-1999	<a href="#">Edit</a> <a href="#">Delete</a>

[Add Organization Address as a Site](#) [Add a Site](#)

16

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.

## Service Delivery Site Details

Name	Address	City	State	Zip	Phone Number	Actions
Helpful Hand Healthcare	220 South Hand Street	Augusta	AR	72006	(555)332-5555	Edit Delete

Hours of Operation: By Appointment  
Services provided at the site: Health Insurance Premium and Cost Sharing Assistance for Low-income Individuals, Medical Nutrition Therapy, Substance Abuse Outpatient Care, Housing, AIDS Pharmaceutical Assistance (APAP), CRAP, Mental Health Services, Medical Case Management, including Treatment Adherence Services, Home Health Care, Non-Medical Case Management Services, Outpatient/Laboratory Health Services, Oral Health Care

[Add Organization Address as a Site](#) [Add a Site](#)

- Data will populate multiple Websites.
  - <https://findhivcare.hrsa.gov/>
  - <https://www.hiv.gov/>
- This will help increase client access to Ryan White Program care.
- This information is also used to identify service locations that have been affected in the event of a natural disaster.

17

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.



# Program Information

**Program Information**

A field with an asterisk \* indicates it is a required field.

**1. Contact information of person responsible for this submission**

a. Name:

b. Title:

c. Phone:  (999) 999-9999

Extension:

d. Fax:  (999) 999-9999

e. Email:

**2. Select the status of your agency's clinical quality management program**

Newly established clinical quality management program

Previously established clinical quality management program

Previously established program with no quality activities during this reporting period

No clinical quality management program

**3. Funding Source Certification**

You have listed all of your agency's sources of Ryan White HIV/AIDS Program (RWHP) and RWHP-related funding (Program Income and Pharmaceutical Rebates). Please verify that this list is accurate. If a funding source 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, contact Data Support for assistance.

Funding Source	Recipient Name	Funded Through	Case Number
<input type="checkbox"/> Part C-BB			
<input type="checkbox"/> RWHP			
<input type="checkbox"/> RWHP Funded Services: Medical Case Management, Including Treatment Adherence Services, Medical Nutrition Therapy, Mental Health Services, Outpatient/Inpatient Health Services			
<input type="checkbox"/> RWHP Funded Services: Medical Transportation, Non-Medical Case Management Services, Outpatient/Inpatient Health Services			
<input type="checkbox"/> RWHP Funded Services: Program Income and Pharmaceutical Rebates (RWHP-Related Funding): Medical Transportation, Non-Medical Case Management Services, Outpatient/Inpatient Health Services			

I have reviewed my agency's list of Ryan White HIV/AIDS Program funding sources and verify that this list is accurate.

\* I certify that my organization certifies the accuracy of physicians, nurse practitioners, or physician assistants who delivered a Single Antiretroviral Treatment Act of 2010 (SART) service to treat opioid use disorder with medication-assisted treatment (MAT), e.g. buprenorphine, naltrexone specifically approved by the U.S. Food and Drug Administration (FDA).

\* I have listed all of the active physicians, nurse practitioners, or physician assistants prescribed MAT (e.g. buprenorphine, naltrexone) for opioid use disorders in the reporting period?

\* I have listed all eligible clients who were treated with MAT during the reporting period?

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.

# Medication Assisted Treatment (MAT) Questions

**Program Information**

A field with an asterisk \* indicates it is a required field.

1. Contact information of person responsible for this submission:

\* Name:

\* Title:

\* Phone: (000) 000-0000

Extension:

\* Fax: (000) 000-0000

\* Email:

2. Select the status of your agency's clinical quality management program:

Clinical quality management program initiated this reporting period

Previously established clinical quality management program

Previously established program with new quality standards added this reporting period

Do not have a clinical quality management program

3. Funding Source Certification:

This item lists all of your agency's sources of Ryan HHS HHS/ODD Program (2010/2011) and 2010/2011-related funding (Program Income and Pharmaceutical Reimburse). Please verify that this list is accurate. If a funding source is missing, contact your support and ask them to add your agency to their list of contractors. If a recipient has had one suspension or ban, contact Ryan HHS/ODD Program Case Support for assistance.

