



# Call Center Information

	BPHC UDS Support Center	BPHC Helpline	HRSA Call Center	UDS Mapper
<b>Key Area of Focus</b>	The BPHC UDS Report.	Technical assistance throughout UDS reporting period.	EHB account access and structure.	Geographic information related to U.S. federally funded (Section 330) health centers.
<b>Purpose/ Use when you have issues regarding...</b>	The content 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 grantees when completing the UDS report in the EHB. Examples of when to use the helpline include: report access/submission, diagnosing system issues, technical assistance materials, and triage.	Getting an EHB account, password assistance, setting up the roles and privileges associated with your EHB 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 population and resources.
<b>Phone Number</b>	866-837-4357 866-UDS-HELP	877-974-2742	877-464-4772	None
<b>Email</b>	<a href="mailto:udshelp330@bphcdata.net">udshelp330@bphcdata.net</a>	<a href="mailto:BPHCHelpline@hrsa.gov">BPHCHelpline@hrsa.gov</a>	<a href="mailto:callcenter@hrsa.gov">callcenter@hrsa.gov</a>	None
<b>Website</b>	<a href="http://bphcdata.net/html/bphctraining.html">http://bphcdata.net/html/bphctraining.html</a>	<a href="http://bphc.hrsa.gov/healthcenterdatastatistics/index.html">http://bphc.hrsa.gov/healthcenterdatastatistics/index.html</a>	None	<a href="http://www.udsmapper.org">http://www.udsmapper.org</a>
<b>Hours of Operation</b>	8:30-5:00 EST, M-F	8:30-5:30 EST, M-F *Extended hours during UDS reporting period	9:00-5:30 EST, M-F	8:30-5:00 EST, M-F
<b>Important to Know</b>	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 grantees to the appropriate support center.	Only help desk that can assist with obtaining an EHB account and re-setting passwords.	Most questions regarding this tool will go directly through the " <a href="#">Contact Us</a> " form within the tool to be disseminated and handled by Robert Graham Center staff.
<b>Good to Know</b>	Technical questions relating to the EHB will be referred to either the BPHC Helpline or the HRSA Call Center.	BPHC Helpline staff has the ability to simulate grantee reporting in the EHB.	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.

