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ARIES ADVISOR

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Ryan White HIV/AIDS Program Services Report (RSR): Submitting the 2014 RSR

INSIDE THIS ISSUE

Overview

The RSR is a reporting requirement for most programs that receive funding from the HIV/AIDS Bureau (HAB) Ryan White Program. The RSR primarily consists of a client data file containing a single record for each client provided with Ryan White-funded services during the reporting period. The record includes client demographics, medical data, lab results, and a summary of the Ryan White-funded services provided, but does not include any identifying information such as client name or date of birth. For HIV Care Program (Part B) providers, the full year report (January through December 2014) is due to the State Office of AIDS (OA) on February 19, 2015.

RSR Report Components

The RSR consists of three types of reports:

1) The Grantee Report must be completed by all direct recipients of Ryan White funding. The Grantee who administers the Ryan White Grant for Part A, B, C, or D is responsible for creating and certifying their report. The Grantee must manually enter the Grantee Report into HRSA's Electronic Handbook System (EHB).

2) The Provider Report must be completed by all agencies that provide services funded by Ryan White in whole or in part, such as Part A funded providers in EMAs/TGAs, and direct recipients of Part C or Part D funds. For Part B in California, this also includes the state-administered HIV Care Program (HCP). Provider Reports must be entered manually in the HAB Web Application System.

IMPORTANT NOTE

HAB NOW REQUIRES all providers to complete their own Provider Report and upload their own client-level data.

3) Providers are also required to upload a Client Report. ARIES can generate the Client Report for you!

Please be advised that it make take between 4 and 10 minutes to generate the RSR client file in ARIES. Please be patient when running the report.

If you have specific questions about the RSR data elements or their definitions, you can download a copy of the new 2014 RSR Instruction Manual. To download the manual:

a. Go to the Target Center website (https://careacttarget.org);
b. *Underneath the 'Data and Reporting'* heading on the left side of the page, click on the RSR link;
c. Click on *Ryan White HIV/AIDS Program Services Report (RSR) Instruction Manual* dated July 2014. Other downloadable documents and miscellaneous information for the RSR can also be found at the Target Center website.

Generating the RSR

To generate the RSR:

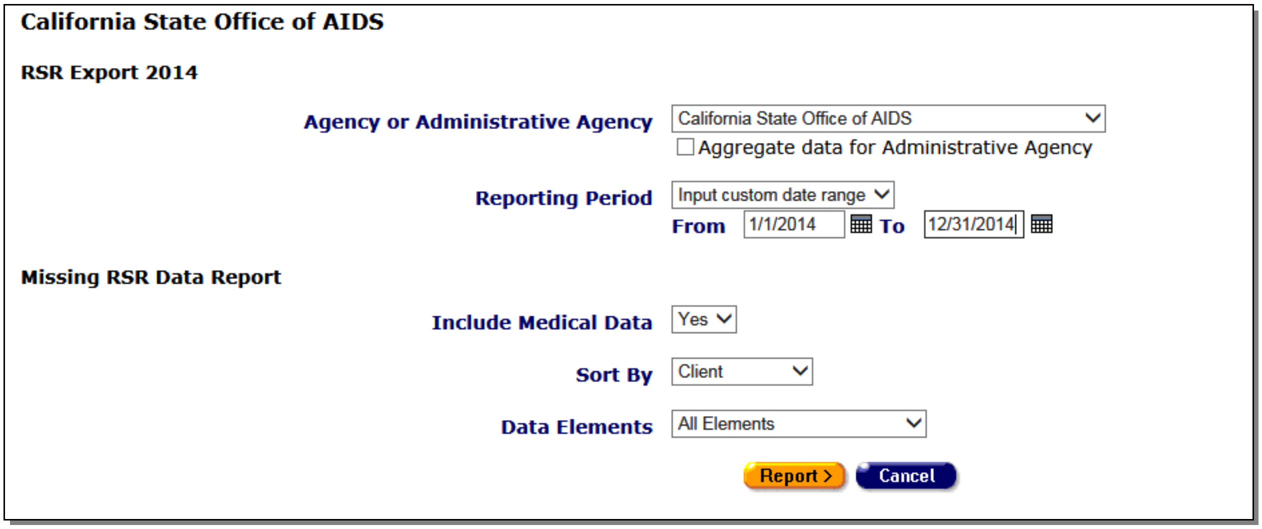
1) From the black navigation bar in ARIES, hover your mouse over the word Reports. A drop down box will appear. Scroll down to the word Compliance and click on it. A list of Compliance Reports will be displayed. Click on the first report entitled Ryan White HIV/AIDS Services (RSR) Export (2014). The RSR Export screen will be displayed.