Funding Source	Development Name	Funding Through	Grant Number
<input type="checkbox"/> Part C/ES			
<input type="checkbox"/> Part D			

I have reviewed the agency's list of Ryan HHS HHS/ODD Program funding sources and verify that the list is accurate.

\* When your organization reports, identify the number of physicians, nurse practitioners, or physician assistants who obtained a Drug Addiction Treatment Act of 2008 (DATA) waiver to treat opioid use disorder with medications (medication-assisted treatment (MAT), e.g. buprenorphine, naltrexone) as required by the U.S. Food and Drug Administration (FDA).

\* How many of the above physicians, nurse practitioners, or physician assistants prescribed MAT (e.g. buprenorphine, naltrexone) for opioid use disorder in the reporting period?

\* How many 2010/2011-eligible clients were treated with MAT during the reporting period?

20

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.

# Medication Assisted Treatment (MAT) Questions

4. Within your organization/agency, identify the number of physicians, nurse practitioners, or physician assistants who obtained a Drug Addiction Treatment Act of 2010 (DATA) waiver to treat opioid use disorder with medications (medication assisted treatment (MAT), e.g. buprenorphine, suboxone) specifically approved by the U.S. Food and Drug Administration (FDA).

5. How many of the above physicians, nurse practitioners, or physician assistants prescribed MAT (e.g. buprenorphine, suboxone) for opioid use disorders in the reporting period?

6. How many ENHAP eligible clients were treated with MAT during the reporting period?

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

## Service Information

- This table is divided by funding source.
- Add a check mark in the “Delivered” column for every service your agency delivered in 2019.

\* Select a list of all Ryan White HIV/AIDS Program services that were funded (entirely or partially using RWHP or RWHP-related funding) in your agency and/or Pharmaceutical Rebates. Select the services that were funded by the RWHP or RWHP-related funding were used to fund the services. In the table at the bottom of the form, select any additional services that your organization delivered through your organization's general program for 2019.

Administration and Technical Services	Delivered	Service Category
RWHP Funding	<input type="checkbox"/>	
Non-RWHP Funding	<input type="checkbox"/>	
<b>Medical Services</b>		
RWHP Funding	<input type="checkbox"/>	Delivered
Non-RWHP Funding	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Service Category
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Disputed/Involuntary Health Services
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mental Health Services
<input type="checkbox"/>	<input type="checkbox"/>	Medical Nutrition Therapy
<input type="checkbox"/>	<input type="checkbox"/>	Medical Case Management, including Treatment Adherence Services
<input type="checkbox"/>	<input type="checkbox"/>	AIDS Pharmaceutical Assistance (State - APAS)
<b>Support Services</b>		
RWHP Funding	<input type="checkbox"/>	Delivered
Non-RWHP Funding	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Service Category
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Non-Medical Case Management Services
<input type="checkbox"/>	<input type="checkbox"/>	Medical Transportation
<b>Additional Services Delivered Through Your Organization's General Program Income and/or Pharmaceutical Rebates</b>		
Delivered	<input type="checkbox"/>	Service Category
<input type="checkbox"/>	<input type="checkbox"/>	CASE Case Services
<input type="checkbox"/>	<input type="checkbox"/>	Early Intervention Services (EIS)
<input type="checkbox"/>	<input type="checkbox"/>	Emergency Treatment Medication
<input type="checkbox"/>	<input type="checkbox"/>	Food Distribution (National/State)

22

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 RWHP funding and which were funded with RWHP-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.

## Provider Report Changes

Eligible Scope Reporting



Agencies report client-level data for each eligible client who received at least one RWHAP-funded service, regardless of payor

23

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.

