Ryan White HIV/AIDS Program Services Report (RSR)

The Ryan White HIV/AIDS Program Services Report (RSR), formerly known as Client Level Data, is a new reporting requirement for most recipients of funding from the Ryan White Program in 2009. The RSR – which is distinct from the Ryan White HIV/AIDS Program Annual Data Report (RDR) – is an electronic reporting system that submits a single record to the HIV/AIDS Bureau (HAB) for each client served with Ryan White funds during the reporting period. The record includes the client's demographics, a variety of medical status data, lab results, and a summary of the Ryan White–funded services provided, but does not include any identifying information about the client such as name or date of birth. The data is submitted to HAB every six months, starting in July 2009 for the period January through June 2009.

A few new RSR–required data elements have been added to ARIES in Update 2.4, allowing all agencies to begin collecting data immediately. The electronic reporting requirements for the RSR and an optional printed report will be available in ARIES by July 2009, allowing all agencies to submit their data to HAB in time to meet the first reporting deadline.

New RSR Data Elements:

1. On the Agency Specifics screen, the "Reason for Status Change" field has been changed from a free form text field to a dropdown list. The options in the dropdown are blank (a selection is not required), "Referred to another program", "Violation of rules", "Incarcerated", "Relocated", and "Other." If "Other" is selected, users are required to type in reason. When the update was installed, current existing non–blank data was considered an "Other" unless it exactly matches one of the dropdown values.

2. On the Living Situation screen, "Domestic violence situation" has been removed from the dropdown.

3. Three longitudinal screening history tables have been added to ARIES: Risk Reduction Screening on the Assessments sub–tab, Mental Health Screening on the Mental Health sub–tab, and Substance Abuse Screening on the Substance Abuse sub–tab. Each screening entry includes three data elements: a "Date" column (date of screening), a "Screening Tool" column (to identify the type of screening tool used), and an

"Outcome" column (for results of the screening). The Date field is required, the other two fields are optional.

4. On the ART screen, a new column has been added to the ART Type history. The name of the column is "Reason not on HAART" and the data element is a dropdown containing a blank option plus "Not medically indicated", "Not ready (determined by clinician)", "Client refused", "Intolerance, side-effects, toxicity", "Payment assistance unavailable", "Other", and "Unknown." If the user selects "Highly Active Anti–Retroviral Therapy (HAART) (Triple Therapy)" or "Unknown/Unreported" from the ART Type dropdown, the only valid answer for the new "Reason not on HAART" dropdown would be blank. If the user selects any other option from the ART Type dropdown, the user must also make a selection from the new "Reason not on HAART" dropdown (blank is not valid answer).

5. In the STI/Hepatitis table a "Not Medically Indicated" column has been added. Use this checkbox to indicate that a test was not done because it was not medically indicated.

6. In the Immunizations table a "Not Medically Indicated" column has been added. Use this checkbox to indicate that a test was not done because it was not medically indicated.

OA will be offering some basic training on the RSR via WebEx in late April or early May. Be on the look out for a WebEx invitation that will be sent to your e-mail in-box. To learn more about the RSR, visit HAB's website at
http://hab.hrsa.gov/manage/CLD.htm

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Ryan White HIV/AIDS Program Annual Data Report for 2008

It's that time of year again for those of us responsible for submitting the RDR (Ryan White HIV/AIDS Program Annual Data Report) for 2008.

HRSA requires each provider receiving funding from any one of the various parts of the Ryan White Treatment Modernization Act of 2006 to submit a report. The report must be submitted annually to HRSA on a calendar-year basis and is due in March of the following year. So, for 2008, your RDR is due on March 15, 2009. However, your Grantee may require that you submit your report before the HRSA deadline as they will need time to review and submit all of their reports in a timely fashion. Please contact your Grantee for the specific deadline they have set for your report submission.

We hope that the Questions and Answers on the following pages will help you as you generate the RDR this year. First, we'll talk about the changes to the 2008 RDR, how to get your data into ARIES and how to verify that it's correct. Then, we'll discuss how to run the report, and explain where some of the numbers come from. Finally, we'll tell you everything you need to know to submit your RDR to your Grantee. Should you need more information, please see the last Q&A regarding RDR assistance.