Compliance Reports

Ryan White HIV/AIDS Services (RSR) Export (2014)	Exports the Ryan White HIV/AIDS Services to an XML file (for 2014)

2) Make sure your agency name appears in the *Agency or Administrative Agency* box. If you only manage one agency, ARIES will populate that field with your agency name. If you manage multiple agencies (such as a Part A EMA/TGA or an ARIES Administrative Agency), the agency dropdown will include all the agencies you manage. You may run the report for any one agency by selecting it from the dropdown, or you may run the report for all the agencies you manage by selecting your agency in the dropdown and checking the '*Aggregate Data for Administrative Agency*' box. When running the report for multiple agencies, the option to export the RSR Client Report as an XML file is not available (only individual agencies can submit the data file to HAB). Also, the *Missing Data Report* will not be displayed if you check the *'Aggregate Data for Administrative Agency*' box.

3) Next, select the report parameters for the report period. Click on the down arrow in the box next to *Reporting Period*. For the 2014 RSR, select 1/1/2014 – 12/31/2014.



4) Make sure that the appropriate selections are made for the *Missing RSR Data Report* section. If you are a medical provider (i.e. you were funded to provide Outpatient/Ambulatory Medical Care), you select *Yes* in the *Include Medical Data* box. If you are not a medical provider, select *No* for this option. Selecting *No* is helpful for agencies that do not provide or pay for medical services as those elements will not show as missing on the report. Use the *Sort by* dropdown field to select whether you want to sort by *Client* or *Data Element*. Sorting by *Client* will list all the missing data elements by client. Sorting by *Data Element* will list all clients missing that particular data element. Selecting *Client* may be helpful for those agencies that have one staff person enter all data for a client, while selecting *Data Element* may be helpful for those agencies that assign a particular staff person to enter specific data elements such as lab tests, demographic data, etc. for all clients. The default is *All Elements*.

5) Next, click on the *Report* button. This will generate the client-level data export file (RsrExport.XML), the *Summary Report*, a *Missing Data Report*, and a *Completeness Rates* report. These reports run concurrently and will be displayed one right after the other.

Verifying the Data in the Client Report

Please see the December 2013 *ARIES Advisor* for specific instructions on how to run/review the *Missing Data Report* and the *Completeness Rates* Report.

Exporting the RSR

To export the RSR data file, click the *Export* button. A *File Download* window will appear prompting you to **SAVE** the file (RsrExport.XML) to a location on your computer. This is the data file for the *Client Report* that will be uploaded through the HAB Web Application System. If you need help after you have generated the electronic file and saved it to your computer, contact the HRSA Contact Center at 1-877-464-4772 for specific instructions on how to upload the file to the web system.

Some Q & A for the RSR

Question: *Does my Agency need to submit the RSR?*

Answer: All recipients of Ryan White funds are required to submit a Provider Report through the HAB Web Application System. The system can be accessed through the Internet at https://performance.hrsa.gov/hab/RegLoginApp/Admin/Login.aspx. Grantees must log into the EHB to create and certify their Grantee Reports before a Provider Report or Client Report can be submitted. As part of that report, providers must identify which services they delivered with Ryan White funds. The Client Report is the XML file (RsrExport.XML) that is generated by ARIES when you click the "Export" button on the RSR screen. Providers must upload their Client Reports through the HAB Web Application System.

Question: *What if my Ryan White funding did not start on 1/1/2014?*

Answer: If you received any Ryan White funding at any time during the reporting period, you are still required to submit a RSR.

