ARIES Advisor

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Overview of the RSR

To meet the reporting requirements of the Ryan White HIV/AIDS Program (RWHAP), the Health Resources and Services Administration (HRSA), HIV/AIDS Bureau (HAB) has developed a client-level data reporting system that provides data on the characteristics of funded recipients, their subrecipients, and clients served. HAB uses the Ryan White Services Report (RSR) data that you collect and submit for many things such as:

- Monitoring outcomes of clients receiving care through the RWHAP;
- Addressing needs and concerns of HRSA and the U.S. Congress related to RWHAP's response to the HIV epidemic;
- Addressing the disproportionate impact of HIV in communities of color by assessing organizational capacity and service utilization in minority communities;
- Monitoring progress toward achieving the national goals for ending the HIV epidemic; and
- Reporting aggregate data for clients, providers, and the general public via HAB's website (https://ryanwhite.hrsa.gov/data).

RSR Components

The RSR consists of three reports:

- **Recipient Report:** Each recipient who administers the Ryan White Grant for Parts A, B, C, and/or D is responsible for creating and certifying their Recipient Report. For Part B, the recipient is the State Office of AIDS (OA). The recipient must manually enter the Recipient Report into the RSR Web System in HRSA's Electronic Handbook.

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- **Provider Report:** All agencies funded by RWHAP must complete a Provider Report, which includes information about the agency's funding sources, types of services provided, ownership, staffing statistics, etc. For Part B, this includes the HIV Care Program (HCP) and the Housing Plus Project. The Provider Report must be entered manually in the RSR Web System. Agencies will be able to access their Provider Report in the RSR Web System on February 3, 2025.

- **Client-Level Data Report:** All agencies that provide services funded by RWHAP are also required to upload an XML (Extensible Markup Language) file which contains one record for each eligible client who received RWHAP services between January 1 and December 31, 2024. Each record includes client demographics, medical data and lab results (if applicable), and a summary of services provided, but does not include any identifying information such as client name or date of birth. **ARIES will be used one last time to generate the XML file for the 2024 RSR**. The 2025 RSR will be generated by HIV Care Connect (please see the "HIV Care Connect is Coming…" section).

Generating the RSR

To generate the RSR, login to ARIES. From the black navigation bar, click on **Compliance** from the **Reports** menu. Then select **Ryan White HIV/AIDS Services (RSR) Export (2024)**. The RSR Export screen will display. (If you are unable to access this report, contact the ARIES Help Desk at aries@cdph.ca.gov to verify you have proper permissions needed to access the RSR.)

- Make sure the agency name you want to run an RSR Export for appears next to **Agency or Administrative Agency** (AA) box. (See **Frequently Asked Questions** for details on how AAs can run aggregate RSRs.)

- For **Reporting Period**, select 1/1/2024 – 12/31/2024.

- **Include Medical Data** affects only the Validation Report. Select Yes if your agency is funded by RWHAP to provide Outpatient/Ambulatory Health Services. If not, select No and the Validation Report will ignore the validations related to Clinical Data.

- Use the **Sort By** dropdown to select whether you want the Validation Report to be sorted by Client or Data Element. Sorting by Client will list the alerts, warnings, and errors for all data elements that may need attention by client. These data elements will be listed together in one row or cell. Sorting by Data Element will list each data element that triggers a validation in separate rows or cells for each client. This format allows you to export the information to Microsoft Excel and sort by data element. Selecting **Client** may be helpful for agencies that have one staff person who enters all data for clients. Selecting **Data Element** may be helpful for agencies that assign a staff person to enter specific data elements such as lab tests, demographics, etc. for all clients. The default is by **Client**. Use the **Data Elements** dropdown to select which data elements will be examined by the Validation Report. For example, selecting **Viral Load** in this dropdown will limit the report to validations related to Viral Load data. The default is **All Elements**.

- Then click the **Report** button to generate the Summary Report, RSR Validation Report, and Completeness Rates Report. These reports run concurrently and will display one right after the other. It may take several minutes to generate the RSR. Please be patient.

Verifying RSR Data

When ARIES displays the RSR, review the following reports before exporting and uploading data to RSR Web System.