Changes in the RDR for 2008 Data Reporting

There are some subtle differences between the 2007 and 2008 RDR such as simple non-substantive wording changes. Of note, however, are the differences in the reporting of Race and Ethnicity in the RDR for 2008. Questions 27, 58, 59, 60, 70, 72 and 78 are affected by this change. In most cases the output for this data is now displayed as two tables, one for Hispanic clients and one for Non-Hispanic clients.   In other cases the Race/Ethnicity data are displayed as one table with columns for Hispanic and Non-Hispanic. ARIES has previously been programmed to be able to report the data in this format and there is no change to data entry to capture this information. Samples of new formats are shown below:

27. Race and ethnicity:

a. Hispanic:

Number of clients:	HIV-positive/ indeterminate	HIV-affected
American Indian or Alaska Native	_____	_____
Asian	_____	_____
Black or African American	_____	_____
Native Hawaiian or Other Pacific Islander	_____	_____
White	_____	_____
More than one race	_____	_____
Not reported	_____	_____
Total	_____	_____

b. Non-Hispanic:

Number of clients:	HIV-positive/ indeterminate	HIV-affected
American Indian or Alaska Native	_____	_____
Asian	_____	_____
Black or African American	_____	_____
Native Hawaiian or Other Pacific Islander	_____	_____
White	_____	_____
More than one race	_____	_____
Not reported	_____	_____
Total	_____	_____

Question #58

Number of clients:	Hispanic	Non-Hispanic
American Indian or Alaska Native	20	0
Asian	88	0
Black or African American	43	43
Native Hawaiian or Other Pacific Islander	5	0
White	39	48
More than one race	46	35
Not reported	5	0
Total	246	126

HRSA has published a document about the Race/Ethnicity reporting changes which can be found at
http://datasupport.hab.hrsa.gov/2008docs/update200801.pdf

In addition to the changes related to Race/Ethnicity, another change for 2008 is that some sections of the RDR will not be included in your report, depending on the answers you provide to questions on the Wizard screen. The table below identifies each section of the report and the Wizard question that determines if the section will be printed:

Section	Description	Prints if…
1	Provider Information	Always Prints
2	Client Information	Always Prints
3	Service Information	Always Prints
4	HIV Counseling and Testing	Always Prints
5	Medical Information	A "Yes" answer to "Does your agency provide medical services funded by the Ryan White HIV/AIDS Program?"
6.1	Part C Information	A checkmark in the "Part C" checkbox under Funding Sources
6.2	Part D Information	A checkmark in either the "Part D" or "Part D Adolescent Initiative" checkboxes under Funding Sources
7	Health Insurance Program (HIP) Information	A "Yes" answer to "This agency provides a Health Insurance Program (HIP)"

The revised RDR format is available in this update thus allowing you to run your RDR in ARIES. For a complete list of changes and definitions, please visit

http://datasupport.hab.hrsa.gov/2008docs/2008RDRinstructions.pdf

ARIES Data and the RDR

Question: *How do I know what data I need to enter into ARIES to generate the RDR*

>Answer: For client–level data, wherever you see a red asterisk (*) on the screen, that field is required for the RDR. Some non–medical providers are not required to submit medical information, but we have placed red asterisks on all fields that might be required for the RDR. In addition to entering information about your clients, you must also enter each service you provide to your clients.

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

>Answer: ARIES contains a report called the *Missing HRSA Data Report*. To run the report, click on the Reports menu in ARIES and select Management reports. You will be asked to specify if you are a medical provider (select yes or no from the drop down menu). This way, ARIES will only display the missing data elements that pertain to your agency. You'll also be asked to enter a date range (use between 1/1/2008 and 12/31/2008).   ARIES will list all the clients who received a RDR–eligible service during the date range and display the missing data elements.