Question: *How does ARIES determine which contracts/services are funded by Ryan White?*

Answer: The RSR will include only services funded by Ryan White. ARIES has a "*Is Ryan White Funded"* checkbox on the contract setup screen. Only services provided under contracts with this box checked will be reported on the RSR. Please contact your EMA/TGA or the ARIES Help Desk if you find that the RW-funded contracts are not correctly identified.

Question: *Which of my clients included in the RSR are required to have clinical information?*

Answer: For RSR questions 46 and above, clinical data is required to be reported by providers who received Ryan White HIV/AIDS Program funding to provide Outpatient/Ambulatory Medical Care. These providers will report all of the clinical information (Items 46-66) for each of their Ryan White HIV-positive or indeterminate clients who received RW-funded Outpatient/Ambulatory Medical Care services.

Question: *How are referrals captured in the RSR?*

Answer: The RSR reports referrals from the *Service Line Item* screen, not the *Referrals* tab.

Referrals provided during an Outpatient/ Ambulatory Medical Care, Medical Case Management, or Non-Medical Case Management Service visit as reported on the Client Report under these service categories.

All other referrals can be reported on the Client Report using the service category called Referrals For Health Care/Supportive Services. In order to track these referrals, this service category must be activated on your Ryan White-funded contract. For HCP providers, OA will only activate Referrals For Health Care/Supportive Services for those providers that fund this service. To have this service turned on in ARIES, you must have indicated that you funded this service on your OA approved HCP budget.

Question: *Does the export file contain any identifying client information? I'm concerned about storing it on my PC or uploading it to the HAB website over the Internet.*

Answer: The exported XML file does <u>not</u> contain any identifying client information. There are no names, birthdates, or addresses. The file does contain the client's age but not the birth date. An anonymous encrypted unique client identifier is also included (see eUCI below).

Question: *I want to analyze and verify the data in the export file. How can I link a client in this file to one of my clients in ARIES?*

Answer: The exported XML file contains the Encrypted Unique Client Identifier (eUCI). The eUCI is an encrypted anonymous code used to uniquely identify clients in the RSR data file. If you have permissions to access ARIES Management Reports, you can run the *"eUCI Cross Reference Report"* that includes the eUCI, allowing you to identify the exact client in question, and then review that client's data in ARIES Client.

Question: *I work for an EMA or an Administrative Agency. Can I use ARIES to generate individual RSRs for each of my agencies and a combined RSR of all of my agencies?*

Answer: Administrative Agencies (AA), for example, Part A Grantees and fiscal agents, will see more than one agency listed in the agency dropdown. AAs can run the RSR for a single agency within their jurisdiction by selecting that agency in the dropdown. Please note that while ARIES allows for this option, HRSA **requires** that each provider agency generates and uploads their own RSR. AAs can also run the report for *the entire group* of agencies within their jurisdiction by selecting the AA name in the agency dropdown and checking the "Aggregate Data" box. RSR reports run for multiple agencies will not include the "Export" option. If an AA selects their AA agency name from the dropdown and does not check the "Aggregate Data" box, the RSR will run for the AA agency itself, and since AAs are not supposed to enter client data into their AA agencies, the report will be blank.

Question: *I work for an Administrative Agency, if I run an aggregate RSR, will non-share clients be counted more than once?*

Answer: No. Each unique client is counted only once. For non-longitudinal data elements -- data elements where ARIES does not keep a history, such as Race, HIV Status, Income -- it is possible that a non-share client enrolled at multiple agencies may have conflicting data. In this case, ARIES looks at all the records for the clients that have valid "known" data and selects the most recently edited record. If there are no records with valid or "known" data, the client is reported as Unknown. For longitudinal data elements -- data elements where ARIES does keep a history, such as CD4s, Insurance, Services -- ARIES considers all the records at all agencies to determine how to report the client.

Question: *I've completed my missing data, corrected other data as needed, and I'm ready to run my final export. What are my options for submitting the RSR?*

Answer: Generate and export your 2014 RSR from ARIES. Acquire a registration code (from your Grantee), log into the HAB Web Application System (https://performance.hrsa.gov/hab/RegLoginApp/Admin/Login.aspx) to complete the RSR Provider Report, and upload the ARIES XML data file.