## Provider Report Changes

Eligible Services Reporting



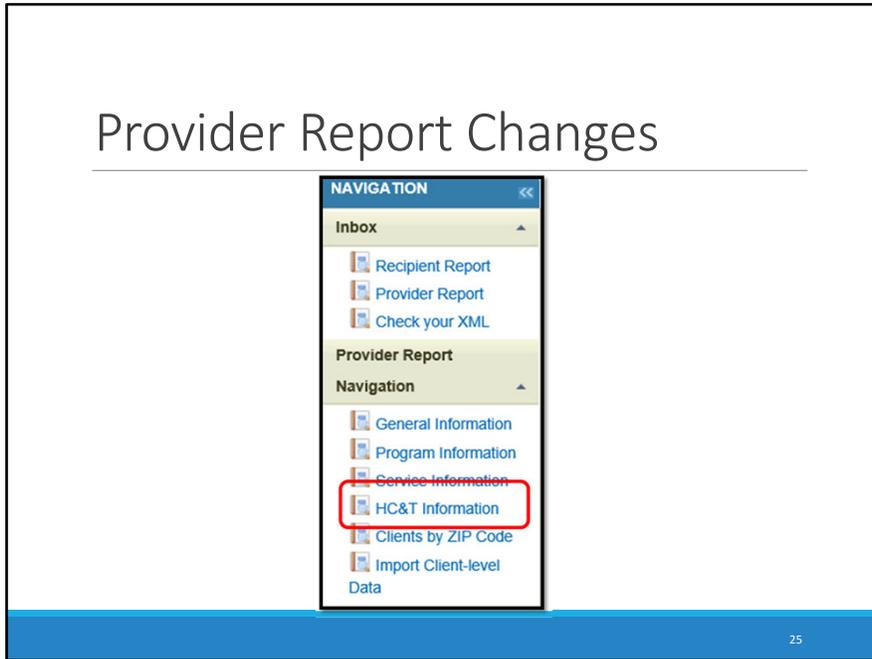
Agencies report client-level data for each eligible clients who received at least one service funded by RWHAP and/or RWHAP-related funding (program income or pharmaceutical rebates), regardless of payor

24

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.

## Provider Report Changes



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.

## HIV Counseling and Testing (HC&T) Information

\* 8. Did your organization use Ryan White HIV/AIDS Program funds to provide HIV Counseling and Testing services during the reporting period?

Yes  
 No

9. Number of individuals tested for HIV:

10. Of those tested (#9 above), number who tested NEGATIVE:

11. Of those tested (#9 above), number who tested POSITIVE:

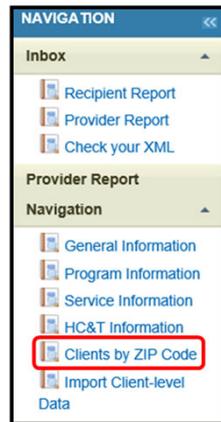
12. Of those who tested POSITIVE (#11 above), number referred to HIV medical care:

26

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.

## HIV Counseling and Testing (HC&T) Information



27

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.

# Clients By Zip Code

**Clients by ZIP Code**

Enter by hand on screen, or upload a file. [Download template file](#) that contains two fields: the ZIP Code of residence and the number of clients resulting in that ZIP Code who received services that were funded using RWHP and/or RWHP-related funding (Program Income and Pharmaceutical Related). For the small number of patients for whom residence is not known or for whom a proxy is not available, residence should be reported as "99999". You can re-upload a file if there are any issues with the previous submission; the values will be overwritten. You can also edit the values on screen.

File to Upload:  Browse

ZIP Code	Count of Clients	Action
		Delete

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 RWHP and/or RWHP-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

**Client Upload**

Select the client records that you would like to upload. You will receive an email confirmation after your records are successfully processed.

**Upload History**

ID	User	Description	Request Date	Processed Date
No records to display.				

Page Size: 25

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.

# Import Client-level Data

Schema check error(s) (Please click on this to view the error(s).) [Printer Friendly](#)  
XML file [CLDClientExport2019.xml](#) failed to conform to the RSR schema.