- **Summary Report:** The Summary Report provides a statistical analysis of your data *(see screenshot below).*

Results

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

RSR Export

Summary

Exports the Ryan White HIV/AIDS Services to an XML file (for 2024)

Provider Name: The Paular Agency
Report Period: 1/1/2024 - 12/31/2024
Number of clients: 3
Number of HIV-Positive clients with Outpatient/Ambulatory Health Services: 1

New and Continuing Clients	Number of Clients	% of Total
(RSR ID: 76 & 77) New or Continuing clients based on services. Percent will not add to 100%		
New Clients	1	33.33%
Continuing Clients	2	66.67%
Continuing Clients with Services in the Previous Year	0	0.00%

- **RSR Validation Report:** When you upload your XML file into the RSR Web System, data passes through three levels of validation (*see screenshot below*). Any data that does not meet HAB's expectations will generate an Alert, Warning, or Error message. The purpose of these messages is to notify you, in advance, how the RSR Web System will respond when you upload your XML file. The three levels of validation are as follows:

  1) **Alerts:** HAB wants you to check the data for accuracy, but no explanation is required, and the data will be accepted as-is.

  2) **Warnings:** HAB wants you to check the data for accuracy and correct as needed. If you cannot correct the data, HAB requires you to submit an explanation before the data is accepted.

  3) **Errors:** HAB wants you to correct the data. HAB will not accept your XML file until data is corrected. You should never see any Error messages on your RSR. The data entry procedures in ARIES prevent you from entering data that would cause an Error message.

  To review or edit client information, select the client's name in the RSR Validation Report and the client's record will open in a new browser window.

- **Completeness Rates Report:** This report lists data elements of the RSR along with a percentage indicating how many of your clients have a known value for that data element (*see screenshot below*). In other words, the Completeness Rates Report tells you how complete your reporting is. For each data element, you will be able to generate a list of clients who do not have a known value. For example, if your Completeness Rates Report shows that four of your clients do not have a known value for Risk Factor, you will be able to generate a list of names and ARIES IDs of those four clients. To generate this list, select the cell containing the number of clients with "Unknown" values reported. A list of clients with corresponding ARIES IDs will appear. To go to the client record, click on the hyperlink. This will open the client record in a new window. You can simply enter the missing data, select save, and close the window to return to your client list of unknown values. If you prefer to print a copy of the list, use your browser's menu to select Print, or in most browsers, you can right-click on a blank area of the screen and click Print from the pop-up menu.

RSR Validation Report - by Client

Export Format: XML | Validation Export

ARIES ID	Client	Staff	Alerts	Warnings	Errors
			Verify the data before uploading, HAB will accept the data without an explanation	*If possible, correct the data before uploading, otherwise HAB will require an explanation*	*The data cannot be uploaded, and the client will be excluded from the XML upload file*
100098680	ADAP Test, Andy	Bob Billie		• Missing Housing Status • Missing Housing Status Collected Date	
100079490	Jar, Trade R			• Missing Poverty Level • Missing Health Coverage	

Completeness Rates

This table indicates the Known Rate, Unknown Rate, and Missing Rate for RSR client-level data elements. See your Completeness Report, downloadable from the EHB or the RSR System, for measure definitions. For a list of the clients who have incomplete data, click on the numbers in the Unknown or No Value columns.

#	Client Data Item	Required Clients for this Data Element	Clients with Known Value Reported		Clients with "Unknown" Value Reported		Clients with No Value Reported	
			#	%	#	%	#	%
2	Vital Status	5	5	100.00%	0	0.00%	0	0.00%
4	Year of Birth	5	5	100.00%			0	0.00%
5	Ethnicity	5	4	80.00%			1	20.00%
65	Hispanic Subgroups	2	1	50.00%			1	50.00%

Exporting the RSR

To export the RSR data file, select RSR Export (under the Results heading). A window will appear asking if you want to Open or Save the RsrExport.xml from ARIES. Select Save and save the RsrExport.xml file to a location on your computer. You will then upload the data file to the RSR Web System. If you need help after you have generated the RsrExport.xml file and saved it to your computer, contact the EHBs Customer Support Center at 1-877-464-4772 (4 AM to 5 PM, M-F) for specific instructions on how to upload the file to RSR Web System.

