Look-Alike (LAL) UDS Reporting Overview: Frequently Asked Questions

1. **Question: We do not have a system in place to capture demographic data (e.g., race, ethnicity, income, insurance). Can we report this data based on a sample?**
Answer: *No, demographic data cannot be reported based on a sample. You must collect this information from all patients and report actual data. Regarding race, ethnicity, and income, if your system is not currently capturing this information, you will need to report patients as unknown/refused to report for this year. You will want to be sure to implement a system to capture this data for future reports. There is no "unknown" category for insurance type. As a Look-Alike you are required to collect this information from all patients.*

2. **Question: Can any data on the UDS be estimated?**
Answer: *There is only one field on the UDS for which an estimate is acceptable. This field is on Table 3B and reports patients best served in a language other than English (Line 12, Column A). Patient demographic detail (Zip Code, 3A, 3B, 4, and 5), clinical measures (6B and 7), and financial tables (8A, 9D, and 9E) must report actual data.*

3. **Question: Can sampling be conducted for the clinical measures?**
Answer: *Yes. Once you have defined the universe for a measure, you can report on a random sample of 70 charts from that universe. Please note that this is true for clinical measures reported on tables 6B and 7, with the exception of prenatal care and birth outcome data, and for all other measures when the total universe is less than 70 charts. Data reported for these measures must be actual data, not based on a sample. Additional information on sampling is included in the UDS Reporting Instructions.*

4. **Question: If I report based on a sample for one measure, do I need to do so for all of them?**
Answer: *No. You are not required to report on all clinical measures using the same method. If you are only able to report using the total for some measures, that is acceptable. Whether or not you will be able to report on the total for each individual measure will be dependent on the capabilities of your data collection system/EHR in capturing all of the criteria for the measure.*

5. **Question: If I'm going to report based on a sample for one or more of the clinical measures, where can I find out more about sampling methodology?**
Answer: *Appendix C of the UDS Reporting Instructions provides detail about sampling methodology. In addition, there is a pre-recorded training module titled "Methods and Guidance for Reporting Clinical Measures" available online at http://bphcdata.net/html/bphctraining.html which provides sampling instructions.*

6. **Question: Our fiscal year does not coincide with the timing for the UDS report. Do we still need to report our financial data based on the calendar year?**
Answer: *Yes. All data on the UDS must be reported on a calendar year basis. Although it can be challenging, it is possible to close out financial data for reporting in order to be able to submit the Calendar Year 2011 UDS report on or before the due date of February 15, 2012.*

7. **Question: Our health center receives Health Center Program grant funding for some of our sites and is designated as a Look-Alike for others. Do we need to complete separate UDS reports?**

Answer: *Yes. You will complete a separate UDS report for activities covered by the grant-funded and Look-Alike parts of the organization. All activity covered under the scope of the Health Center Program grant funding will be reported on the BPHC UDS report; all activity covered under the scope of the Look-Alike designation will be reported on the LAL UDS. Appendix E of the UDS Reporting Instructions provides detail about the differences between the two types of UDS reports. Be sure to allocate key administrative positions between these two reports, e.g., do not include 100% of your CEO's salary in each report – allocate this amount between the two activities.*

8. **Question: Are there training sessions specifically for Look-Alikes?**

Answer: *There are no training sessions that are specific to Look-Alikes. Look-Alikes are offered the same training program as Health Center Program grant-funded health centers completing the BPHC UDS. The content covered at the BPHC UDS training sessions is intended for both types of organizations and differences between the two types of UDS reports are highlighted during the sessions. The training schedule, along with Primary Care Association contact information for registration, can be accessed at the following link http://bphcdata.net/docs/training_schedule.pdf.*

9. **Question: Aside from the live training program, are there other ways that Look-Alikes can prepare for UDS reporting?**

Answer: *Yes. In addition to the live training program, there are numerous resources available to provide assistance to Look-Alikes as the UDS report is completed. The link for the UDS training website is http://bphcdata.net/html/bphctraining.html. On this site, Look-Alikes will be able to access a series of pre-recorded training modules which provide instructions for reporting each of the UDS tables as well as information on other UDS related topics. Additional resources are posted to this site including the Quick Fact Sheet (an 'at-a-glance' resource created to provide key information about the UDS), the UDS Reporting Instructions, blank UDS tables for LAL programs, the Calendar Year 2011 Training Presentation, and a BPHC Clinical Measures Data Entry Tool. In addition to reviewing the above listed resources, Look-Alikes can reach out to local grant-funded health centers and PCAs for guidance on reporting the UDS.*

10. **Question: I've reviewed the available UDS resources and still need help. Who can I call?**

Answer: *There are many resources available to you, depending on what aspect of reporting with which you need assistance.*

- *If you have **questions regarding the content of the UDS or about the use of UDS data**, you can contact the UDS Support Center at 1-866-UDS-HELP (1-866-837-4357) or via e-mail at udshelp330@bphcdata.net.*
- *If you are experiencing **technical difficulties with the Electronic Handbook System**, you can contact the BPHC Helpline at 877-974-2742 or via e-mail at BPHCHelpline@hrsa.gov.*
- *If you need assistance **setting up or accessing your EHB account**, you can contact the HRSA Call Center at 877-464-4772 or via e-mail at callcenter@hrsa.gov. A detailed call center guide is available at the following link http://bphcdata.net/docs/support_center_quick_guide.pdf. For other program related questions, LAL designees can contact FQHC LAL program staff at 301-594-4300 or via e-mail at FQHCLAL@hrsa.gov.*