**Memphis TGA RSR Monthly QA Process**

Login to your domain in CAREWare.

**RSR completeness and readiness**

Monthly, we try to maintain our data as ready as possible to submit for the annual Ryan White Services Report (RSR.) By doing this, we avoid a heavy burden for data cleanup at the last minute as we’re trying to submit the RSR.

**Check that eligibility is marked so clients properly report on RSR**

1. In Reports>Custom Reports>Manage/Run Custom Reports, search for “RW Funded Service, Not Marked Eligible.”

2. Select report and select Manage/Run

3. Select Run Report

1. Edit Parameters to ensure Date span is January 1 through the current date.

2. Make sure “Show Clients With Service Only” is checked.

• Any clients appearing on this report have a Ryan White Funded Service during a period that they are not marked (in CAREWare) as being eligible.

• Any clients that pull up on this list will not have those services report on the RSR.

Here are your options:

o Change the service to a non-RW funding stream

o Back out/delete the service

o Update eligibility records if eligible when service was provided.

▪ Add a comment in the eligibility record on who updated the eligibility and why it was done.

 **RSR Client Report**

1. Go to Reports> HRSA Reports> RSR Client Report

* 1. 2. Verify RSR Settings

 a. Make sure the year is the year that the data being invoiced was done in.

* + 1. b. Select Cross Provider Labs
	1. 3. Select Run and allow the file to process.
		1. 4. When report is complete, select Download RSR File.
			+ 1. The file does contain Protected Health Information (PHI) and should be saved in a secure location and deleted appropriately after use.
	2. 5. Select “back” then choose the RSR Viewer button.
	3. 6. Select “Choose File” and select the RSR Export you saved then select “View RSR File”
	4. 7. Note the number of clients with missing data. This number should not be more than 5% of the total number of reported clients. If it is more than 5%, they need to be fixed.
	5. 8. Please reconcile any missing values. No PHI in emails.

**RSR Validation Report**

1. Go to Reports>HRSA Reports>RSR Validation Report.

* 1. 2. Verify RSR Validation Report Settings
		1. a. Make sure the year is the current calendar year
	2. b. Select Cross Provider Labs

3. Select Run and allow the file to process.

* 1. 4. Select View “RSR Validation Report”
	2. 5. This report shows errors, warnings, and alerts.
		1. a. All errors must be corrected.
	3. b. Warnings probably “should” be corrected.
	4. c. Alerts should be investigated to make sure there are no issues.