What's New for the 2024 RSR?

Provider report changes:

1) The National Provider Identifier (NPI) field has been added to the General Information section of the Provider Report.

2) The Medication Assisted Treatment (MAT) question regarding the number of providers that had received a Drug Addiction Treatment Act waiver has been removed. The remaining two questions have been edited for clarity.

Validation rule changes on this year's RSR:

1) "Service uploaded but not delivered", "Clients with HIV Diagnosis Year after Reporting Period" and "Clients with Birth Year after HIV Diagnosis Year" validations have been updated from alerts to warnings, which require an explanation before the data is accepted.

2) Lower limit of client age that will trigger an alert message changed from 90 years old to 110 years old. More details can be found in the RSR Instruction Manual at https://targethiv.org/library/rsr-manual.

Frequently Asked Questions

Q: What if my Ryan White funding did not start on 1/1/2024?

A: If you received any Ryan White funding at any time during the 2024 calendar year, you are required to submit an RSR.

Q: Which clients included in the RSR are required to have clinical information?

A: Providers must report clinical information (data elements No. 47 and above) for each HIV-positive client who received Outpatient/Ambulatory Health Services during 2024. Some clinical information is also reported for HIV-indeterminate (infants <2 years only) clients.

Q: Do uninsured clients need an insurance record?

A: Insurance data is required for the RSR. Every client should have at least one insurance record, including clients who are uninsured, to ensure correct reporting in the RSR. The **Work Aid for Entering Insurance in ARIES**, which is posted at https://projectaries.org/training, provides instructions on how to enter client's insurance information in ARIES.

Q: Does the export file contain any identifying client information? I'm concerned about storing it on my computer or uploading it to RSR Web System.

A: 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 birthdate. An anonymous encrypted Unique Client Identifier (eUCI) is also included.

Q: When I review the Summary Report, too few of my clients show up as prescribed anti-retroviral therapy (ART). How do I check this?

A: For clients with an "OAHS Services without ART Prescribed" warning in the RSR Validation Report, open their record and go to Medication > ART tab. The record may list medications on the Anti-Retroviral Drugs table, but to count on the RSR as being prescribed ART, the client must have a **Highly Active Anti-Retroviral Therapy (HAART) (Triple Therapy)** record in the ART Type table that covers all or part of 2024.

If the client has been prescribed once-a-day combination medication (such as Biktarvy, Atripla, Genvoya, etc.), or FDA approved HAART regimen Dual Therapy medications (Cabenuva, Dovato, and Juluca), please select **Highly Active Anti-Retroviral Therapy (HAART) (Triple Therapy)** as a workaround in ARIES. ART Therapy is not reported for Pediatric Indeterminate clients.

Q: How are referrals captured in the RSR?

A: The RSR captures referrals from the Service screen, not the Referrals tab. Referrals provided through Outpatient/ Ambulatory Health Services, Medical Case Management, or Non- Medical Case Management Service visits are captured on the RSR under these service categories. All other referrals can be captured using Referrals for Health Care and Supportive Services (RHCSS).

In order to track these referrals, RHCSS must be activated on your RWHAP-funded contract. For HCP (Part B) providers, OA will only activate RHCSS for providers who fund this service. To have this service turned on in ARIES, you must indicate that you funded this service on your OA-approved HCP budget.

Q: I want to analyze and verify the data in the XML file (RsrExport.xml) for a single client. How can I link a client in this file to one of my clients in ARIES?

A: If you question how a specific client is reported in the RSR, one option is to run the RSR for a single client. To do so, enter the client's ARIES ID in the field provided on the RSR criteria page. When you tab out of that field, ARIES will display the name of the client so you can confirm the correct ARIES ID was entered. When you run the RSR, only that one client's data will be included in the report. If the report does not run, it means the client is not included in the RSR.

Q: How do I find clients who are missing from the RSR? The Summary Report only shows the total number of clients who were included in the report, not the individual clients. And the XML file only identifies clients with their eUCI, which cannot be looked up in ARIES directly.

