

	BPHC UDS Support Center	BPHC Help Desk	HRSA Call Center	UDS Mapper
Purpose/Use When you Have Issues Regarding...	The content of the UDS report or about the use of UDS data. For example, defining patients or visits, questions about the clinical measures, questions about how to complete various tables, or questions about how to make use of finalized UDS data.	Completing programmatic tasks and applications in EHB. For example, completing a change in scope, reviewing data methodology for the HCQR, or completing a BPR.	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. UDS Mapper 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.
Phone Number	866-837-4357 866-UDS-HELP	301-443-7356	877-464-4772	none
Email	udshelp330@bphcdata.net	bhcmisys@hrsa.gov	callcenter@hrsa.gov	none
Hours of Operation	8:30 am – 5:00 pm EST Monday-Friday	8:30 am – 5:30 pm EST Monday-Friday	9:00 am – 5:30 pm EST Monday-Friday	8:30 am – 5:00 pm EST Monday-Friday
Website	http://www.bphcdata.net	none	none	http://www.udsmapper.org
Key Areas of Focus	The BPHC UDS Report	All BPHC reporting, submission and funding applications within EHB	EHB account access and structure	Geographic information relating to U.S. federally funded (Section 330) health centers
Important to Know	Best resource for assistance or guidance on how to report data according to UDS reporting requirements. While technical questions relating to the EHB should not be directed to the UDS Support Center, we're here to help with all content related questions.	Best resource for scope and progressive action issues.	Only help desk that can assist with obtaining an EHB account and re-setting passwords.	It is expected that most questions regarding the tool will go directly through the 'Contact Us' form within the tool at http://www.udsmapper.org/contact-us.cfm , to be disseminated and handled by Robert Graham Center staff.
Good to Know	Technical questions relating to the EHB will be referred to either the BPHC Help Desk or to the HRSA Call Center.	If the BPHC Help Desk can't resolve an issue, staff may refer callers to other help desks.	Good resource to use when an issue cannot be diagnosed by the BPHC Help Desk	Maps and data can be generated for grant applications and other reports.

