



Ryan White HIV/AIDS Program Services Report (RSR) Cross-Part TA Webinar

*Indiana State Department of Health and Marion County Public
Health Department*

February 25, 2020

11:00 am – 12:00 pm



zoom

- Please enter the agency name and list all participants in the "chat" room

Helpful Hints

- Press esc to exit full screen
- Hover over the top to change "view" options
- Place yourselves on "mute" until you're ready to pose a question or make a comment
- Use the "chat" room to pose questions and make comments
- Meeting will be **recorded** and available for sharing after the meeting



RSR Outline

- Review of RSR Process
- What Should You Have Completed By Today?
- What Do You Have Left To Do?
- Key Steps in Completing the Provider Report
- Importing and Reviewing Client-Level Data
- Questions



Review of RSR Process



Review of the Process for RSR 2019

ISDH and
MCPHD

- ✓ Create and upload client-level data files
- ✓ Review Provider Reports and client-level data
- ✓ Provide feedback to agencies
- ✓ Accept report
- ✓ Ongoing training and technical assistance



Review of the Process for RSR 2019

Agencies

- ✓ Register in web system (if new)-
<https://grants6.hrsa.gov/hab/regloginapp/Admin/Login.aspx>
- ✓ Review materials and attend webinars
- ✓ Review uploaded client-level data
- ✓ Enter validations (if needed)
- ✓ Make changes as requested by
ISDH/MCPHD
- ✓ Complete Provider Report



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What Should You Have Completed By Today?

What Do You Have Left To Do?



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What Should You Have Completed By Today?

- ✓ Reviewed RSR manual
- ✓ Reviewed RSR Basics Webinar
- ✓ Attend the February 5th DART webinar: Completing the RSR Provider Report
- ✓ Registered for the March 11th DART webinar: Reviewing Your Data at Upload
- ✓ Started the Provider Report by February 10, 2020



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What Do You Have Left To Do?

- ✓ Attend the March 11th DART webinar: Reviewing Your Data at Upload
- ✓ Review the data file uploaded by ISDH and MCPHD
- ✓ Enter validation comments as needed
- ✓ Submit the Provider Report by March 13th for review
- ✓ Make any changes requested by ISDH and MCPHD (if needed)
 - ✓ Re-submit the Provider Report by March 24th



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Key Steps in Completing the Provider Report



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Key Steps in Completing the Provider Report

- Information about your agency and the services that you provide
 - You may need to ask other people at your agency for the information
- Contains six sections:
 - General Information
 - Program Information
 - Service Information
 - HIV Counseling and Testing Information (aggregate data) →
 - Clients by Zip Code
 - Import Client-Level Data

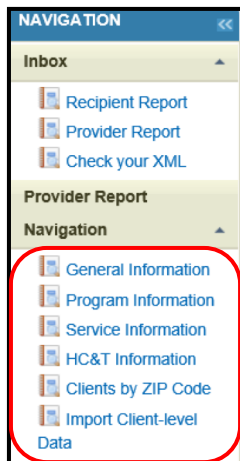
Agencies only funded for HIV Counseling and Testing will stop here



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Reviewing the Provider Report Sections



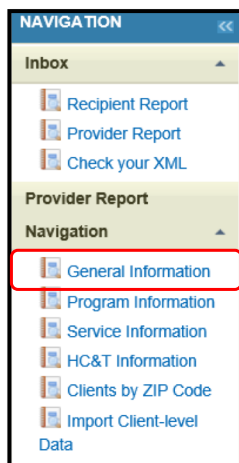
1. General Information
2. Program Information
3. Service Information
4. HIV Counseling & Testing Information (HC&T)
5. Clients By Zip Code
6. Import Client-level Data



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General Information



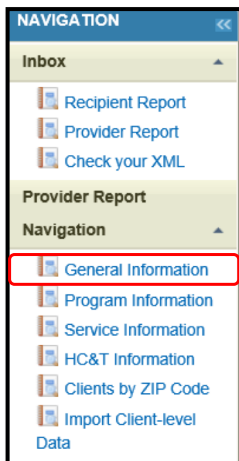
- Organization Details
 - Organization Name
 - Tax ID/EIN
 - DUNS
 - Mailing Address
- Organizational Contact
 - Name
 - Title
 - Phone Number
 - Email
 - Fax
 - Whether or not primary POC



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General Information



- Provider Profile Information
 - Provider Type (Choose from list)
 - Section 330 Funding Received (Yes/No/Unknown)
 - Type of Ownership (Choose from list)
 - Faith-Based Organization (Yes/No)
 - Part of a real-time electronic data network
- Service Delivery Sites



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Service Delivery Site Details

