

# RYAN WHITE HIV/AIDS PROGRAM DENTAL SERVICES REPORT (DSR) 2020 DATABASE UTILITY

## Getting Started

### Overview

The Dental Services Report (DSR) Database Utility is provided to Ryan White HIV/AIDS Program Part F Dental Programs as a means of completing and submitting annual applications or data reports. This Utility offers built-in data validation, which greatly reduces the likelihood that you will be contacted to resolve problems or discrepancies with your DSR submission.

The Database Utility allows you to:

- ✓ Enter your dental services data;
- ✓ Validate your Report (to identify and resolve discrepancies or numerical errors prior to submission);
- ✓ Print a copy of your Report for your records; and
- ✓ Submit your Report electronically to the Health Resources and Services Administration's (HRSA) HIV/AIDS Bureau's (HAB) data contractor, Ryan White Data Support. Please note the data submission process for Dental Reimbursement Program (DRP) applicants below.

You will not need any special software to use this Utility. It is recommended that you have a screen area of 1024 x 768 pixels for optimal viewing.

### Navigation

The DSR Database Utility is available for download at <https://hab.hrsa.gov/program-grants-management/data-reporting-requirements-and-technical-assistance>. It offers an intuitive menu system that will guide you through the data entry, validation, and submission processes. You can enter data during one or more sessions. All data are saved automatically as you navigate through the Report screens. You may exit the Utility and return at any time to complete and review your Report.

Six data entry screens correspond to the six DSR sections. Complete all sections that apply to your program. Each screen is divided into several pages, with each page containing a single item. As you enter your data, use the 'Tab' key to move from one cell to the next. Press 'Tab' while holding the 'Shift' key to move to the previous cell. When you reach the last cell on a page, press 'Tab' to advance to the next page. To revisit a prior page within the section, click on the page name at the top of the screen. Use the navigation buttons at the bottom of the screen to navigate among Report sections.

### Data Entry Tips

Try these helpful tips when entering your dental services data.

1. Many cells are "masked" to allow for fast and accurate entry. When entering currency values, or telephone, fax, pager, tax ID, and D-U-N-S numbers, enter only the numbers; dollar signs and dashes are inserted automatically.
2. Press 'Enter' while holding the 'Ctrl' key to begin a new line in Organization and Address fields.
3. Access instructions for specific items from any data entry form screen by clicking the "View Instructions for Any Item" button at the bottom of the page.
4. Unless the instructions indicate that a number is required, you do not have to enter a "0" for any cells that are not relevant for your program.
5. Screens that include patient demographic tables include a "Check Your Work" feature to guard against data entry error and to ensure quality. For each demographic breakdown, the application

calculates the total number of patients based on the values you enter in each response category. The calculated total is displayed in the “Check Your Work” box and should equal the total you enter for the item. If the item total should equal another item in the Report (such as the total number of unduplicated patients served), both values are displayed side by side for comparison. Also displayed is the percentage of patients categorized as “Unknown/unreported.” HRSA HAB urges all Ryan White HIV/AIDS Programs to avoid reporting in the “Unknown” category whenever possible.

## Validation

After you complete your data entry, the next step is to validate your DSR and resolve any discrepancies or numerical errors. Click the “Check Your Report for Errors” option on the main menu to generate a report of all discrepancies detected.

After you address each discrepancy, rerun the validation report to ensure that no discrepancies remain.

Your DSR must be validated before you can submit it electronically to HAB.

## Data Submission

When your DSR is error-free, it is time to submit your data to Ryan White Data Support.

- ✓ Both Community-Based Dental Partnership Program recipients and DRP applicants select the “Submit Your Report Electronically” option on the main menu; this will guide you through the steps required to create an XML export file for submission via email to [RyanWhiteDataSupport@wrma.com](mailto:RyanWhiteDataSupport@wrma.com).
- ✓ DRP applicants must enter the total unreimbursed costs of oral health care provided to patients with HIV from July 1, 2018, through June 30, 2019, in fields 18a and 18g of the SF-424 application page submitted to Grants.gov. These totals must match the amount reported in DSR item 23a. DRP applicants are no longer required to submit a PDF of their data to Grants.gov.

If you encounter technical issues submitting your Report, please contact Ryan White Data Support for assistance.

Remember to print a copy of your completed Report for your records. You can do this from the main menu.

## Getting Help

Should you need assistance, either with the use of this Utility or in understanding the DSR requirements, please contact the Ryan White Data Support help desk:

Ryan White Data Support

Toll-Free Help Line: 1-888-640-9356, Monday–Friday 10 am–6:30 pm Eastern Time

Email: [RyanWhiteDataSupport@wrma.com](mailto:RyanWhiteDataSupport@wrma.com)

Note: Please provide your institution name to the technical assistance specialist when calling the help line. When emailing a request, be sure to include your institution name and your position within the institution in the message text. Please note that Ryan White Data Support is closed on all observed Federal public holidays.