

How to Update Hospice Demographic Data

Quality data on Hospice Compare is updated on a quarterly basis. The data displayed on Hospice Compare includes demographic information, such as address, telephone number, and ownership. This demographic data displayed on Hospice Compare is generated from the information stored in the ASPEN system.

Below are the steps to guide providers on how to verify and update hospice demographic data.

Step 1: Verify Demographic Data is Accurate

It is important for hospices to review their Preview Reports to verify that the demographic data is accurate. Preview Reports reflect the quality measure data and hospice demographic information that will be posted to Hospice Compare in the following quarter. Preview Reports are available in providers' shared folder in CASPER during the 30-day preview windows prior to each quarterly Hospice Compare refresh.

Step 2: If Demographic Data is Inaccurate, Contact State ASPEN Coordinator

If inaccurate demographic data is included on the Preview Report (or on Hospice Compare), providers need to contact their state ASPEN Coordinator. When requesting updates to your demographic data, it is important to ask for updates **to your data within the ASPEN system**, and not your data on the Compare site. Changes to demographic data must be updated and uploaded to the national database by the state's ASPEN Coordinator, as CMS does not have the access or the authority to change the data in the ASPEN system.

NOTE: Updates to Hospice Provider demographic information do not happen in real-time and take approximately 6-months to appear on Hospice Compare. To ensure there is enough time to complete these demographic updates prior to each quarterly refresh of Hospice Compare, please see the table below regarding the cutoff dates for contacting your ASPEN Coordinator to update demographic information to appear on Hospice Compare.

A listing of ASPEN Coordinators' contact information by state can be found at:

<https://data.medicare.gov/Hospice-Data-Directory/Hospice-CASPER-ASPEN-Contacts/qx7x-wipa>

If you encounter difficulty reaching your state's ASPEN Coordinator, or for assistance accessing hospice provider Preview Reports, please contact the QTSO Help Desk at 1-800-339-9313 or help@qtso.com.

Cut-off Dates for Updated Information onto Hospice Compare Website

Contact Your State's ASPEN Coordinator Prior to This Date for Demographic Data Changes	Hospice Compare Refresh Cycle When Changes Will Appear
First business day of June	November
First business day of September (in the year prior)	February
First business day of December (in the year prior)	May
First business day of March	August