

This document contains the questions and answers from the February 6<sup>th</sup> CAREWare MA webinar “2018 Ryan White Services Report (RSR).” If you have additional questions, please contact the helpdesk at [CAREWareMAhelpdesk@jsi.com](mailto:CAREWareMAhelpdesk@jsi.com).

***Will this webinar be recorded?***

Yes. Please visit our website at [carewarema.jsi.com](http://carewarema.jsi.com) and click on the “Webinars” tab to view the recording.

***For the medication-assisted treatment (MAT) questions in the Provider Report, if you do not have providers who prescribe do you need to report on the number of clients?***

All three questions are required. Enter “0” for number of clients, if you do not have providers who prescribe MAT.

***I am receiving an error message when I try to use the RSR Client Viewer.***

Click “Okay” on the message and you should be able to use the Client Viewer as usual.

***Are closed out clients included in the RSR data validation report?***

Yes, they may be. Any clients that received Part B-funded services during the 2018 calendar year will be included in the RSR data validation report and the RSR client-level XML file, even if they have been closed out during the year.

***Will clients that are not marked as Ryan White eligible be included in the RSR?***

No. Clients must be marked as Ryan White eligible in order for them to be included in the RSR. Be sure to review clients who received Part B-funded services and designate them as Ryan White eligible.