This document contains the questions and answers from the February 18th CAREWare MA webinar "2019 Ryan White Services Report (RSR)." If you have additional questions, please contact the helpdesk at CAREWareMAhelpdesk@jsi.com.

Will this webinar be recorded?

Yes. Please visit our website at carewarema.jsi.com and click on the "Webinars" tab to view the recording.

Do providers receiving funding from multiple RWHAP Parts complete multiple Provider Reports?

No. Each provider will submit only one Provider Report including data from all RWHAP Parts under which the agency is funded.

Note: it is possible to submit more than one client-level XML file if necessary.

How do I report a service that I delivered that does not appear in my Provider Report?

If you receive RWHAP funds to deliver a service that is not populated in your Provider Report, contact us at carewaremahelpdesk@jsi.com. If you did not receive RWHAP funds to deliver the service, do not mark it in your Provider Report.

The Massachusetts Department of Public Health has approved my Provider Report but it's still in review status. Why?

If you receive funding from Part A (BPHC) and/or Part D (MassCARE), in addition to Part B, they will also need to approve your report.

Why are all of my clients not showing up in my RSR XML file in CAREWare?

All clients receiving Part B funded services must be designated as "Ryan White eligible" in CAREWare. Demographics tab > click Eligibility > Add record > Add a date **for 2019 or prior**, Part B funding, and eligibility status = Yes.

The Data Validation screen in CAREWare says clients are missing poverty level, housing, and insurance status, but there are records entered for these fields.

The entry must be for calendar year 2019 for the data to be included in the RSR. Add a new entry with a 2019 date for each client.

My agency is a Part C funded recipient that maintains its own CAREWare. Do I have to run the RSR in the state CAREWare system?

If all of your Part B services are contained within your own agency's CAREWare, you can run one XML file and submit it. If not, then you need to submit two files: one from your system, and one from the state system.

How do I report the ZIP Code of a client who has moved during the reporting period?

If a client has changed ZIP Codes during the reporting period, report the most recent known ZIP Code for that client.

How do I report the ZIP Code of clients experiencing homelessness?

When a ZIP Code location is unavailable for a client experiencing homelessness, providers should use the service location ZIP Code as a proxy.

How do I report a client in the Clients by ZIP Code section if his or her ZIP Code is unknown?
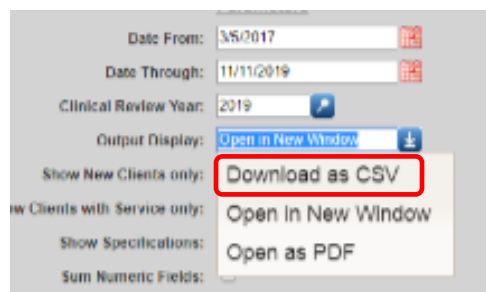
Providers should use the service location ZIP Code as a proxy. For the small number of clients for whom residence is not known or for whom a proxy is not available, report the client's ZIP Code as "99999" to indicate that the residence is unknown.

A high percentage of clients are missing race information in the RSR. What do I do?

We recognize that a client may choose not to identify with any race. In this case, leave the race field blank in CAREWare. During the data cleaning process in preparation to submit the RSR, please double check all clients with missing race information to confirm that the client has declined.

How do I download a custom report as a CSV (comma-separated values) file?

Under the "Clients by zip code RSR" report settings, there is an option for "Output Display." In the dropdown menu, select "Download as CSV" (see image below). When you run the report, a CSV will be downloaded and you can save this to your agency's folder. See the "RSR Data Updates and Report Instructions (2019)" file for more information (https://carewarema.jsi.com/materials/instructions-and-tip-sheets/).

My agency is funded by multiple Parts. Will I need to submit one Clients by ZIP Code file in the Provider Report?

Yes, you are only able to upload one ZIP Code template to the Provider Report. If your agency is funded for Part B and Part D in the state CAREWare system (and no other Parts), you can run the "Clients by Zip Code" report once. However, if data for different Parts is stored in different data systems, you will need to de-duplicate across data systems and aggregate in one ZIP Code template. To accomplish this, run the custom report in CAREWare called "List of Clients & Zip Codes," combine with extracts from other data systems, and then de-duplicate the list. Finally, prepare a single ZIP Code template to upload to the Provider Report.