



Ryan White HIV/AIDS Program Services Report (RSR)

The Ryan White HIV/AIDS Program Services Report (RSR) is a reporting requirement for most recipients of funding from the HIV/AIDS Bureau (HAB) Ryan White Program in 2011. The RSR primarily consists of a client data file containing a single record for each client served with Ryan White funds during the reporting period. The record includes the client's demographics, a variety of 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. The full year report (January through December 2011) is due March 5, 2012. **Please be advised that it make take between 4 and 10 minutes to generate the RSR client file. Please be patient when running the report.**

RSR Report

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 who 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.
3. Providers are also required to upload a Client Report. ARIES can generate the Client Report for you! If you have specific questions about the RSR data elements or their definitions, please visit the Target Center website at <http://www.careacttarget.org/topics/rsr.asp> to obtain the instruction manual and other downloadable documents for the RSR.

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Generating the RSR

The RSR may be accessed from the Reports - Compliance menu or from the "RSR/RDR" tab by doing an Agency search for your agency. From the Agency screen, select the "RSR/RDR" tab. After clicking the link for the RSR, you will be prompted to select your agency name from the dropdown list. 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 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" box. If 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). The next filter is for the Reporting Period. **The RSR is required to be run once a year.** ARIES has these date parameters preset in the dropdown menu. For this reporting period, select 1/1/2011 - 12/31/2011. Clicking on the Report button will generate both the data export XML file (RsrExport.XML) and a summary report that displays on the screen.

Verifying the Data in the Client Report

The RSR Summary Report is for your information only and can be printed using the browser print icon. The Summary Report is not for submission to HAB. Its purpose is to let you know what's inside the data file that you will submit to HAB. To identify clients who are being reported as Unknown for certain questions in the RSR, the Missing Data Report now runs concurrently with the RSR. For instructions on the new Missing Data Report, refer to the December, 2011 issue of **ARIES Advisor**. You can find a copy of this issue by accessing <http://www.projectaries.org> and clicking on the 'Newsletters' link.

RSR (continued from page 1)

Exporting the RSR

To export the RSR data file, click the RSR 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 Call Center at 1-877-464-4772 for specific instructions on how to upload the file to the web system.

RSR Export for CA Sample Provider Agency

RSR Export

Agency or Administrative Agency

Reporting Period
 From To

Missing RSR Data Report

Include Medical Data

Sort By

Data Elements

Results

Click Export to download an XML file of the report. Click Report to recalculate the data.



Summary

Ryan White HIV/AIDS Services (RSR) Summary Report

Provider Name: CA Sample Provider Agency
 Report Period: 1/1/2011 - 12/31/2011
 Number of clients: 11
 Number of clients with Outpatient/Ambulatory Medical Care Service: 10

Enrollment Status	Number of Clients	% of Total
(RSR ID: 2) The client's vital enrollment status at the end of the reporting period.		
Active, continuing in program	0	0.00%
Referred to another program or services, or self-sufficient	0	0.00%
Removed from treatment due to violation of rules	0	0.00%

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 HAB's Web Application system. The system can be accessed from 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. The Provider Report is similar to Section 1 of the Ryan White HIV/AIDS Program Data Report (RDR). As part of the Provider Report, agencies 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 submit their Client Reports through the HAB Web Application System.

Question: *How do I know if I've missed any of those required fields?*

Answer: The Missing RSR Data Report now runs concurrently with the RSR Export. Results are geared to the data requirements of the RSR and display beneath the RSR Summary Report on the Results screen. The report identifies clients with missing RSR data who are being reported as "Unknown" for certain questions in the RSR. Each client's primary staff member is also included in the report. To enter missing data, link to the individual client's records via the client's name in the report. Keep in mind that HAB expects providers to collect all required data. If you leave a data element blank, it will be counted as an "Unknown." Depending on your percentage of "Unknown" responses, HAB may ask you to collect the missing data by the next RSR submission. HRSA is now running completeness reports to check the percentage of missing data submitted in each agency's RSR. If you have any

questions about this report, please contact Denise Absher at Denise.Absher@cdph.ca.gov.

