Using CAREWare for RSR Reporting - Written Q & A Summary

October 4, 2023

#	Questions	Answers
1.	Can you explain what a "calendar year" is?	A calendar year is January 1st through December 31. We encourage you to review the RSR Submission Timeline on TargetHIV for more specific reporting deadlines.
2.	How have data teams overcome holes in race/ethnicity data? The subgroups aren't options on our intake surveys and some clients refuse to answer.	The DISQ Team recommends that all required data are included on any intake forms that are used. Race, ethnicity, and race/ethnicity subgroups are self-reported by the client. If the client declines to provide the information and you receive a validation warning message in the RSR, you can explain in your validation comment that the client declined to report the information.
3.	What CAREWare build are you currently using?	The presenter was using CAREWare 6 Build 202. This is a beta build that has not yet been released, so your screen may look different than what you saw in the presentation. Once the minimum CAREWare build for the RSR is finalized and released, it will be announced on the CAREWare listserv. Keep in mind that when a new CAREWare build is released, and it has new features, sometimes these new features require being "turned on" through enabling permissions for the provider domain and users before they can be seen. If you have any questions about your CAREWare build or how to enable specific CAREWare features, please reach out to the CAREWare Help Desk
4.	For client eligibility does the RSR require an update in the calendar year? Or does the one done in the previous year carry over?	In order to be included in the RSR, a client has to be reported as eligible in CAREWare and received a service for which the agency received RWHAP, RWHAP-related funding or EHE Initiative funding. This means that you want to ensure that the client eligibility is accurately reported in CAREWare. Clients who have an "Is Eligible=Yes" response in their eligibility history and receive at least one RWHAP or RWHAP-related funded service will be included in the RSR, regardless of when that entry was made unless they have a subsequent entry of not being eligible. Using the light switch analogy, the clients "stay on" until they

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		are "turned off" with an "Is Eligible=No" entry. Each RWHAP funding source is a "switch," and if any switch remains "on," the client is considered to be eligible. However, best practice is to accurately capture periods of eligibility. This means that when a client is recertified, CAREWare should reflect the results of the eligibility determination.
5.	Can you share how you are able to add the tabs "2022 RSR: X Issues" and "2023 RSR: Y Issues" to the client navigation bar? Is this part of the CareWare 202 beta build or can I add it to an earlier version as well?	This feature has been around for about a year. If you don't see those menu items in CAREWare, contact the CAREWare Help Desk. The Help Desk can troubleshoot why they are not visible.
6.	Is it true that if someone is not RWHAP eligible Jan-September and is RWHAP eligible October-December – they would only be included in the RSR if they received a service during October-December? If they received services in January – September then they would not be included in the RSR because their RWHAP eligibility did not take effect until October?	In order to be included in the RSR, a client has to be reported as eligible in CAREWare and received a service for which the agency received RWHAP, RWHAP-related funding or EHE Initiative funding. The period of eligibility has to align with the service provision. If the client became eligible in October **and** had services after that date, then the client would be included in on the RSR.
7.	I saw you had Cap on Charges on your CAREWare, can you please explain what that is?	This feature does exist in CAREWare. The Cap on Charges feature tracks a client's maximum out-of-pocket expenses for services, medications, and any other eligible miscellaneous purchase. This is related to the Imposition of Charges with a statutory requirement of the RWHAP legislation. Please refer to the Miscellaneous Features Guide link which explains the feature's use.
8.	I have an issue with the RSR when generating a report; it's not identifying new patients. I checked that the data is being registered correctly and everything is up to date. The report is still not identifying the new clients. What do you recommend in this situation?	There could be various reasons that CAREWare is not identifying new clients. Possible reasons include a CAREWare bug that has subsequently been fixed, clients not marked as eligible or the enrollment date not being in the year. Please contact the CAREWare Help Desk for assistance so they can gather more information.
9.	If there are system generated (older) funding sources under eligibility that don't appear whenever attempting to stop them (such as RW Title II or RW Title III), should those be deleted to avoid inaccurate eligibility or is there a way to stop them properly? When attempting to do so it only shows Part B or Part C, and we've noticed that even when selecting what should	The upcoming CAREWare build will allow you to update this. Please contact the CAREWare Help Desk if there is a more immediate need to fix these entries.

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	be the correlating "Part" it doesn't always "end" the eligibility for the "old designation/grant name".	
10.	How do you fix missing information?	The RSR Client Viewer is a great resource for identifying missing data for the RSR. You can view the client list for any missing data and then update the data entered as needed. To find out more about the CAREWare RSR Client Viewer, click here. Please reach out to the CAREWare Help Desk if you have any questions about how to use the Client Viewer.
11.	It's great that CAREWare will now create the ZIP code file. What happens when our clients overlap with other agencies creating ZIP code files?	CAREWare previously created the ZIP code file needed for the RSR, but it was a custom report. The ZIP code report is now 'hard coded' as a HRSA report to make it easier to run. The ZIP code report is generated for the provider domain from which it is run. If you also have data in either a different data system or a different CAREWare system, follow the guidance in the RSR In Focus: The RSR Provider Report: Clients by Zip Code resource
12.	If we reach out to patients to obtain RSR information (ex. housing status and insurance information) and we are unable to reach them, is there a way to note the attempt in a way that's reflected in our reporting numbers?	For the RSR, the data would be missing. If you receive an RSR validation warning message, you can provide a validation comment that you were unable to reach the client to gather the required information.
13.	If my RSR Validation Report comes up blank does that mean there are no problems?	Not necessarily. The RSR Validation Report in CAREWare does not address all data quality issues. Using the RSR Client Viewer can also help identify issues with missing or inaccurate data. In addition, CAREWare users can run custom reports to check on specific data quality issues. Existing custom reports to check data quality can be found here.
14.	Am I correct that a client who has a service during a period of eligibility can be pulled into the RSR even if they get "inactivated/case closed" and eligibility gets terminated during the calendar year but after applicable services?	In order to be included in the RSR, a client has to be reported as eligible in CAREWare and received a service for which the agency received RWHAP, RWHAP-related or EHE Initiative Funding during the period of eligibility. A client's enrollment status does not impact whether or not they are included in the RSR.
15.	Based on PCN 21-02, our organization decided to change our recertification period to every two years. When I look at my RSR report, the	In October 2021, HAB released Policy Clarification Notice (PCN) 21:02 - Determining Client Eligibility & Payor of Last Resort in the

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	annual assessments are all from 2022 because we're not updating them in 2023 because of the two year eligibility. Does that mean that we have to go in and update every single client that shows up on the missing list for 2023, even though we technically don't see them this year, because of this two year recertification?	Ryan White HIV/AIDS Program. Recipients use this PCN to inform their own eligibility determination and recertification policy. There is not a standard period of time that is required by HAB; the period of time for which a client is determined eligibility is determined (and when recertification is required) by the recipient. In CAREWare, Annual Review assessments (Housing Status, Health Coverage, Poverty Level Percent) are only included in the RSR if the date that the assessment was completed was in the reporting period. Given this, it is important to understand how changes in your eligibility processes could impact the RSR data reported so that you can develop processes to collect and report the required data. Please also remember that these assessments can be completed independent of eligibility determination, so even if your eligibility period is greater than a year, you can still complete the assessments more frequently.