

UDS: UNIFORM DATA SYSTEM

Support Center Information

| | UDS Support Center | Health Center Program Support | HRSA Call Center | UDS Mapper |
|--|---|---|--|---|
| Key Area of Focus | The BPHC UDS Report. | Technical system assistance throughout UDS reporting period. | EHBs account access and roles. | Geographic information related to FQHCs. |
| Purpose/ Use when you have issues regarding ... | The content and reporting requirements of the UDS report or about the use of UDS data. For example, defining patients or visits, questions about clinical measures, questions on how to complete various tables, how to make use of finalized UDS data. | Provide assistance to health centers when completing the UDS report in the EHBs. Examples of when to use this helpline include: report access/submission, diagnosing system issues, technical assistance materials, and triage. | Getting an EHBs account, password assistance, setting up the roles and privileges associated with your EHBs account, determining whether a competing application is with Grants.gov or HRSA. | The UDS Mapper tool is an online tool that uses zip code data reported on the UDS to map health center service areas and to relate patients to community populations and resources. |
| Phone Number | 866-837-4357 866-UDS-HELP | 877-464-4772, Option 1 | 877-464-4772, Option 3 | None |
| Email | udshelp330@bphcdata.net | None | None | None |
| Website | http://bphcdata.net/html/bphctraining.html | http://www.hrsa.gov/about/contact/bphc.aspx | http://www.hrsa.gov/about/contact/ehbhelp.aspx | http://www.udsmapper.org |
| Hours of Operation | 8:30-5:00 EST, M-F *Extended hours during UDS reporting period | 7:00AM-8:00PM EST, M-F *Extended hours during UDS reporting period | 8:00AM-8:00PM EST, M-F (except Federal holidays) | 8:30-5:00 EST, M-F |
| Important to Know | Best resource for assistance or guidance on how to report data according to UDS reporting requirements. This is the best resource for all content-related questions. | Best resource for triaging UDS health centers to the appropriate support center. | Only help desk that can assist with obtaining an EHBs account and re-setting passwords. | Most questions regarding this tool will go directly through the "Contact Us" form within the tool. |
| Good to Know | Technical questions relating to the EHBs will be referred to either the Health Center Program Support or the HRSA Call Center. | This help desk staff has the ability to simulate health center reporting in the EHBs. | This help desk should only be used for obtaining an EHB account and to get password assistance. | Maps and data can be generated for grant applications and other reports. |

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