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

>   **Answer:** HRSA expects that providers will collect all required data elements. Keep in mind that some non-medical providers are not required to collect medical information, but all providers are required to collect the data elements needed to prepare Section 2 and 3 of the RDR. If you have left a data element blank, it will be counted as an 'Unknown' response on the RDR. Depending on the percentage of your 'Unknown' responses, HRSA may ask you to collect the missing data and resubmit your RDR.

Generating the RDR – Where Do Those Numbers Come From?

Question: *OK, I've entered all of my 2008 data and ran the Missing HRSA Data Report. Now what?*

>   **Answer:** You're ready to run the RDR! In ARIES, go to the Reports menu and select *Compliance* reports. The RDR is the first report on that page. When you click on the link, the RDR Wizard page will appear.

Question: *Why do I have to fill in all those fields on the RDR Wizard?*

>   **Answer:** These are required fields for the RDR, and describe your agency in detail. While ARIES can calculate the required statistics for your client-level data, the data elements on this page cannot be populated by pulling data from ARIES.

Question: *Do I have to fill out all of those fields before I can run the RDR?*

Answer: Yes and No. If you are running a final RDR for submission to your Grantee, you must complete all of the fields. However, most providers will run the RDR several times, looking for problems with client data, fixing the problems, and running the report again to see the results. During that process, you do not need to complete all of the fields on the RDR Wizard page. However, you must check the appropriate box(es) indicating which Ryan White HIV/AIDS program funding your agency receives and complete the Start Date and End Date fields in Section 1 of the wizard (1/1/2008 through 12/31/2008) to generate the report.

Question: *What if my Ryan White funding did not start on 1/1/2008?*

>   **Answer:** If you received any Ryan White funding at any time during the calendar year, you are still required to submit a RDR. If this is the first year you received Ryan White funding, use your contract's starting date as the Start Date for the RDR, and use 12/31/2008 as the End Date. For example, if you just became a Part B provider on 4/1/2008 and this is your first Ryan White funding cycle, use that as the Start Date for your RDR this year. However, if your Ryan White funding was renewed during 2008, use the entire calendar year for your RDR reporting period. For example, if you have been a Part B provider for many years, but your contract is renewed each year on April 1, you should use 1/1/2008 through 12/31/2008 for your RDR reporting period. In this situation, you would use the entire calendar year

because you received Ryan White funding for the entire year, even though some of that funding came from different fiscal years or contract periods.

Question: *Does ARIES generate the current version of the RDR?*

Answer: Yes, ARIES generates the most current version of the RDR. The RDR can change from one year to the next, but ARIES will always contain the current HRSA report.

Question: *What effect does the Reporting Scope have on the RDR that ARIES generates?*

Answer: The default for Reporting Scope on the *RDR Wizard* page is "All Clients receiving a service eligible for Part A, B, C, or D funding." With very few exceptions, this is the scope that most providers should use. It means that if a service was eligible for Ryan White funding (i.e. it could have been paid for with Ryan White funds), then that service is included on the RDR as is the client who received that service. If you select *Only Clients receiving a Part A, B, C, or D funded service*, only those services actually paid for with Ryan White funds and the clients who received those services will be included on the RDR. Unless you have written approval from HRSA, you should use the "eligible" Reporting Scope.

Question: *If I do use the "funded" Reporting Scope, how does ARIES know which of my services were paid for with Ryan White Funds?*

Answer: Every service is linked to a Contract, and every Contract is linked to a Funding Source. ARIES selects only those services whose contracts had a Funding Source starting with the words "Ryan White." Please note that if you created

your own Funding Source for a CARE Act contract which does <u>not</u> start with "Ryan White," the services provided under that contract will <u>not</u> be included on the RDR if you use the "funded" Reporting Scope. If necessary, you may edit the Funding Source of such a contract without any adverse effects.

Question: *OK, I'm using the "eligible" Reporting Scope. How does ARIES know which of my services are "eligible" for Ryan White funding?*

Answer: Every service in ARIES has a hidden "tag" indicating if and how it should be reported on the RDR. End users do not have control over these flags. They are set up by the State or by whatever organization manages your ARIES system at the highest level. In California, all services entered – even those entered under non-Ryan White programs – are eligible for the RDR.