The 'schemaVersion' element is invalid - The value '4.1.0' is invalid according to its datatype 'urn:rsr:namespace:schemaVersionType' - The Pattern constraint failed.

For Client UCI = 46F3DC99499410596D2DC9ACF557B77B7A28C505U, The element 'ClientReport' has invalid child element 'EnrollmentStatusID'. List of possible elements expected: 'VitalStatusID, HousingStatusCollectedDate, PovertyLevelPercent, FirstAmbulatoryCareDate, OamcLinkDate, HivDiagnosisYear, ClientReportHealthCoverage, ScreenedSyphilisID, ClientReportHivRiskFactor, ClientReportC44Test, GenderID, EthnicityID, PrescribedARTID, ClientReportHispanicSubgroup, SexAtBirthID, RegistrationCode, ClientReportAsianSubgroup, HousingStatusID, ClientReportRace, ClientReportServiceVisits, HivAidsStatusID, BirthYear, ClientReportNhpSubgroup, HivPosTestDate, ClientReportViralLoadTest, ClientReportServiceDelivered, PregnantID, ClientReportAmbulatoryService'.

For Client UCI = C4C50393549D217442BEA25E39F037BD194107C4U, The element 'ClientReport' has invalid child element 'EnrollmentStatusID'. List of possible elements expected: 'VitalStatusID, HousingStatusCollectedDate, PovertyLevelPercent, FirstAmbulatoryCareDate, OamcLinkDate, HivDiagnosisYear, ClientReportHealthCoverage, ScreenedSyphilisID, ClientReportHivRiskFactor, ClientReportC44Test, GenderID, EthnicityID, PrescribedARTID, ClientReportHispanicSubgroup, SexAtBirthID, RegistrationCode, ClientReportAsianSubgroup, HousingStatusID, ClientReportRace, ClientReportServiceVisits, HivAidsStatusID, BirthYear, ClientReportNhpSubgroup, HivPosTestDate, ClientReportViralLoadTest, ClientReportServiceDelivered, PregnantID, ClientReportAmbulatoryService'.

For Client UCI = 822D96CF4E3FE4333B1684247C9A34DEE596CDU, The element 'ClientReport' has invalid child element 'EnrollmentStatusID'. List of possible elements expected: 'VitalStatusID, HousingStatusCollectedDate, PovertyLevelPercent, FirstAmbulatoryCareDate, OamcLinkDate, HivDiagnosisYear, ClientReportHealthCoverage, ScreenedSyphilisID, ClientReportHivRiskFactor, ClientReportC44Test, GenderID, EthnicityID, PrescribedARTID, ClientReportHispanicSubgroup, SexAtBirthID, RegistrationCode, ClientReportAsianSubgroup, HousingStatusID, ClientReportRace, ClientReportServiceVisits, HivAidsStatusID'.

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.

ID	User	Description	Request Date	Processed Date	Clients in File	Status
18675	ccheese@hhcare.org	Upload 3514_hivclinic123456.xml	2/8/2020 2:15:35 PM	2/8/2020 2:18:00 PM	33	Processed

Upload History

Uploaded for:  
Software Vendor:

[View Upload Completeness Report](#)  
[View Detailed CLD Validation Report](#)

Page Size: 25 | 1 items in 1 pages

31

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)



32

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

## Clearing Client-level Data (CLD)

**Clear Client Records**

All client records that have been imported into this report can be cleared by selecting the checkboxes next to each file. Then select the "Clear Selected File(s)" button below to schedule the request.

Row Number	Select	Request ID	User	Description	Organization	Clients in File	Status	Processed Date
	<input type="checkbox"/>							

There is no client upload request.

[Clear Selected File\(s\)](#)

33

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)

**SR Provider Report**

✓ **Success:**  
Clear Client request has been successfully scheduled!

