

When I close a client in CAREWare, I go into "Eligibility for Ryan White Funding" and select "No" since the client is no longer active. Is this accurate? Does this affect data for RSR?

That is accurate, and it does affect the RSR since the client is no longer Ryan White eligible after the date you have entered. If the client is no longer receiving services at your agency, you will also want to update the Enrollment Status field. Details on that field can be found in the Fields & Definitions document on our website.

What needs to be added for the client to show as a client?

To be included in the RSR XML file, the client must have received a Ryan White funded service during the reporting period (calendar year 2022), and must be designated as Ryan White eligible in CAREWare. Instructions for updating Ryan White eligibility can be found in the RSR Data Updates and Reports document.

I have a client who passed away in 2021. There was a service note in CAREWare in 2022. She is coming up as missing data in my RSR Validation Report.

Designate them as not Ryan White eligible starting 12/31/2021 so they aren't pulled into the RSR. You may also need to delete the service note to make it work since your client was deceased after 2021.

My agency is a direct recipient for Part C and D and a subrecipient for Part B. We only need to complete the provider report in the recipient portal, correct?

In this scenario, you will complete the Provider Report in the HRSA Electronic Handbook or EHB.

Why are we not able to access the EHB from within the remote desktop so that we can upload directly there?

This is because accessing the internet from the remote server is a security risk.

How do we get credit for the clients who received services for just part of the year but are now closed out? Do we have to change them to no longer being Ryan White Eligible once we close them out and switch them to inactive?

The client must be designated as Ryan White Eligible prior to the start of the calendar year to be included in the RSR. If the client leaves the program during the calendar year, update their enrollment status to "inactive" and their Ryan White eligibility status to "no."