

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 Automated Survey Processing Environment (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 Hospice Item Set and Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS®) provider 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 the 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 Medicare Administrative Contractor

If inaccurate or outdated demographic data is included on the Preview Report or on Hospice Compare, Hospices need to contact their [Medicare Administrative Contractor](#) (MAC) for assistance. When requesting updates to demographic data, it is important to ask the MAC to send the updated 855A (provider enrollment form) **to the CMS Regional Office in order to update the ASPEN data**. Changes to demographic data must be updated and uploaded to the national database via ASPEN in order for the Compare site to be updated.

When requesting updates to demographic data, it is important to ask for updates **to the data within the ASPEN system**, and not the data on the Compare site.

Please note- updates to Hospice Provider demographic information do not happen in real time and can take up to 6-months to appear on Hospice Compare

If there is difficulty experienced with this encounter, or for assistance accessing hospice provider Preview Reports, please contact the QTSO Help Desk at 1-800-339-9313 or help@qtso.com.