Service Delivery Sites						
Name	Address	City	State	Zip	Phone Number	
4 Health and Happiness Clinic	123 R. White Blvd.	Rockville	MD	28000	(555) 222-3333	
Website URL: Hours of Operation: By Appointment Services provided at this site: Mental Health Services, Treatment adherence counseling, Health Education/Risk Reduction, Medical Case Management, including Treatment Adherence Services, Psychosocial Support Services, Non-medical Case Management Services, Outpatient/Ambulatory Health Services, Substance Abuse Outpatient Care						

- Data will populate multiple Websites
 - <https://findhivcare.hrsa.gov/>
 - <https://www.hiv.gov/>
- This will help increase client access to Ryan White Program care



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Adding a Service Delivery Site

- Add an entry for each of your service delivery sites.

Enter the service site contact information. A field with an asterisk * denotes it is a required field.

Name

Address Line 1

City

State

ZIP code

Mandated Phone Number

Phone #

Days of Operation

9-3:30 Monday - Thursday
Appointments Only Friday

Select all of the services that you deliver at this service delivery site

<input type="checkbox"/> Case Medical Services <input type="checkbox"/> Outpatient/ambulatory Health Services <input type="checkbox"/> AIDS Pharmaceutical Assistance (APAP, CAPAP) <input type="checkbox"/> Child Health Care <input type="checkbox"/> Early Intervention Services (EIS) <input type="checkbox"/> Health Insurance Premium and Cost Sharing Assistance for Low-income Individuals <input type="checkbox"/> Home Health Care <input checked="" type="checkbox"/> Home and Community-Based Health Services <input checked="" type="checkbox"/> Hospice <input type="checkbox"/> Mental Health Services <input type="checkbox"/> Medical Nutrition Therapy <input type="checkbox"/> Medical Case Management, including Treatment Adherence Services <input checked="" type="checkbox"/> Substance Abuse Outpatient Care	<input type="checkbox"/> Non-Medical Case Management Services <input type="checkbox"/> Child Care Services <input type="checkbox"/> Emergency Financial Assistance <input type="checkbox"/> Food Bank/Home Delivered Meals <input type="checkbox"/> Health Education/Health Promotion <input checked="" type="checkbox"/> Housing <input checked="" type="checkbox"/> Language Services <input type="checkbox"/> Medical Transportation <input type="checkbox"/> Outpatient Services <input type="checkbox"/> Psychological Support Services <input type="checkbox"/> Referral for Health Care and Support Services <input type="checkbox"/> Rehabilitation Services <input type="checkbox"/> Respite Care <input type="checkbox"/> Substance Abuse Services (inpatient) <input type="checkbox"/> Other Professional Services
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Program Information

NAVIGATION

Inbox

- Recipient Report
- Provider Report
- Check your XML

Provider Report

Navigation

- General Information
- Program Information**
- Service Information
- HC&T Information
- Import Client-level Data

1. Contact Information of person responsible for this submission
2. Status of your agency's clinical quality management program (choose from list)
3. Funding Source Certification
- 4-6. Medication Assisted Treatment Questions
 - If you are not funded to provide OAHs, you can answer '0' for all three questions



Service Information

- New this year: RWHAP-related funding (eligible services reporting)
- RWHAP-related funding
 - Services funded by program income or pharmaceutical rebates
 - This year only a select number of ISDH-funded agencies will be reporting RWHAP-related funded services
 - Check your agency-specific document to see if your contract was rebate-funded
 - In the future, all agencies will need to report RWHAP-related funded services.
 - ISDH and MCPHD will be working with agencies to help them prepare for this requirement



Service Information

Administrative and Technical Services			
RWHAP Funding	RWHAP-Related Funding (Program Income and Pharmaceutical Rebates)	Delivered	Service Category
No records to display			
Core Medical Services			
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Outpatient/Ambulatory Health Services
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Oral Health Care
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Mental Health Services
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Medical Case Management, including Treatment Adherence Services
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	AIDS Pharmaceutical Assistance (LPAP, CPAP)
Support Services			
RWHAP Funding	RWHAP-Related Funding (Program Income and Pharmaceutical Rebates)	Delivered	Service Category
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Non-Medical Case Management Services
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Medical Transportation
Additional Services Delivered Through Your Organization's Generated Program Income and/or Pharmaceutical Rebates			
Delivered	Service Category		
<input type="checkbox"/>	Child Care Services		
<input type="checkbox"/>	Early Intervention Services (EIS)		

DO NOT COMPLETE



Finished everything? Stop here for now



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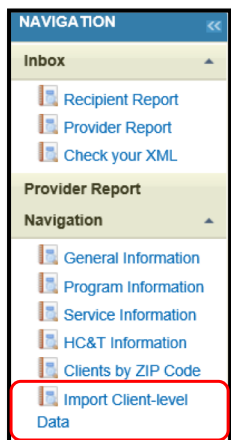
Importing and Reviewing Client-Level Data



