

# CY 2011 UDS ASSISTANCE RESOURCES

## I. Support Line Phone and Email Assistance

### UDS reporting questions: BPHC UDS Support Center

[udshelp330@bphcdata.net](mailto:udshelp330@bphcdata.net) or 866-837-4357 (866-UDS-HELP)

Monday through Friday (except federal holidays) 8:30 AM to 5:00 PM (ET)

### EHB account and user access questions: HRSA Call Center

[CallCenter@hrsa.gov](mailto:CallCenter@hrsa.gov) or 877-464-4772

Monday through Friday (except federal holidays) 9 AM to 5:30 PM (ET)

### EHB electronic reporting issues: BPHC Helpline

[BPHCHelpline@hrsa.gov](mailto:BPHCHelpline@hrsa.gov) or 877-974-2742

Monday through Friday (except federal holidays) 8:30 AM to 5:30 PM (ET) \*Extended hours during UDS reporting period

### UDS Mapper Assistance

<http://www.udsmapper.org/contact-us.cfm>

Monday through Friday (except federal holidays) 8:30 AM to 5:00 PM (ET)

## II. Training Opportunities

### In-person Sessions with a Trainer

43 in-person training conferences are scheduled throughout the country between October and January. Dates, locations, and host contact information are posted at

<http://www.hrsa.gov/data-statistics/health-center-data/reporting/index.html>.

### Pre-recorded Modules

A number of free pre-recorded Articulate training modules, which are available 24 hours a day from a computer with internet connection, are available to users interested in focused topic instructions. These modules are intended for users experienced with UDS reporting who are in need of a refresher on a specific UDS table or tables. Available module topics:

- Abbreviated trainings by UDS table
- Methods and guidance for completing clinical tables
- Changes to the UDS report
- Data Analysis and Use
- Using the EHB to Complete the UDS Report
- Additional topics may be added as they become available



## UDS ASSISTANCE RESOURCES continued

Modules can be accessed at: <http://www.bphcdata.net/html/bphctraining.html>.

### Conference Call Sessions

The BPHC will schedule and announce UDS related conference calls to aid grantees and Look-Alikes in reporting and utilizing UDS data.

Call-in information and materials related to conference call sessions will be made available to grantees and Look-Alikes prior conference calls. Details will be posted <http://bphc.hrsa.gov/uds/>.

## III. Quality Assessment

For grantees, a quality assessment will be conducted by a Reviewer on UDS reports submitted in a timely manner. The UDS Reviewer will review the data submitted and identify data reporting errors and inconsistencies that must be corrected or explained by the grantee within the EHB. No further revisions will be accepted by grantees after the March 31, 2011 deadline.

Grantees will have the opportunity to work directly with assigned Reviewers. Technical assistance can be requested as early as January and grantees who need to reach the assigned Reviewer or who have not heard from the UDS Reviewer within 2 weeks of submission should contact the UDS Support Center at 866-837-4357 or [udshelp330@bphcdata.net](mailto:udshelp330@bphcdata.net) for further assistance.

## IV. Materials

A number of materials, intended to clarify reporting requirements and to aid in the process of reporting data, are available to grantees and Look-Alikes. The following tools, instructions, and guidance intended to assist grantees in reporting accuracy include:

- UDS Reporting Manual
- Blank UDS Tables
- Quick Fact Sheets (relating to each of the various tables and reporting methods)
- Quick Fact Sheet for accessing data through the EHB (grantees and PCAs)
- Training PowerPoint Presentations
- Clinical Measures Data Entry Tool
- EHB Overview and User Guide

These materials and resources can be accessed at <http://www.bphcdata.net/html/bphctraining.html>.