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Inside This Issue

Ryan White HIV/AIDS Program Services Report (RSR)................. 1
Ryan White HIV/AIDS Program Annual Data Report for 2009................... 6
Creating a New Case Note.........................15
Changes to Needs Assessments, Care Plans and Referrals 15

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 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 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 sent to HAB every six months, starting in July 2009 for the period January through June 2009. The full year report (January through December 2009) is due March 8, 2010.

RSR Reports

The RSR consists of three types of reports:

- The Grantee Report must be completed by all direct recipients of Ryan White funding.
- 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. In California, this also includes the state's new HIV Care Program (HCP).
- The Client Report (aka Client-Level Data) is only required in 2009 for agencies who provide Outpatient/Ambulatory Medical Care, Medical Case Management, or Non-Medical Case Management.

The Grantee and Provider reports must be entered manually into HAB's Electronic Handbook (EHB). For those agencies required to submit the Client Report, ARIES can generate that report for you! Previous issues of the *ARIES Advisor* addressed the required data elements for RSR reporting. Those back issues are available for download at www.projectaries.org (click on "Newsletters" link, bottom of page). Additional documentation on the RSR was also emailed with this issue of the *ARIES Advisor* (see page 5). This article will address how to export the RSR data file, use the Missing RSR Data Report, and submit the data file using the EHB.

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. 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 submit the data file to HAB). The next filter is for the Reporting Period. The RSR is required to be run twice each year: Once for the first six months and once again for the entire calendar year. ARIES has these date parameters preset in the dropdown menu. For this reporting period, select 1/1/2009 – 12/31/2009. Clicking on the Report button will generate both the data export XML file and a summary report that displays on the screen. The RSR Summary Report is provided for

RSR Report (continued from page 1)

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 or to check for missing data that are required for the RSR, you can run the Missing RSR Data Report.

Exporting RSR

To export the RSR data file, click the Export button. A File Download window will appear prompting you to SAVE the file to a location on your computer. This is the data file for the Client Report that will be uploaded through the EHB website.

RSR Export for Clear View Mission

Agency or Administrative Agency Clear View Mission

☐ Aggregate data for Administrative Agency

Reporting Period 1/1/2009 - 6/30/2009

Report > Cancel

Results

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

Export

Summary

Ryan White HIV/AIDS Services (RSR) Summary Report

Provider Name: Clear View Mission
Report Period: 1/1/2009 - 6/30/2009
Number of clients: 10
Number of clients with Outpatient/Ambulatory Medical Care Service: 4

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	9	90.00%
Referred to another program or services, or self-sufficient	0	0.00%
Removed from treatment due to violation of rules	0	0.00%
Incarcerated	0	0.00%
Relocated	0	0.00%
Deceased	1	10.00%
Unknown	0	0.00%

Age	Number of Clients	% of Total
(RSR ID: 4) Number of clients, by RDR Age category at the end of the reporting period.		
Less than 2 years	0	0.00%
02-12 years	1	10.00%
13-24 years	2	20.00%
25-44 years	1	10.00%
45-64 years	5	50.00%
65 years or older	1	10.00%
Unknown / unreported	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 HRSA's Web-based data entry system. The system can be accessed through the Internet at https://.performance.hrsa.gov/hab. Grantees must log into the Electronic Handbook System (EHB) to submit their reports. The Provider report is similar to Section 1 of the Ryan White HIV/AIDS Program Data Report (RDR). As part of that report, Providers must identify which services they were *contracted* to provide. If a Provider offered Outpatient/Ambulatory Medical Care or Case Management (medical or non-medical), then they are required to also submit a Client Report through the HRSA Web System. The Client Report is the XML file that is available in ARIES when you click the "Export" button on the RSR screen.

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

Answer: The Excel file RSR Calculations 2009.xls was distributed with this newsletter. It contains a detailed explanation of where each RSR data element is entered in ARIES, and how the ARIES data is converted to RSR format. If you do not have a copy of that spreadsheet, please contact the ARIES Help Desk at 866-411-ARIES (2743). Note that if your agency does not provide medical services, you are not required to submit medical data.

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

Answer: The old Missing HRSA Data Report is now called the Missing RDR Data Report. There's also a new Missing RSR Data Report just for the RSR. As with the old RDR report, the new RSR report includes clients who received ANY service. So, the Missing RSR Data Report may include more clients than the RSR.

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 some non-medical providers are not required to collect medical data, but all providers are required to collect the core set of data elements (see July 2009 ARIES Advisor).

If you have left a data element blank, 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 and resubmit your RSR.

GENERATING THE RSR REPORT AND WHERE THE NUMBERS COME FROM

Question: *OK, I've entered all of my data for 2009 and ran the Missing RSR Data Report and entered my missing data. Now what?*

Answer: You're ready to run 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: *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. 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 client 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 <u>all</u> the records at <u>all</u> agencies to determine how to report the client.

SUBMITTING YOUR RSR

Question: *OK, I've run the RSR several times, corrected 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 2009 RSR from ARIES. Acquire a registration code (from your Grantee), log into the RSR Web System 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: Unless you indicated in your Provider Report that you were contracted to provide Outpatient/Ambulatory Medical Care, Medical Case Management, or Non-Medical Case Management, you are not required to upload the XML data file.