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Import Client-Level Data



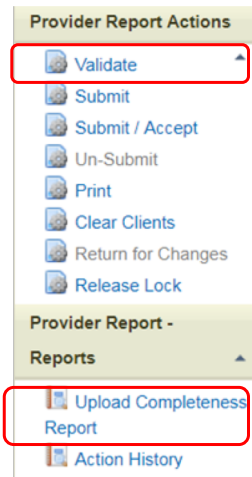
- ISDH and MCPHD will be importing your client-level data
 - ISDH uses submitted excel files
 - MCPHD uses data entered into CAREWare
 - Agencies funded by both ISDH and MCPHD will have two xml files
- ISDH and MCPHD will upload the files into your Provider Report
 - Anticipated date February 28th
- The March 11th webinar will tell you how to review the data as well as what you entered in your Provider Report
- Submit your Provider Report by March 13th for ISDH and MCPHD review



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Sneak Preview of March Webinar



- Validate data
 - Compares information in data report and client-level data to system validations
 - Displays Validation Messages
 - Errors—must be resolved
 - Warnings—requires data revisions or a comment
 - Alerts—can be submitted
- Review Upload Completeness Report
 - Aggregate summary by data element




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Review Your Data

- Files uploaded are listed under Upload History
- If you are only funded by one recipient, there will be one file listed
- If you are funded by two recipients, there will be two files listed



ID	User	Description	Request Date	Processed Date	Clients in File	Status
123	provider@Indiana.com	Upload RSRxml2019.xml	2/21/2020 5:00:57 PM	2/21/2020 5:01:35 PM	150	Processed
Uploaded for: Provider ABC Software Vendor: CAREWare View Upload Completeness Report View Detailed CLD Validation Report						
123	provider@Indiana.com	Upload TRAXfile.xml	2/21/2020 4:51:36 PM	2/21/2020 4:52:30 PM	325	Processed
Uploaded for: Provider ABC Software Vendor: TRAX View Upload Completeness Report View Detailed CLD Validation Report						



Review Your Data

Provider Report Actions

- Validate
- Submit
- Submit / Accept
- Un-Submit
- Print
- Clear Clients
- Return for Changes
- Release Lock

Provider Report - Reports

- Upload Completeness Report
- Action History

- How To Review Your Data?
 - If you have only one file uploaded, you can review using the left-hand navigation file
 - If you have two files uploaded, click on the link under the file to review each file.

ID	User	Description	Request Date	Processed Date	Clients in File	Status
123	provider@Indiana.com	Upload RSRxml2019.xml	2/21/2020 5:00:57 PM	2/21/2020 5:01:35 PM	150	Processed
Uploaded for: Provider ABC Software Vendor: CAREWare View Upload Completeness Report View Detailed CLD Validation Report						
123	provider@Indiana.com	Upload TRAXfile.xml	2/21/2020 4:51:36 PM	2/21/2020 4:52:30 PM	325	Processed
Uploaded for: Provider ABC Software Vendor: TRAX View Upload Completeness Report View Detailed CLD Validation Report						



Review Your Data: Validate

Provider Report Actions

- [Validate](#)
- [Submit](#)
- [Submit / Accept](#)
- [Un-Submit](#)
- [Print](#)
- [Clear Clients](#)
- [Return for Changes](#)
- [Release Lock](#)

Provider Report - Reports

- [Upload Completeness Report](#)



Your validation request (scheduled at 2/23/2020 11:52:33 AM) is being processed. It may take several minutes to generate the report.

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

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	27	You must acknowledge that the funding sources shown in Q#3 are correct.	Error	0	
2	32	Early Intervention Services (EIS) services delivered but not uploaded.	Warning	1	Add Comment
3	214	The total number of clients reported in your CLD (3286) differs from the sum of clients reported by ZIP Code (3350).	Alert	0	

Client-Level Data

[View Detailed CLD Validation Report](#)

Row No.	Check No.	Message	Level	Comment Count	Action
▶ 1	161	186 Clients missing CD4 Count Test Results.	Warning	1	Add Comment
▶ 2	168	164 Clients missing Viral Load Test Results.	Warning	1	Add Comment



Validate

Provider Report Actions

- [Validate](#)
- [Submit](#)
- [Submit / Accept](#)
- [Un-Submit](#)
- [Print](#)
- [Clear Clients](#)
- [Return for Changes](#)
- [Release Lock](#)

Provider Report - Reports

- [Upload Completeness Report](#)
- [Action History](#)



- **Common Validation Issues**
 - Services funded but not delivered
 - Services uploaded but not funded
 - Services delivered but not uploaded
 - Missing data elements



Validate: Adding Warning Comments

The screenshot shows a 'Comments' dialog box with a 'Save' button highlighted in red. To the right, a table displays validation results with columns for 'Type', 'Comment Count', and 'Action'. The 'Comment Count' and 'Add Comment' buttons are highlighted in red.