Question: *Which of my clients are included in Section 2 of the RDR?*

Answer: A client must have received an "eligible" or a "funded" service (depending on the Reporting Scope you selected) within the reporting period you entered. In addition, the client must be one of the following: an HIV+ primary client; an HIV-indeterminate primary client (<2yrs); an HIV-negative Related/Affected client; or a Related/Affected client with unknown HIV status.

Question: *I enrolled an HIV-negative client as a primary client. Will that client and his or her services be included on the RDR?*

Answer: No. A "primary" client is one who is enrolled through the usual enrollment process in ARIES. If you enroll an HIV-negative or HIV-unknown client through the usual enrollment process, that client and his or her services will not be included on the RDR. Several sections of the RDR include a column for "affected" clients. HRSA defines these clients as being HIV-negative or HIV-unknown and being linked to an enrolled HIV-positive client who is currently receiving services at your agency. To establish that link, HIV-negative or HIV-unknown clients must be entered as Related/Affected clients from the *Living Situation* tab of the HIV+ client to whom they are linked.

Question: *How can I tell if a client was enrolled as a Related/Affected client?*

Answer: ARIES displays "(Related/Affected)" after the client's name when you open the client's record.

Question: *In Section 3 of the RDR, how does ARIES calculate "visits?"*

Answer: The RDR requests the number of clients served for all 30 service categories in Section 3. For categories a, c, d, and f–l, the RDR also requests the number of visits. ARIES calculates this by determining the number of unique clients who received the service on the number of unique days. If a client received the same service three times on the same day, it counts as only one "visit" for the RDR. While the ARIES RDR calculates "visits" for all 30 service categories, the HRSA RDR requires "visits" for only categories a, c, d, & f–l.

Question: *Section 4 of the RDR includes both confidential and anonymous HIV Counseling and Testing. How do I enter this data in ARIES?*

Answer: ARIES can only capture data for confidential testing, and only if you collect all the client identifiers necessary to enroll the client in ARIES. For enrolled clients, you can enter HIV counseling and testing on the *Basic Medical* page. If you also offer HIV counseling and testing anonymously, you will need to manually track that data outside of ARIES, and then add it to your RDR. If your agency has any data you need to manually add to the RDR, you should not use the electronic submission. Rather, you should enter your data directly into the blank 2008 RDR form available on the RDR Web System. For more information, see "Submitting Your RDR" below.

Question: *Why aren't all of my clients from Section 2 included in Section 5 of the RDR?*
Answer: Section 5 of the RDR is required only for providers of medical services. However, ARIES generates this section of the RDR for all providers. To be included in Section 5 of the RDR, a client must be HIV+ or HIV-indeterminate (<2yrs) and have received at least one Outpatient/Ambulatory Medical Care service during the reporting period.

Question: *My agency doesn't receive Part C or Part D funding. How do I keep ARIES from reporting statistics in those sections?*

Answer: At the beginning of the RDR Wizard, the first question addresses what Ryan White funding your agency receives. If you do not put a check mark in Part C or Part D funding, ARIES will not include those sections in your RDR.

Question: *My agency* does *receive Part C funding, and we consider all of our clients as Part C clients. Why are the numbers in Section 6.1 of the RDR less than in Section 2?*

> **Answer**: Part C focuses first on primary health care and, secondarily, on other types of care. In order to be included in Section 6.1, a client must be HIV+ or HIV-indeterminate (<2yrs) and have received a primary health care visit during the reporting period. In the instructions for the RDR (p. 24), HRSA more broadly defines primary health care to include a wide range of types of services. The 2008 RDR instructions can be found at http://datasupport.hab.hrsa.gov/2008docs/2008rdrinstructions.pdf.

