

Hospice Compare Update – 8-24-17

Quality data on Hospice Compare is updated on a quarterly basis. Data displayed on Hospice Compare includes demographic information such as address, telephone number, and ownership.

While it is possible for hospice demographics to change, 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. The Preview Report is available in provider's CASPER folder during the 30-day preview window which occurs prior to the quarterly Hospice Compare refresh.

Providers need to contact their state ASPEN Coordinator when inaccurate demographic data is included on the Preview Report (or on Hospice Compare). It is important for hospices to also review their profile on Hospice Compare to verify that the demographic data is accurate. Hospice Compare reports the quality measure data and hospice demographic information.

Hospice information 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.

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 updates prior to the second quarterly refresh of Hospice Compare, please contact your state's ASPEN Coordinator prior to the first business day of June (to be included in the November refresh), September (to be included in the February refresh), December (to be included in the May refresh) and March (to be included in the August refresh). Please see the table below regarding the cutoff dates for changes to 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 800-339-9313 or help@qtso.com.

Cut-off Dates for Updated Information onto Hospice Compare Website	
Please Contact Your State's ASPEN Coordinator Prior to This Date about the Changes	Hospice Compare Refresh
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