A: The State Office of AIDS has prepared a Microsoft Excel template to identify missing RSR clients. By following the instructions in the template, you can identify clients who received a qualifying service but who were not in the RSR. To request a copy of the templat, contact the ARIES Help Desk at aries@cdph.ca.gov.

Q: I work for an Administrative Agency (AA). Can I use ARIES to generate individual RSRs for each of my agencies and an aggregate or combined RSR for my AA?

A: AAs can run an RSR for any single agency they manage by emulating that agency. While ARIES allows for this option, HAB requires that each provider agency generates and uploads their own RSR. AAs can also run an aggregate report for the entire group of agencies within their jurisdiction by logging into their AA account and running the RSR. RSRs run for multiple agencies will not include the "Export" option because AAs are not supposed to enter client data into their AA agencies.

Q: On the Completeness Rates Report, what's the difference between the "Clients with Unknown Value Reported" and the "Clients with No Value Reported" columns?

A: HAB allows an "Unknown" answer for only a few data elements. If ARIES is not able to calculate a known value for these data elements, a value of "Unknown" is reported in the XML file, and the client is counted in the "Unknown" column. For many data elements, however, "Unknown" is not considered to be a valid response by HAB. For these data elements, if ARIES is not able to calculate a known value, the entire data element is excluded from the XML file, and the client is counted in the "No Value" column.

Q: Can ARIES help me answer the Medication Assisted Therapy (MAT) questions on the RSR Provider Report.

MAT includes the use of medications such as Buprenorphine, Naltrexone, or Methadone to treat opioid dependence.

A: ARIES can help answer the question about the number of clients prescribed MAT. For instructions on running the Medication Assisted Therapy Report in ARIES, go to the Work Aid section of https://projectaries.org/training.

Q: My recipient has given us a different deadline than HAB's deadline. Why are they different and which deadline should I meet?

A: Always comply with the deadlines given by your recipient. If you are funded by more than one recipient and they have different deadlines, always comply with the **earliest deadline**. While HAB's target deadline for submitting all Provider Reports and Client-Level Data Reports in RSR Web System is March 3, 2025, your recipient may have many RSRs to review, verify, and submit. The earlier deadline will ensure they can review and validate all RSRs in a timely manner.

Q: How do I access the RSR Web System?

A: The instructions for accessing the RSR Web System differ between (a) "Recipient-Providers" (i.e., they receive RWHAP or EHE awards **directly** from HRSA), than (b) "Provider Only Organizations" (i.e., they do **not** receive their funding directly from HRSA). Provider-only Organizations should review the instructions on page 36 of the RSR Instruction Manual (https://targethiv.org/library/rsr-manual). Recipient-providers should review the instructions on page 34.

All recipients and providers must use Login.gov and two- factor authentication to access the EHB. For assistance, please see the Login.gov Help Center (https://login.gov/contact/).

If you need help logging in, creating an account, or navigating the EHB to find your annual RSR, call EHBs Customer Support Center at 1-877-464-4772.

Q: Why do I have to submit an RSR Provider Report if my agency doesn't provide direct services or only has ACE data?

A: HAB **requires** all providers to complete their own Provider Repot and upload their own XML file. All providers (including providers of direct client services and/or administrative and technical services) must complete a single RSR Provider Report. This report provides data to HRSA on the characteristics of the funded recipients and their providers.

Q: How do I update clients' Vital Status?

A: In ARIES, the Vital Status RSR measure comes from the Agency Status field (on the Demographics/Agency Specifics screen). In ARIES, if Status is "Active", "Disenrolled", or "Discharged", the Vital Status is Alive. If Status is "Reported Deceased" or "Confirmed Deceased", the client is reported as Deceased. Otherwise, the client is reported as Unknown. Please see the Enrollment Status History table on the Agency Specifics screen to see the source of the client's Vital Status; the most-recent Enrollment Status is what's used to calculate the Vital Status on the RSR.

Q: How do I get help with Ending the HIV Epidemic Triannual Report?

A: If your agency receives funding through HAB's End the HIV Epidemic (EHE) initiative, an Excel workbook is now available to assist you in generating the EHE Triannual Report. As with other workbooks available from the State Office of AIDS, the process involves exporting selective data from ARIES, pasting that data into the workbook, and then observing the calculated results. For more information or to receive a copy of the workbook, contact the ARIES Help Desk at aries@cdph.ca.gov.