Question: *I've looked at the Service Hierarchy file, and our Part C contract pays for many other types of services than those indicated. Why the difference?*

> **Answer** The *Service Hierarchy* file is only used to determine which clients to include in Section 6.1 of the RDR. It does not in any way determine which services you provide with your Part C funds. You may use those funds to provide any service that meets the requirements of your grant award. However, in terms of generating the RDR, the client must have received one of the indicated services to be included. This is consistent with Part C's focus on primary health care – if you provide other services to a client but do not provide at least one primary health care service during the reporting period, HRSA does not consider that client to be a Part C client for the purposes of the RDR.

Question: *What are the criteria for Section 6.2 of the RDR?*

> **Answer**: Section 6.2 covers Part D of the Ryan White HIV/AIDS Treatment Modernization Act of 2006. It focuses on women, infants, children, and youth. All HIV+ clients who received a service during the reporting period are included, except for HIV+ males 25 and older, who are excluded from section 6.2. In addition, any Affected/Related client who received a service is also included, as long as the client is linked to an HIV+ client who is not a male 25 years or older.

Question: *I work for an EMA or an Administrative Agency. Can I use ARIES to generate the RDR for one of my agencies?*

> **Answer**: Yes, you can as long as your ARIES login has the necessary administrative rights. Search for the agency using the normal *Agency Search* screen, then click on the agency's name to reach the agency setup screen. The last tab at the top of the screen will say "RDR/CADR." Click on this tab to generate a RDR just for that agency.

Question: *I work for a Part A or TGA or an Administrative Agency. Can I use ARIES to generate a combined RDR for all of my agencies?*

> **Answer**: Yes, you can as long as your ARIES login has the necessary administrative rights. Go to the *Compliance Reports* page as described earlier. If you generate a RDR from this page, will include all the data from all of your agencies. If you go to the *Agency Setup* screen as described above, the RDR will include only data from that one

agency. Note that Part As or TGAs should not submit a combined RDR to HRSA nor should Administrative Agencies submit a combined RDR to their Grantee. However, the report can be useful to get the "big picture" of your Part A or TGA's clients and services.

Question: *I work for a Part A/TGA or an Administrative Agency, and have run a combined RDR, but some of the numbers look strange, and the totals do not match from one question to the other. What's up?*

> **Answer:** When you run a RDR across multiple agencies, it's possible that the report will include non-share clients. A non-share client has discrete demographic records at each agency where the client received services. As a result, there can be discrepancies between those records. For example, one agency might have recorded the client's race as *Asian* and another agency might have entered the race as *Unknown*. Or one agency might have the client's *CDC Disease Stage* as *HIV+* while another agency shows *AIDS*. ARIES cannot resolve these conflicts, and as a result, the client may be counted on multiple lines for a given question. This causes the totals to be inflated beyond the actual count of unique clients. However, the counts for *Age* and *Gender* will always be accurate, since these data elements are part of the *Client Identifiers*. The service counts will also be accurate.

Submitting your RDR

Question: *OK, I've run the RDR several times, corrected data as needed, and I'm ready to run my final report. What are my options for submitting the RDR?*

> **Answer:** You have two options for submitting your RDR:
>
> Paper Submissions: Generate an RDR out of ARIES or fill out a hard copy of the RDR Form (available on HRSA's Web site) and submit the original report to your Grantee. Please note, however, that the deadline for paper submissions is a much earlier date than for Web submissions.
>
> Web Submissions: Generate and print your 2008 RDR from ARIES. Acquire a registration code (from your Grantee) and log in to the RDR Web System to complete a RDR form. You will enter, verify, and submit your data to all of the agencies from whom you receive Ryan White funding (i.e. your Ryan White Grantees).

Question: *If I use ARIES, can I upload my RDR directly into the RDR Web System?*

> **Answer:** Yes. After you fill out the Wizard, click *Export* at the bottom of the page, select XML format on the next page, and then click *Export* again. ARIES will validate the file against the HRSA schema file, and if there are any errors, they will appear on the screen (caused by not filling out the Wizard correctly). If there are no errors, the name of the XML file will appear on-screen with a *Download* button next to it. Click on *Download*, save the file to a location on your local PC or network, then log in to the RDR Web System. After you log into

the RDR Web System, click on *Date Entry* at the top of the screen. Next, click on *XML Upload* on the left hand side of the screen and follow the instructions on the screen to upload your ARIES generated RDR to the RDR Web System.

