

Who to Contact for Assistance with the CARE Act Data Report

Do you have a content or submission-related question?

Please contact Ryan White CARE Data Support at 888-640-9356 ext. 7300 or rwcaredatasupport@csrincorporated.com from 9 a.m. to 5 p.m. ET, Monday through Friday.

Some common examples of content or submission related questions are:

- “I receive funding from multiple CARE Act Titles (i.e. Title I, Title II, Title III, or Title IV), how should I complete my CADR and where should I send it?”
- “How should I report those clients who do not self-report a race (e.g. a client reports that they are Hispanic and does not indicate a race)?”
- “Does the total in Item 45 need to equal the number of clients who are HIV positive in Item 24?”
- “How can I obtain an APA drug code not included on the HAB drug code list?”
- “I received multiple registration codes for my agency, what should I do with all of them?”

Do you have a Web-related technical question?

Please contact the HRSA Call Center at 877-Go4-HRSA/877-464-4772 or via email at CallCenter@HRSA.gov from 9 a.m. to 5:30 p.m. ET, Monday through Friday.

Some common examples of Web-related technical questions are:

- “How do I access the Web-based CADR?”
- “How do I create my CADR in the Web data entry system?”
- “The CADR for my agency is locked. How can I unlock it?”
- “Why can’t I access one of my submissions in the Web data entry system?”
- “How do I submit my CADR using the Web data entry system?”

Do you have a CAREWare-related question?

Please contact the CAREWare help line at 877-294-3571 or via email at cwhelp@jprog.com from 1 p.m. to 4 p.m. ET, Monday through Friday.

Some common examples of RW CAREWare-related questions are:

- “CAREWare is not correctly generating/printing the CADR, how do I fix this?”
- “I cannot navigate past a certain item in CAREWare.”