Question: *I've completed my RSR Provider Report but I only provide Food Bank/Home Delivered Meals at my agency. Do I need to upload my XML data file?*

Answer: Yes, you will still need to create a Provider Report and upload your client-level file to the HAB Web Application System.

Question: *My Grantee has given us a different deadline than the HAB deadline date. Why are they different and which deadline to I need to meet?*

Answer: Always comply with the deadlines given by your Grantee. If you are funded by more than one Grantee and they have different deadlines, always comply with the earliest deadline. While HAB's deadline for creating the Provider Report and uploading the Client Report in the RSR Web System is March 9, 2015, your Grantee may have a large number of RSRs to review, verify, and submit. They may require an earlier deadline to ensure they can review and validate all their RSRs in a timely manner. ***California HCP agencies (Part B) must complete their Provider Report and upload their Client Report by February 19, 2015.***

Question: *How do I access the HAB Web Application System?*

Answer: To access the HAB Web Application System, go to https://performance.hrsa.gov/hab/RegLoginApp/Admin/Login.aspx. You will need a registration code in order to access the system. If you know the registration code from the prior year's submission, you can use that code to access the system for the current year. Please contact your Grantee if you don't know your registration code.

Question: *I am a new user. I've navigated to the HAB Web Application System site. Now what?*

Answer: Once you are at the HAB Web Application System home screen (https://performance.hrsa.gov/hab/RegLoginApp/Admin/Login.aspx), select the "Registration

Form" link from the login screen. Next, you will complete the registration form by entering your information. At the bottom of the form, enter your 3-5 digit registration code (provided by your Grantee). Click "Register" to confirm the information you entered is correct. Next, you will need to read and accept the "HAB Ryan White Services Reporting System Rules of Behavior." Follow the link to the Login Screen and log in.

Question: *Can I use the same login information as I did for last year's RSR?*

Answer: You are allowed to use the same login information (user name and password) you used last year when accessing the HAB Web Application System.

Once you log into the system, please check that your contact information is current. You will need to edit your user profile in the RSR system if you need to update the contact information. To edit the contact information, log in to the HAB Web Application System and click the "Edit Registration" link on the left side of the Administration page. The contact information stored here will be used to notify you if your Provider Report is returned for correction or requires other immediate attention.

Note: **If you cannot remember your user name and/or password from last year, please don't register for a new account. Please click on the "I forgot my user name/password" link next to the "Password" box.**

Question: *Who do I contact for RSR assistance?*

Content or submission-related questions
(such as questions on the instruction manual or data reporting policy issues):

Toll-Free Help Line: 1-888-640-9356
Hours: Monday-Friday 6:00 am-2:30 pm Pacific Time
E-mail: ryanwhitedatasupport@wrma.com

Note: When calling the toll-free help line, please provide your Grantee-of-Record name to the TA Specialist. When submitting a request via e-mail, be sure to include your Grantee-of-Record name and your position within the organization in the message text.

RSR Web System or Electronic Handbook System-related questions (such as questions on how to upload the XML file or questions on how to use the HAB Web Application System or EHB):

HRSA Contact Center: 877-464-4772
(877-Go4-HRSA)