Question: *My Grantee has given us a different deadline than the HRSA 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 HRSA's deadline is March 15, 2009 (for creating and entering the report in the RDR Web System), your Grantee may have a large number of RDRs to review, verify, and submit. They may require an earlier deadline to ensure they can review and validate all their RDRs in a timely manner.

Question: *How does the RDR Web System work, i.e. what is the process?*

Answer: Agencies who do not receive any direct Ryan White funding, such as a Part B only funded agency, must obtain a registration code from their Ryan White Grantee. Agencies, who receive funding directly from HRSA such as a Part A, Part C, or Part D agency, must access the RDR Web System through HRSA's Electronic Hand Book (EHB) System. Direct funded providers should receive instructions on how to access the EHB System from HRSA.

Providers must create an account on the RDR Web System (using their registration code). The Web address for the RDR Web System is https://performance.hrsa.gov/hab. You

will create your own login and password as well. Next, you will access a blank RDR form on the Web System and enter your data on the blank form. After completing all of the sections required of you on the RDR, you will run a validation report. The report will check for any potential errors, list the question number if errors are detected, and describe the error in each question/field. If the validation report flags any errors, you must correct the errors before submitting your report to all the Grantees from which you receive CARE Act funding. Next, your Grantee(s) will review your RDR. If there are errors in the report, the Grantee will reject your RDR which automatically returns your RDR to *Working Status* allowing you to make any necessary corrections. While the validation report should catch most errors, it is possible that the Grantee may find additional errors in your RDR. You will be notified via e-mail if your RDR is rejected. After you make the necessary corrections, you need to resubmit your RDR to your Grantee(s). Your RDR is not officially submitted until each of your Grantees approves your RDR and submits it to HRSA.

NOTE: When you submit your RDR, it automatically goes to each of the Grantees for whom you receive Ryan White funding. Before the RDR Web System is available to providers, each Ryan White Grantee is responsible for providing specific information to HRSA. Part of the information provided is a listing of each agency from whom the Grantee expects to receive a RDR. This information is used in the RDR Web System set-up. When a provider submits

their RDR in the Web System, it will automatically send a copy to those Grantees who identified your agency in their set-up. If your RDR is rejected, you will receive an e-mail from the Grantee who has rejected your RDR. Likewise, you will receive an e-mail from each Grantee(s) upon submitting your RDR to HRSA.

Question: *I am a Part B funded agency who also receives Part A funding. How does the review process work for my agency on the RDR Web System?*

> **Answer**: Each provider who receives Ryan White funding must complete a RDR. If the provider receives both Part A and Part B funds, the provider must send the identical RDR to each Grantee (in this case, to the Part A and Part B Grantees). As specified above, when you submit your RDR, it automatically goes to each Grantee-of-Record for review. Each Grantee will review your RDR and either reject it (return it to **Working Status** for the agency to make the indicated corrections) or submit it to HRSA. Each Grantee (in this example, the Part A and Part B Grantees) will be responsible for validating and submitting your RDR to HRSA. As the provider, you will be responsible for checking your e-mail to verify that the both the Part A and the Part B Grantee approved and submitted your RDR. The RDR is not considered as officially submitted to HRSA until you receive an e-mail from both the Part A Grantee and the Part B Grantee (in this example) confirming that they have validated and submitted your RDR to HRSA. Please note that it is possible for one Grantee to approve your RDR while the other Grantee may reject your RDR.

This is why it is important to continually check your e-mail for confirmation from each Grantee that the RDR was submitted to HRSA.