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 and entering the report in the RSR Web System is April 12, 2010, 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 March 8, 2010.***

Question: *How do I access the RSR Web System?*

Answer: **To access the RSR Web System, go to https://performance.hrsa.gov/hab. You will need a registration code in order to**

register. These registration codes will be mailed to you by your grantee. Please contact your grantee if you don't know your registration code.

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

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

Question: *I've pulled up the RSR Web System. Now what?*

Answer: After pulling up the RSR Web System (https://performance.hrsa.gov/hab), select the "HAB RSR Web Application" option from the drop down 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." Follow the link to the Login Screen and log in.

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

Answer: You are allowed to use the same login information (user name and password) you used when accessing the Ryan White HIV/AIDS Program Data Report (RDR) to log in to the RSR Web System. For individuals who plan to use the same login information from the previous RDR, please check that your contact information is up to date. To view contact information, log in to the RSR Web 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 Service Provider Report is returned for correction or requires other immediate attention.

Question: *I did not have any data converted from an old system into ARIES. Do I have to back enter my 2009 data?*

Answer: You must have all of your 2009 data entered into ARIES for the report period of 1/1/2009-12/31/2009. If your data from your old system was not converted, you will need to re-enter all of your data.

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/manage/cld.htm

RSR Calculations in ARIES

The ARIES team has recently completed a spreadsheet called RSR Calculations 2009.xls that identifies where each RSR data element comes from in ARIES, and how the data is converted from ARIES format to RSR format. The spreadsheet was distributed with this issue of the *ARIES Advisor* and is also available from the ARIES Help Desk. Please call 866-411-ARIES (2743) or email helpdesk@projectaries.org for a copy.

Ryan White HIV/AIDS Program Annual Data Report for 2009

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 2009. 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 2009, your RDR is due on March 8, 2010. 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. **California agencies must complete their RDR Report by February 16, 2010.** We hope that the Questions and Answers on the following pages will help you as you generate the RDR this year. First, we'll discuss how to run the report, and explain where some of the numbers come from. Finally, we'll give you the information you need to submit your RDR to your Grantee. Should you need more information, please see the last Q&A regarding RDR assistance.

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 RDR 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 1/1/2009 and 12/31/2009 for the 2009 report). ARIES will list all the clients who received a RDR-eligible service during the date range and display the missing data elements. Important note: Changes were made to optimize running of the RDR. When you update certain data, the changes made may not reflect on the RDR until the next day.

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 REPORT AND WHERE THE NUMBERS COME FROM

Question: *OK, I've entered all of my 2009 data and ran the Missing RDR 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 (1/1/2009 through 12/31/2009) to generate the report.

Question: *What if my Ryan White funding did not start on 1/1/2009?*

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 12/31/2009 as the End Date. For example, if you just became a Part B provider on 4/1/2009 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 2009, 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 1/1/2009 through 12/31/2009 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 Ryan White HIV/AIDS Treatment Modernization Act contract which does not start with "Ryan White," the services provided under that contract will not 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-positive 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-positive 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. Note that while the ARIES RDR calculates "visits" for all 30 service categories, the HRSA RDR requires "visits" for only categories a, c, d, and 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 2009 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-positive 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 checkmark 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-positive 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 2009 RDR instructions can be found at http://hab.hrsa.gov/rdr/.

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-positive clients who received a service during the reporting period are included, except for HIV-positive 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-positive client who is not a male 25 years or older.

Question: *I ran my Agency's RDR and some of the sections of the RDR are not printing.*

Answer: 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)	A "Yes" answer to "This agency provides a Health Insurance Program(HIP)"

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 "RSR/RDR." Click on this tab to generate a RDR just for that agency.

Question: *I work for a Part A 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 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's clients and services.

Question: *I work for a Part A 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-positive* 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 via the Web system:

1. Generate and print your 2009 RDR from ARIES. Acquire a registration code (from your Grantee) and log into the RDR Web system to complete the RDR form on the Web. 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).

2. Generate the 2009 RDR from ARIES by exporting the data and uploading it to the RDR Web system (see below). You will still need to acquire a registration code from your Grantee and log into the RDR Web system.

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 *Data 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 March8, 2010 (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. **The deadline for California providers is February 16, 2010.**

Question: *How does the RDR Web System work? 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 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, if you are manually entering your RDR data, 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 Ryan White 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 all Grantees from which you are funded (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 2009 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 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 2009 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 2009 RDR, a copy will automatically be sent to the Grantee(s). Make sure you check your e-mail 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 should not 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 ADAP. 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 five-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 your 2009 RDR.

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 2009 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 2009 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 2009 data?*

Answer: If you are using ARIES to generate your 2009 RDR, you must have all of your 2009 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 2009 RDR data directly into the RDR Web System (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/

Creating a New Case Note

When a new ARIES case note is created, the default category is now blank and the user must select a category from the dropdown list. Previously, the default value was the first value on the dropdown list.

Changes to Needs Assessments, Care Plans and Referrals

These screens have been updated to automatically tag Mental Health and Substance Abuse related entries as non-share regardless of the client's share status. Pre-existing entries were tagged as non-share when the update was installed. This matches the same data confidentiality rules that exist for client services entered into ARIES. For a list of which types of Needs Assessments, Care Plans, and Referrals are now non-share, see "Needs Assessment Configuration File" on page 2 of the User Manual and Training Documents section at http://www.projectaries.org.

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 http://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 .