Question: *What if I don't know or can't get the correct answer for a required data element?*

Answer: HAB expects that providers will collect all required data elements. Keep in mind that non-medical providers are not required to collect medical information. If you have left a data element blank that you are required to collect, it will be counted as an "Unknown" response on the RSR. Depending on the percentage of your "Unknown" responses, HAB may ask you to collect the missing data in preparation for the next RSR.

GENERATING THE RSR REPORT AND WHERE THE NUMBERS COME FROM

Question: *OK, I've entered all of my data for 2011 and entered my missing data. Now what?*

Answer: You're ready to export the RSR! In ARIES, go to the Reports menu and select Compliance reports. The RSR is the first report on that page. When you click on the link, the RSR Filter screen will appear.

Question: *What do I select for my RSR Filters?*

Answer: You will first select your Agency Name from the dropdown list. In most cases the default value will be your agency name unless you are logged into an Administrative Agency. For the 2011 Reporting Period, you will select 1/1/2011 - 12/31/2011.

Question: *What if my Ryan White funding did not start on 1/1/2011?*

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 “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 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 46–66, 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 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 visit are reported on the Client Report under these Primary 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.

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 not 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. It also contains a Geographic Code consisting of the first three digits of the client’s residential Zip code. For certain Zip codes with very low populations, even the first three digits are not submitted. 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 eUCI – Encrypted Unique Client Identifier. 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 (i.e.,

Part A Grantees, 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 prefers 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 agency from the dropdown and does not check the “Aggregate Data” box, the RSR will be run only for the AA itself, and since most AAs do not provide direct client services through the AA, 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, ARIES considers all the records at all agencies to determine how to report the client.

SUBMITTING YOUR RSR

Question: *OK, 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 2011 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 do I need to comply with?*

Answer: Always comply with the deadlines given by your Grantee. **While HAB's deadline for creating the Provider Report and uploading the Client Report in the RSR Web System is March 5, 2012,** 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 agencies must complete their Provider Report and upload their Client Report by February 29, 2012.

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. These registration codes will be provided to you by your Grantee. Please contact your Grantee if you don't know your registration code. If you know the registration code from prior years, you can use that code to access the system for the current year.

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

Answer: After pulling up the HAB Web Application System (<https://performance.hrsa.gov/hab/RegLoginApp/Admin/Login.aspx>), select the "HAB RSR Web Application" option from the "Select Application" dropdown box. Next, 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." Click the Login Screen link and login.

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. To view contact information, login 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:

Toll-Free Help Line: 1-888-640-9356

Hours: Monday-Friday 9am-5:30pm Eastern Time

E-mail:

ryanwhitedatasupport.wrma@csrincorporated.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:

**HRSA Call Center: 877-464-4772
(877-Go4-HRSA)**

Hours: Monday - Friday 9am - 5:30pm Eastern Time

E-mail: CallCenter@HRSA.gov

General information and technical assistance related documents visit:

<http://hab.hrsa.gov/manageyourgrant/clientleveldata.html>

ARIES ID Expanded to Nine Digits

ARIES ID is a unique numeric identifier assigned to all clients in ARIES. You may view a client's ARIES ID on the Demographic Detail subtab. You can search for a client by entering a client's ARIES ID in the Client ID field of the Client Search screen.

Some agencies are using ARIES ID to match clients in ARIES with clients in other data systems. ARIES ID works well in that application because, unlike the ARIES eURN or the HRSA URN/eUCI, ARIES ID does not change when a client's identifiers change. However, since ARIES ID was originally assigned serially, there was a risk that a typo could cause a match with the wrong client. For that reason, the original 8-digit ARIES ID has been expanded to 9 digits. The additional digit is a "check digit" that greatly reduces the risk of accidental mismatches.

In the most recent upgrade of ARIES, all of the existing 8-digit ARIES IDs were given an additional 9th digit. If you previously stored a client's ARIES ID in another system or used it as a chart number, you will need to convert the old number to the new number. The first 8 digits of the new number will be the same as the old 8-digit ARIES ID. The ARIES Help Desk can create a report for you that will list both the old ARIES ID and the new ARIES ID for all of your clients. Contact the Help Desk at 1-866-411-ARIES (2743) or at helpdesk@projectaries.org.

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. Eileen and Chris will be happy to answer all of your ARIES questions!