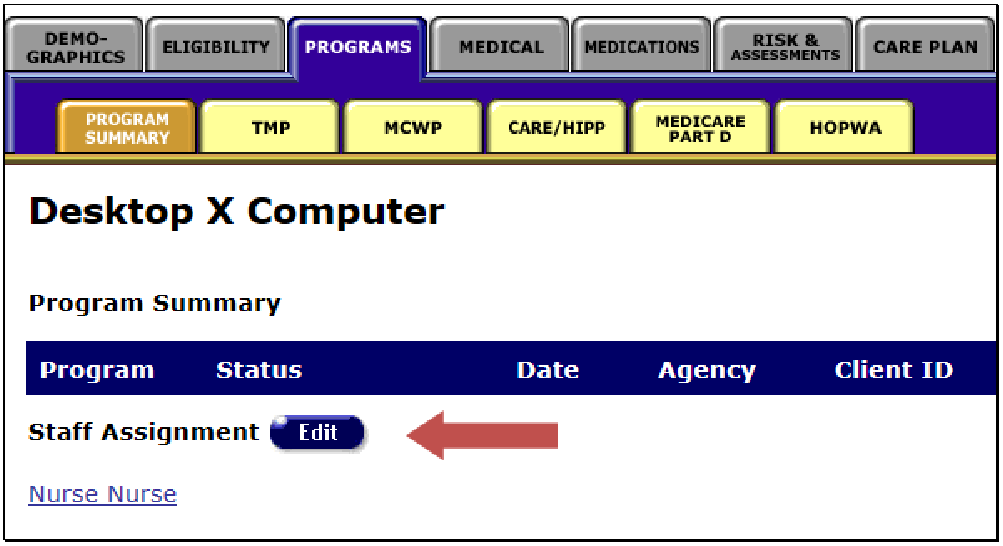
Hours: Monday - Friday 6:00 am - 2:30 pm Pacific Time
E-mail: CallCenter@HRSA.gov

General information and technical assistance related documents visit:

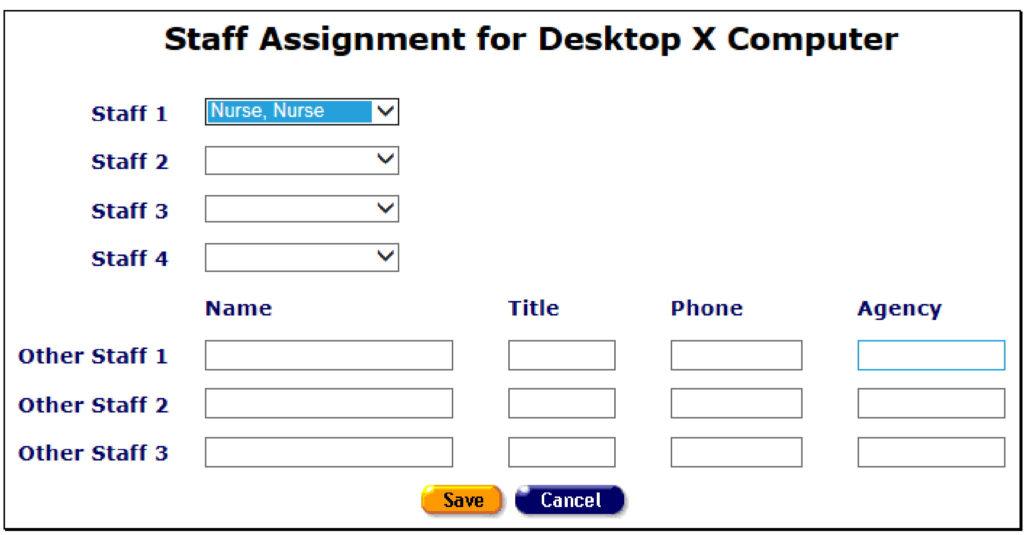
www.careacttarget.org

Revisions to Active Client Roster by Staff

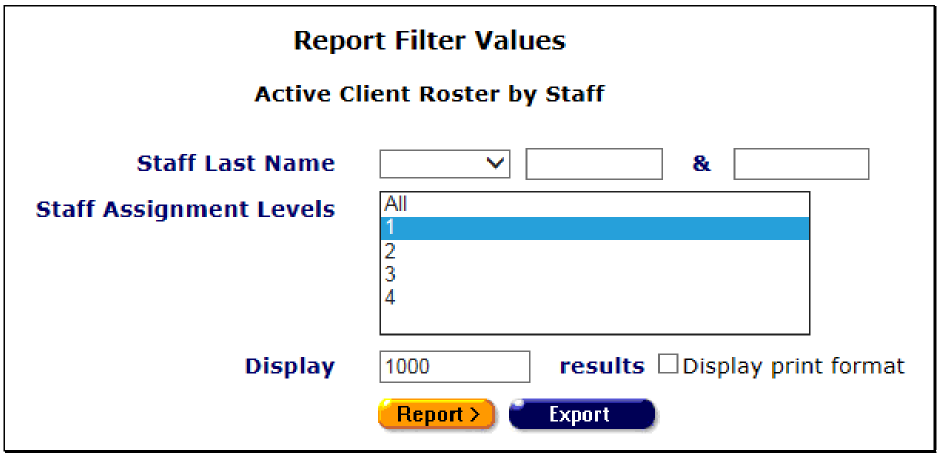
Every ARIES client can have multiple Staff Assignments. To edit those assignments, use the Program Summary subtab of the Programs tab (see below).