H76HA0000 - Helpful Hand Healthcare

Report ID: H76HA0000      Status: Working      Due Date: 3/30/2020 4:00:00 PM  
Report Period: 2019 Annual      Last Modified Date: 1/26/2020 10:02:39 AM      Last Modified By:  
Access Mode: Read/Write      Client Count (unique combination of provider and eDC): 10      Locked By: None

**Clear Client Records**

All client records that have been imported into this report can be cleared by selecting the checkboxes next to each file. Then select the "Clear Selected File(s)" button below to schedule the request.

Row Number	Select	Request ID	User	Description	Organization	Clients in File	Status	Processed Date	Software System
1	<input type="checkbox"/>	35962		Delete Update Request ID(s) 35962	Helpful Hand Healthcare	10	Pending		

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.

## Clearing Client-level Data (CLD)

**Clear Client Records**

All client records that have been imported into this report can be cleared by selecting the checkboxes next to each file. Then select the "Clear Selected File(s)" button below to schedule the request.

Row Number	Select	Request ID	User	Description	Organization	Clients in File	Status	Processed Date
1	<input type="checkbox"/>	35962		Upload Demo XML - Copy.xml	Helpful Hand Healthcare	10	Processed	01/30/20 10:00:44

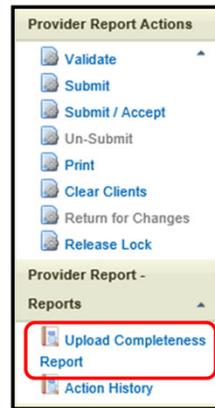
[Clear Selected File\(s\)](#)

35

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.

## Merged CLD Reports



- If multiple files are uploaded, use the left navigation panel to view the “Upload Completeness Report.”
- For additional information, attend the “Reviewing Your Data at Upload: Tools Within the RSR Web System” webinar on **Wednesday, March 11, 2020**
- <https://register.gotowebinar.com/register/8696581017961806339>

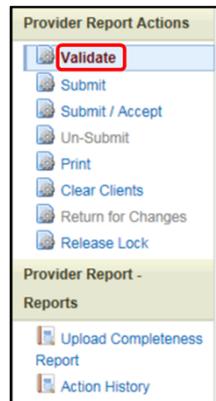
36

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, let's discuss the validation message categories you may receive in your report after you have uploaded your data.

## Validation Message Categories



- After reviewing your data, click “Validate” to generate your Validation Report.
- Validation Message Categories:
  - Errors—must be resolved
  - Warnings—requires data revisions or a comment
  - Alerts—can be submitted



37

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.

# Validation Processing

H76HA00000 : Helpful Hand Healthcare		
Report ID: 00000	Status: Working	Due Date: 11:59 PM
Report Period: 2019 Annual	Last Modified Date: 2/8/2020 8:05:45 a.m.	Last Modified By: admin@HHC
Access Mode: ReadOnly	DUNK: 876991706	Locked By: None

Your validation request has been scheduled. It may take several minutes to generate the report.

**NOTE:** You must refresh this page to display your results.

For help with EHRs contact the HRSA Contact Center by phone at 1-877-064-HRSA (1-877-464-6772) Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time. Or use the HRSA Electronic Handbooks Contact Center help request form to submit your question online. For reporting requirements, please contact Data Support at 1-888-648-8226 or email to [hrsa@medicaid.gov](mailto:hrsa@medicaid.gov)

Suggested in vivo. Data/Qualification:  
The H&B Web Applications also require Adobe Acrobat Reader 5 or higher installed on your PC. To download Adobe Acrobat Reader, click 

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.

# Validation Processing

H76HA00000 : Helpful Hand Healthcare		
Report ID: 00000	Status: Working	Due Date: 11/30/2019
Report Period: 2019 Annual	Last Modified Date: 2/8/2020 9:00:55 a.m.	Last Modified By: admin036
Access Mode: ReadOnly	DUK#: 878951706	Locked By: None

Congratulations! Your data are valid. No errors, warnings, or alerts were found in your report.