Question: *I am a Part B funded agency, but I also receive funding directly from HRSA as a Part C provider. When accessing the RDR through HRSA's Web System, do I need to get a registration code from my Part B Grantee?*

> **Answer**: No, do not create a 2008 RDR using a registration code from another Grantee. Since you receive funding directly from HRSA (in addition to funding from the Part B Grantee), you must access the RDR Web System through HRSA's Electronic Hand Book System (EHB) located at https://grants.hrsa.gov/webexternal. By accessing the EHB in this manner (rather than going directly to the RDR Web System), you can perform both functions as a provider and as a Grantee. As a provider, you are required to submit a copy of your 2008 RDR to your Grantee (in this case, the Part B Grantee). However, as a Grantee, you are also responsible for submitting a RDR directly to HRSA. Accessing the RDR Web System through the EHB allows you to perform both functions. Once you verify and submit your 2008 RDR, a copy will automatically be sent to the Grantee(s). Make sure you check your e-mail system regularly as the Grantee(s) may reject your RDR after you submit it to them.

Question: *I am a Part C agency who also receives Part B funding. Will the Part B Grantee verify the entire RDR or only the sections pertaining to Part B funding?*

Answer: Before submitting your RDR, you will be required to run a validation report. Typically, this report will flag any potential errors in your RDR and require you to correct them before submitting your RDR to the Grantee. While the validation report should catch most errors, it is possible that the Grantee may find additional errors before submitting your RDR to HRSA. The Part B Grantee would most likely validate only the sections of the RDR for which they provide funding. In other words, the Part B Grantee may only check Sections 1-5 of the RDR since Section 6 is for Part C and/or Part D Grantees.

Question: *I am a California provider. Section 7 of the report is for Health Insurance Program (HIP) information. Do I need to complete this section of the RDR?*

Answer: No, you do not need to complete this section if you provide services in California. The California State Office of AIDS (OA) administers the CARE/HIPP (Health Insurance Premium Payment) Program. Therefore, the State OA will be responsible for completing this section of the RDR. If you are using ARIES outside of California, please contact your state's administrative office to determine your HIP reporting requirements.

Question: *Where do I report ADAP (AIDS Drug Assistance Program) services and expenditures in the RDR?*

Answer: ADAP reporting is no longer a part of the RDR. ADAP Grantees are required to submit quarterly ADAP data (and the RDR) through HRSA's EHB System. In California, for example, the State OA administers the ADAP program. California providers do not need to prepare a separate report for ADAP

as the OA is required to submit quarterly ADAP data. Most states follow the same model, but if you are using ARIES outside of California, please contact your state's administrative office to determine your ADAP reporting requirements.

If, however, you provide short-term payments for clients to receive medications, you can include these services under the service category of Emergency Financial Assistance on the *Service Line Item* screen in ARIES. If, however, you are a Local Pharmacy Assistance Program (not funded with ADAP earmark funds), you can report services on the *Service Line Item* screen in ARIES by using the Local AIDS Pharmaceutical Assistance service category.

Question: *Are there minimum software requirements to access the RDR Web System?*

Answer: Yes, you must have *Internet Explorer 5.5* or higher.

Question: *I've pulled up the RDR Web System (https://performance.hrsa.gov/hab). Now what?*

Answer: If this is the first time you are logging into the system, you will need your 5-digit registration code (unless you are a Part A, Part C or Part D provider who receives direct HRSA funding). Part B providers can get their registration code from their Grantee. From the login screen, click on the *Registration From* link. Enter in the information required on the *Registration Form*. Make sure you enter your five digit registration code at the bottom of the screen. Next, click on *Register* to

confirm and submit the information entered on the form. Next you will see the **HAB RDR Web Application System Rules of Behavior**. Please read the information. The system will require you to accept the terms before allowing you to proceed. Click on the *Accept* button at the bottom of the screen. Next, a notification should appear informing you that you have successfully registered to use the HAB RDR Web Application. It should also prompt you to "click here" to log into the system and begin using it. Chick on the words "click here" to access the system. You will now be back at the *Login Screen*. Type your login ID and password. Once confirmed, you will be in the RDR Web System and can begin entering your 2008 data.

Question: *I used the RDR Web System last year. Can I use the same login information as last year?*

> **Answer**: You are allowed to use the same login information you used last year when accessing the RDR Web System. However, please check to ensure your contact information is current. To verify your contact information, log into the system, click on *Administration* at the top of the page, and click on the *Edit Registration* link on the left hand side of the page.