Reminder: Comments cannot be edited or deleted



Review Your Data: Upload Completeness Report

```

/><ClientUci>c9Af674L27FDCFCB019B410299C44EC25
2E2F0C8U</ClientUci><VitalStatusID>12</VitalSt
atusID><BirthYear>1965</BirthYear><EthnicityID
>2</EthnicityID><ClientReportRace><RaceID>2</R
aceID></ClientReportRace><SexAtBirthID>1</SexA
tBirthID><GenderID>1</GenderID><PovertyLevelPe
rcent>74</PovertyLevelPercent><HousingStatusID
>1</HousingStatusID><HousingStatusCollectedDat
e>04,11,2019</HousingStatusCollectedDate><HivA
idsStatusID>4</HivAidsStatusID><ClientReportHi
vRiskFactor><HivRiskFactorID>4</HivRiskFactorI
D></ClientReportHivRiskFactor><ClientReportHea
lthCoverage><MedicalInsuranceID>12</MedicalIns
uranceID></ClientReportHealthCoverage><ClientR
eportServiceVisits><ServiceVisit><ServiceID>18
</ServiceID><Visits>1</Visits></ServiceVisit>
<ServiceVisit><ServiceID>20</ServiceID><Visits>
5</Visits></ServiceVisit><ServiceVisit><Servic
eID>24</ServiceID><Visits>1</Visits></ServiceV
isit><ServiceVisit><ServiceID>29</ServiceID><V
isits>2</Visits></ServiceVisit></ClientReportS
erviceVisits></ClientReport><ClientReport><Pro
viderID><
    
```



Ethnicity (Item 5)		
Denominator: Clients with any service (N = 150)		
Response Category	N	%
Hispanic or Latino	4	2.6%
Not Hispanic or Latino	152	97.4%
Missing/Out of range	0	0.0%

Hispanic Subgroups* (Item 6B)		
Denominator: Clients with any service whose ethnicity is "Hispanic" (N = 4)		
Response Category	N	%
Mexican, Mexican American, Chicano/a	0	0.0%
Puerto Rican	0	0.0%
Cuban	0	0.0%
Other Hispanic	4	100.0%
Missing/Out of range	0	0.0%

Race* (Item 6)		
Denominator: Clients with any service (N = 150)		
Response Category	N	%
American Indian or Alaska Native	1	0.6%
Asian	0	0.0%
Black or African American	134	89.3%
Native Hawaiian or Other Pacific Islander	1	0.6%
White	21	13.9%
Missing/Out of range	0	0.0%



Resources



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TargetHIV Website

- [RSR Instruction Manual](#)
- [Archived Data Webinar Recordings](#)
- Validations
 - [RSR in Focus: Data Validations for Client-Level Data](#)
 - [Annual RSR Data Validation Messages](#)
- Upload Completeness Report
 - [RSR in Focus: How To Use The Upload Completeness Report](#)



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ISDH and MCPHD Resources

- RSR Web System Instructions
- Customized agency listing of funded services
- Subrecipient Webinars
- 1:1 Technical Assistance (by request)
- ISDH and MCPHD Websites
 - <https://www.in.gov/isdh/27829.htm>
 - http://dev.ryanwhiteindytga.org/New_CAREWare
- Biweekly ISDH RSR Emails



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Who Should I Call With Questions?

- ISDH – Traci Johnson - TJohnson@isdh.IN.gov
- MCPHD – Portia Duff - PDuff@MarionHealth.org or Jill Carr Jcarr@MarionHealth.org (CAREWare/data)
- Contact the existing Federal technical assistance resources
 - **EHBs Customer Support Center** - If you are having trouble logging into the web system
 - **Ryan White Data Support** - If you are having trouble completing the Provider Report or need help with the validations
 - **The DART Team** - If you need help with the Upload Completeness Report

You can find all of this information and how to contact them at:

<https://targethiv.org/library/rsr-data-ta-brochure>



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Reminders

- Review the client-level data file(s) between February 28 and March 13
- Submit the Provider Report by March 13th
 - For ISDH-funded agencies, you must submit before the Unity Conference
- Be sure to respond to ISDH and MCPHD feedback (if any)
 - Resubmit by March 24th
- Contact ISDH or MCPHD if you have questions



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Questions?