For help with EHRs contact the HRSA Contact Center by phone at 1-877-664-HRSA (1-877-664-4774) Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time. Or use the [HRSA Electronic Handbooks Contact Center help request form](#) to submit your question online. For reporting requirements, please contact Data Support at [1-585-640-8256](tel:1-585-640-8256) or email to [Ryan@hivdatausport@hrsa.com](mailto:Ryan@hivdatausport@hrsa.com)

Logged in as: DataSupportUser  
The HAB Web Applications also require Adobe Acrobat Reader 5 or higher installed on your PC. To download Adobe Acrobat Reader, click [here](#)

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.

# Adding Warning Comments

**Validation Results**

You must fix all errors in your report before you can submit your data. Please fix all warnings as appropriate. For the warnings that you cannot or should not fix, enter a warning comment before you submit your data. To enter warning comments for a specific check, select the Add Comment link located in the Action column of the validation results table(s). Contact the help desk if you have questions about any of the validation errors, warnings, or alerts.

For any validation that includes the number of clients, please click on the arrow to the left of the message to see a list of the client eUCIs.

**RSR Provider Report**

Row No.	Check No.	Message	Level	Comment Count	Action
1	213	The count of clients receiving eligible services in each ZIP Code must be greater than zero.	Warning	1	<a href="#">Add Comment</a>
2	214	The total number of clients reported in your CLD (109) differs from the sum of clients reported by ZIP Code (0).	Alert	0	

**Client-Level Data**

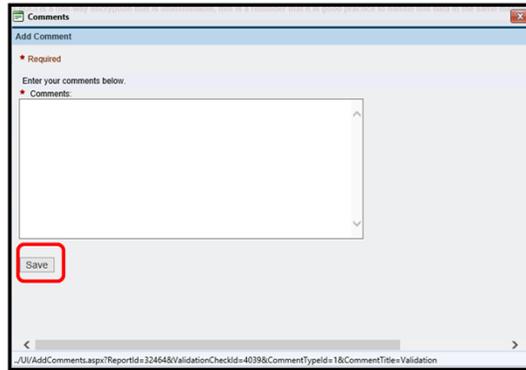
[View Detailed CLD Validation Report](#)

Row No.	Check No.	Message	Level	Comment Count	Action
1	96	9 Clients missing Poverty Level.	Warning	1	<a href="#">Add Comment</a>
2	97	9 Clients missing Housing Status.	Warning	1	<a href="#">Add Comment</a>

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,”.

## Adding Warning Comments



The screenshot shows a 'Comments' dialog box with the following elements:

- Title bar: Comments
- Section: Add Comment
- Validation: \* Required
- Instruction: Enter your comments below.
- Section: \* Comments
- Text input: A large, empty text area with a vertical scrollbar.
- Action: A 'Save' button, which is highlighted with a red square.
- Footer: A URL: /UI/AddComments.aspx?ReportId=324648/ValidationCheckId=40398/CommentTypeId=1&CommentTitle=Validation

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

# Adding Warning Comments

**Validation Results**

You must fix all errors in your report before you can submit your data. Please fix all warnings as appropriate. For the warnings that you cannot or should not fix, enter a warning comment before you submit your data. To enter warning comments for a specific check, select the Add Comment link located in the Action column of the validation results table(s). Contact the help desk if you have questions about any of the validation errors, warnings, or alerts.

For any validation that includes the number of clients, please click on the arrow to the left of the message to see a list of the client eUCIs.

RSR Provider Report

Row No.	Check No.	Message	Level	Comment Count	Action
1	213	The count of clients receiving eligible services in each ZIP Code must be greater than zero.	Warning	1	Add Comment
2	214	The total number of clients reported in your CLD (109) differs from the sum of clients reported by ZIP Code (0).	Alert	0	

Client-Level Data

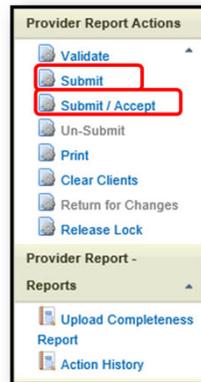
[View Detailed CLD Validation Report](#)

Row No.	Check No.	Message	Level	Comment Count	Action
▶ 1	96	9 Clients missing Poverty Level.	Warning	1	Add Comment
▶ 2	97	9 Clients missing Housing Status.	Warning	1	Add Comment

42

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

## Provider Report Actions



- Final step is to “Submit” your Provider Report.
- Providers will have the “Submit” link.
- Recipient-Providers will select the “Submit/Accept” link.