RSR Technical Assistance

Resource	If you are ...	... Call when you need assistance with ...
Ryan White Data Support 1-888-640-9356 (7 AM to 3:30 PM) ryanwhitedatasupport@wrma.com	A Ryan White HIV/AIDS Program recipient, subrecipient, or provider (any Part)	• Obtaining your agency registration code • Interpreting the **2024 RSR Instruction Manual** and HAB's reporting requirements • Understanding specific data validation checks • Completing the RSR Recipient or Provider Reports • Checking the status of your RSR in the EHB
EHBs Customer Support Center 1-877-464-4772 (4 AM to 5 PM, M–F) https://targethiv.org/library/hrsa-electronic-handbooks-contact-center	A Ryan White HIV/AIDS Program recipient, subrecipient, or provider (any Part)	• Creating an account for the RSR Web System • Logging into the RSR Web System • Navigating and using the RSR Web System • Uploading the XML file to the RSR Web System
ARIES Help Desk aries@cdph.ca.gov	An ARIES user	• Generating your RSR in ARIES • Using the RSR Validation Report or Completeness Rates Report in ARIES • Exporting your XML file from ARIES • Creating RHWAP-Related Funded contracts
HIV Care Program Advisors Contact your assigned advisor	HIV Care Program (Part B) subrecipients or providers only	• Obtaining your agency registration code • Checking the status of your RSR in the EHB
TargetHIV www.targethiv.org Click on Library > Data Reporting > RSR	A Ryan White HIV/AIDS Program recipient, subrecipient, or provider (any Part)	• Accessing the **2024 RSR Instruction Manual**, training data definitions, important notices, dates to remember

Key Dates

<table>
<tr><th>Date</th><th>Recipients</th><th>Subrecipients/Providers</th></tr>
<tr><td>January 6, 2025</td><td colspan="2">The 2024 RSR is available in ARIES for users to access.</td></tr>
<tr><td>January 15, 2025 (11 AM)</td><td colspan="2">HAB will review key steps to ensure users are reporting high-quality data in the RSR. The webinar will cover how to report required data elements based on services received, how to follow eligible service reporting requirements, and how to ensure data are complete and accurately reflect programmatic activities. To register, visit https://targethiv.org/data/webinars</td></tr>
<tr><td>January 16, 2025 (10:30 AM)</td><td colspan="2">The State Office of AIDS will host a training about generating your RSR in ARIES. To attend, visit https://us06web.zoom.us/j/87355178074?pwd=XwyPiZxbLWh0i1JjIVJ2B0alzMT6rC.1</td></tr>
<tr><td>January 22, 2025 (11 AM)</td><td colspan="2">DISQ will provide an overview of the different tools available to create the client-level data file. Participants will learn how RSR-Ready Systems are getting up to speed with eligible service reporting requirements and receive tips for creating the RSR using electronic health record data. To register, visit https://targethiv.org/data/webinars</td></tr>
<tr><td>January 29, 2025 (11 AM)</td><td colspan="2">HAB will present step-by-step instructions on completing the 2024 RSR Provider Report in the RSR Web System. Topics include uploading client-level data, modifying service delivery sites, and addressing alerts and warnings. To register, visit https://targethiv.org/data/webinars</td></tr>
<tr><td>February 3, 2025</td><td>All RSR Recipient Reports must be in “Certified” status. After this deadline, Recipients must contact Ryan White Data Support to certify or to make changes to their RSR Recipient Reports.</td><td>The RSR Web System opens for providers to begin work on their RSR Provider Reports and upload their Client-Level Data Reports (XML files).</td></tr>
<tr><td>February 5, 2025 (11 AM)</td><td colspan="2">HAB will demonstrate how to review your data at upload and improve your data in the RSR Web System. To register, visit https://targethiv.org/data/webinars</td></tr>
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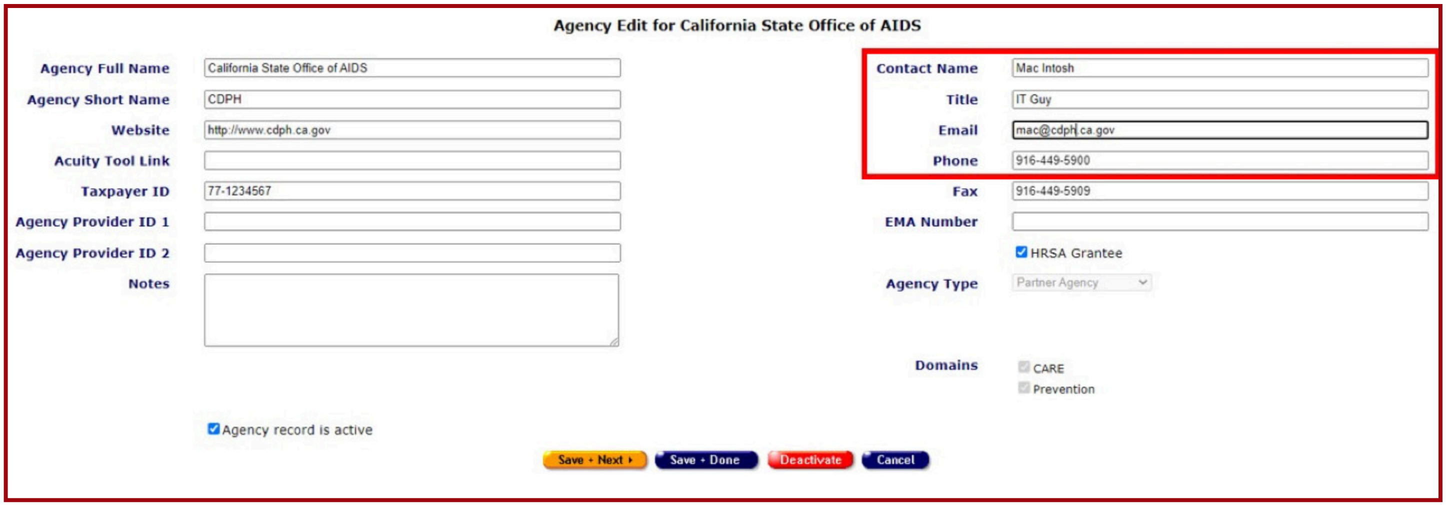
Key Dates *(continued)*