When editing staff assignments, each client may be assigned up to four different ARIES staff (see below). For example, you could use Staff 1 to represent the client's Case Manager, Staff 2 to represent the client's Primary Physician, etc. In addition, you can manually enter the names of up to three non-ARIES staff persons.



The Active Client Roster by Staff is based on the staff assignments for each client, and is designed to identify a staff person's active case load. In the past, you could generate the report only for Staff 1 -- the client's main staff assignment. Now, you can select which of the four staff assignments the report will use. The report criteria page is shown below. In the Staff Assignment Levels list box, select the staff position to be used for the report. Using the same example above, you could select "1" to get a list of Case Manager assignments, or "2" to get a list of Primary Physician assignments. You may also select "All" which will include all four of the staff positions. If you want to run the report for a single staff person, you may use the Staff Last Name filter to limit the report. *Tip: If you have more than one staff person with the same last name and want a report for only one of those names, run the report and paste it into Excel, then delete the sections that do not apply to the staff person in question. The report will be sorted by staff name, so each staff person's case load will be listed in a continuous group, making it easy to delete what you don't want and keep what you do want.*



A sample report is shown below. This report was generated for Staff 1. Note that the report includes only those clients who have a Staff 1 assignment. When the report is run using the "All" option, all clients will be shown, including those who have no staff assignments. In addition, when the "All" option is used, clients who have multiple staff assignments will be listed multiple times, once for each different staff name. Please note that the report includes only clients whose Agency Enrollment Status (Agency Specifics tab) is "Active". The report is sorted first by Staff name, and within each Staff name, by Client name.

Active Client Roster by Staff

Staff	Client Name	Client Contact Info
Eileen Killoren	Stuffed Animal	Do not contact
Eileen Killoren	Soap Dish	Do not contact
Nurse Nurse	Desktop Computer	Do not contact
Nurse Nurse	Window Envelope	Do not contact
Nurse Nurse	Apple Pie	Do not contact
David Ranck	Laptop Computer	Do not contact

6 records, generated 12/19/2014 11:37:13 AM

Criteria: Agency Specifics Client Status = 'Active' AND Staff Display Order IN ('1')

Export

Core Medical Services

The Ryan White HIV/AIDS Program requires Part A and B Grantees to spend at least 75 percent of their grant on core medical services. The HIV/AIDS Bureau has a process for Grantees to request an annual waiver from this requirement.

Grantees (and others) can now easily create reports in Report/Export to analyze data to determine whether they need to apply for a waiver. You can answer questions like, How many unduplicated Ryan White clients received one or more core medical services in 2014, or Have the number of core medical visits decreased over the last three years.

Behind the scenes, ARIES now has an isCoreMedical flag which tags each Ryan White service as TRUE or FALSE. A TRUE means that the service is a Core Medical service, while a FALSE means that it is a Support service. These definitions are based on the 2014 RSR Instruction Manual. To include this variable in your reports, Report/Export users should select Service Line Item as their Primary Table and use the variable called {Service Line Item SLI Record is Core Medical}.

Password Warning

When you reach the ARIES Login page, newer versions of Microsoft Internet Explorer may ask if you want to save your user name and password. Likewise, some after-market security software (e.g. Norton) may also contain a password archive feature. The Office of AIDS wants to remind all users that ***saving your password in any form is a violation of ARIES policy***. Passwords should never be written down, never saved in a document, never emailed, and never stored in a browser or third party password archive.

ARIES Help Desk

866-411-ARIES (2743)

helpdesk@projectaries.org

The ARIES Help Desk is open from 8:00 AM to 5:00 PM Monday through Friday, excluding holidays.