Question: *Is it really necessary to verify my contact information when logging into the RDR Web System for the first time?*

> **Answer**: Yes. The contact information on this screen is used to keep you posted on the progress of your RDR.

Question: *I have entered my 2008 RDR data in the RDR Web System. Do I **have** to validate my data before submitting the report?*

Answer: Yes, you are required to run the validation report before submitting your RDR to your Grantee. If any errors are found, the system will list the question number that contains the potential problem and give a brief explanation of the error.

Question: *I have entered, validated, and submitted my 2008 RDR. Am I finished?*

> **Answer**: No, you will need to remain available until the final RDR is accepted. Make sure you check your e-mail frequently. The system will automatically send you an e-mail if your Grantee(s) rejects your RDR. If this happens, the RDR will be returned to *Working Status*. You will need to correct the RDR and resubmit your RDR again for your Grantee's approval. Your RDR is not truly submitted until your Grantee(s) submits the RDR to HRSA.

Question: *Can more than one person in my agency enter in data for my RDR?*

> **Answer**: Yes, more than one person within your agency can enter data into your RDR (although not at the exact same time). Be sure to click on *Release Lock* (located on the left hand side of the RDR screen) before exiting the RDR data entry screen and logging out of the system. This will allow the RDR to be accessible to those in your agency who have permission to enter data in the system.

Question: *I did not have any data converted from an old system into ARIES. Do I have to back enter my 2008 data?*

> **Answer**: If you are using ARIES to generate your 2008 RDR, you must have all of your 2008 data entered into ARIES. If your data from your old system was not converted,

you will need to re- enter all of your data. If, however, you have a mechanism for accurately extracting data from your old system to enter your 2008 RDR data directly into the RDR Web System (thereby not using the ARIES generated RDR), you are welcome to do so.

Question: *Who do I contact for RDR 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.

RDR 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/rdr/#a

ARIES Now ADA Compliant

As a government-sponsored website, ARIES must comply with the Americans with Disabilities Act (ADA), and the 2.4 version of ARIES includes changes designed to meet those requirements. While most changes will be transparent to users, you may notice a change in font sizes within the program and a link on each screen that when clicked, provides contact information if you have trouble using the ARIES application.   If you encounter an issue accessing areas of the screen (there is no scroll bar) please be sure your internet browser screen resolution is set to 1024 by 768. In California, contact the ARIES Help Desk at 866-411-ARIES (2743) if you need help changing your screen resolution.

ARIES Security

As more agencies begin utilizing ARIES, we want to reiterate the importance of security. Maintaining the security of the confidential client data stored in ARIES is of critical importance. ARIES was built with many sophisticated security features to protect confidential information (such as personal digital certificates and role-based permissions). Furthermore, policies and procedures are in place at provider sites to further minimize the chance of a security breach (such as not posting ARIES login IDs and passwords where others can view them).

Security Tips to Remember

When working in ARIES, data are stored on ultra-secure servers. In California, the servers are located at the California State Data Center in Sacramento, CA. However, when you export data or save data from reports, those data are stored on your computer or local network. You are responsible for the security of those data using proper security measures such as encryption and passwords and limiting access to personnel on a need to know basis. Your agency may have additional restrictions or policies regarding the electronic storage of client data, and you should contact your supervisor for more information.

Reporting ARIES Security Incidents

Under direction from the California Department of Public Health, Office of HIPAA Compliance, the California Office of AIDS has developed the following procedures for California ARIES users to follow should a security breach occur. A security breach is defined as any failure to follow confidentiality protocols and procedures, whether or not confidential client information is released. To whom a breach is reported depends on whether confidential information was actually released.

For more information, please review the Procedures for Reporting ARIES Security Incidents at www.projectaries.org on page 3 of the Forms and Instructions section. All ARIES users need to be aware of these reporting procedures. If you have questions, please direct them first to your agency's manager/director. Any remaining questions can be sent to aries@cdph.ca.gov .