Date	Recipients	Subrecipients/Providers
March 3, 2025		Unless your Recipient provides an earlier deadline, this is the target deadline for the submission of all **RSR Provider Reports** and **Client- Level Data Reports**. RSR Provider Reports must be in "Review" or "Submitted" status.
March 24, 2025	**Last day** for Recipients to return **RSR Provider Reports** and **Client-Level Data Reports** to providers for changes or corrections.	
March 31, 2025 (3 PM)	**All RSRs must be in "Submitted" status by 3 PM (PST).**	
May 15, 2024 (11 AM)	HAB will hold a feedback session for Recipients to discuss challenges or issues experienced during the 2024 RSR submission process and address questions and concerns. To register, visit https://targethiv.org/data/webinars	

HIV Care Connect is Coming…

As previously announced, HIV Care Connect (HCC) will replace ARIES. Before HCC goes live, a Data Usage Agreement (DUA) will need to be signed by agencies who do not receive direct OA funding. CDPH is in the process of finalizing the DUA and will contact agencies when the DUA is ready to sign. CDPH will communicate when to stop using ARIES and to switch over to HCC. Until that time, it is important to continue entering or importing data to ARIES. All ARIES data for client who had a service on or after January 1, 2017 will be migrated to HCC. We will post periodic updates about the HCC and implementation activities on OA's website. For a first look at the HCC, please see this video: https://vimeo.com/860309596.



To help prepare for the HCC, we would like agency managers to review the contact person on their Agency screen in ARIES (*see screenshot above*). We are looking to have one point of contact at each agency who we can communicate with regarding DUAs and the rollout of HCC. This individual may be anyone you choose – a manager, an IT specialist, a technical lead, a data specialist, or another staff member. Please make sure their name, title, e-mail address, and phone number are current. We ask that you n**ot make other edits to this screen** – particularly the Agency Name – at this time.

Please send any questions or feedback you have about the HCC project to CEMS@cdph.ca.gov.