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

RSR Provider Report - Submit Report

H76HA00000: Helpful Hand Healthcare

Report ID: 12345      Status: Working  
Report Period: 2019 Annual      Last Modified Date: 2/8/2020 2:30  
Access Mode: ReadWrite      Client Count: 100

A field with an asterisk \* before it is a required field.

**\*** Please enter comments regarding your submission.

Comments

Design Preview

Characters left: 3000

I certify that the data in this report is accurate and complete. I understand that reporting accurate and...

Submit Report

- 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.

## Submission Timeline

- **February 3, 2020:** RSR Recipient Report due date
- **February 3, 2020:** RSR Provider Report opening date
- **March 2, 2020:** Target submission date for all RSR Provider Reports and client-level data
- **March 23, 2020:** Last day for Recipients to return a Provider Report and client-level data to your Providers for corrections
- **March 30, 2020, 6:00 p.m. ET:** All RSRs *must be* in “Submitted” status

### 2019 RSR Timeline:

<https://targethiv.org/library/rsr-submission-timeline>

45

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 begun 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.

## Start Your Report!

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46

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

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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/>

47

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 <a href="mailto:RyanWhiteDataSupport@wrma.com">RyanWhiteDataSupport@wrma.com</a>	<ul style="list-style-type: none"> <li>• RSR-related content and submission questions;</li> <li>• Interpretation of the RSR Instruction Manual and HAB's reporting requirements;</li> <li>• Instructions for completing the RSR Recipient and Provider Reports; and</li> <li>• Data validation questions.</li> </ul>
DART <a href="mailto:Data.TA@caiglobal.org">Data.TA@caiglobal.org</a>	<ul style="list-style-type: none"> <li>• Data reporting requirements;</li> <li>• Extracting data from systems and reporting it using the required XML schema;</li> <li>• TRAX and the encrypted Unique Client Identifier (eUCI) Application; and</li> <li>• Data quality issues.</li> </ul>
EHB Customer Support Center 877-464-4772 <a href="http://www.hrsa.gov/about/contact/ehbhelp.aspx">http://www.hrsa.gov/about/contact/ehbhelp.aspx</a>	<ul style="list-style-type: none"> <li>• RSR software-related questions;</li> <li>• Electronic Handbook (EHBs) navigation;</li> <li>• EHBs registration;</li> <li>• EHBs access and permissions;</li> <li>• Performance Report submission statuses; and</li> <li>• RSR Web System navigation.</li> </ul>
CAREWare Help Desk 877-294-3571 <a href="mailto:cwhelp@jprog.com">cwhelp@jprog.com</a>	<ul style="list-style-type: none"> <li>• How to generate the XML file from CAREWare correctly;</li> <li>• How to view a sample client summary file; and</li> <li>• Creating custom reports.</li> </ul>

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.

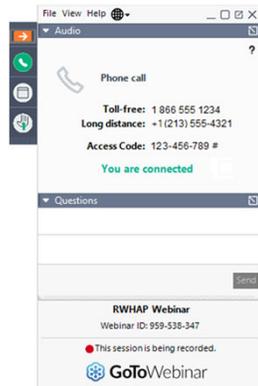
The EHB Customer Support Center provides assistance with the EHBs, including registration, access and permissions, RSR software-related questions, and EHBs navigation.

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.

# QUESTIONS?



- Please use the “raise hand” function to speak. We will unmute you in the order that you appear.

**OR**

- Type your question in the question box.

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!