Hospice Compare: Tips for Hospice Providers

Ensuring Accurate Information on Hospice Compare

The accuracy of the Hospice Compare website is based on the information hospices submit to the Centers for Medicare & Medicaid Services (CMS). You can help ensure your data are correct by following these guidelines:

- **Demographic data accuracy:** Regularly check your demographic data (agency name, address, phone number, ownership type) using the Provider Preview Reports accessible via the Certification and Survey Provider Enhanced Reports (CASPER) application in the Quality Improvement and Evaluation System (QIES) system.

  - If information on your Provider Preview Reports or Hospice Compare needs updating, contact your Medicare Administrative Contractor for assistance.

  - For guidance on updating information, see "How to Update Hospice Demographic Data" in the "Downloads" section of the HQRP Hospice Quality Public Reporting: Background and Announcements page.

- **Service area data accuracy:** CMS is aware that your agency might show up for a location that you don't serve, or it might not appear for a location that you do serve. In order to get the most accurate results, it's important that you:

  - Accurately complete the ZIP code item (Item A0550) on the Hospice Item Set (HIS) V2.0 and submit to CMS on time. For more information on completing this item, please see the HIS V2.0 Manual in the "Downloads" section of the HQRP Hospice Item Set (HIS) page.

  - Note that CMS is updating the data that powers the search in winter 2018.

CMS has compiled some tips for users of the Hospice Compare website to make their experience finding and comparing hospices more accurate.

CMS has provided users with the following tips for searching on Hospice Compare:

- Remember that most hospice services are provided where the patient lives, so you're searching for an agency that serves the patient's area. Sometimes your doctor or healthcare provider will give you a list of hospice agencies that serve your general area.
- Hospice Compare lets you search for hospice agencies in two ways:
  - By hospice agency name
    and/or
  - By location (enter a ZIP code, a city and state, or a state only). A location search may result in more or fewer agencies than serve your area. It's important to call and ask the agency if they serve your area. If a ZIP code search results in no or too few hospices, or the search isn't providing what you expected, then try a ZIP code or city nearby.

- If you have a list of hospice agencies, search by using the "hospice agency name" box. Be sure to enter the entire name of a hospice in order to narrow down the results. Click "Search." If the name is similar to other hospices, you may get a list of hospices, and you can choose from among them. Or, you will see the profile page of the agency you entered. You can print the profile page and ask the hospice agencies about the information found there.
- If you don't have a hospice name, search the Internet to identify a local hospice agencies. If the hospice agencies participate in the Medicare program you can then search for each agency on Hospice Compare using the "hospice agency name" search.
- Call the hospice agency to verify their information and that they serve your area.
- Compare agencies based on the quality of care they provide.

Use our list of suggested questions to ask agencies important questions about hospice.

Now get started with your search on Hospice Compare.