How to Update LTCH Demographic Data

Quality data on [Long-Term Care Hospital Compare](#) is updated on a quarterly basis. The data displayed on LTCH Compare includes demographic information, such as address, telephone number, and ownership. This demographic data 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 LTCH demographic data.

Step 1: Verify Demographic Data is Accurate
It is important for providers to review their Preview Reports to verify that the demographic data is accurate. Preview Reports reflect the quality measure data and facility/provider demographic information that will be posted to LTCH 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 LTCH Compare refresh.

Step 2: If Demographic Data is Inaccurate, Contact your Medicare Administrative Contractor
If inaccurate or outdated demographic data is included on the Preview Report or on LTCH Compare, LTCHs need to contact their [Medicare Administrative Contractor](#) (MAC) for assistance. When requesting updates to your demographic data, it is important to ask that the MAC send the updated 855A (provider enrollment form) **to the CMS Regional Offices 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 demographic information do not happen in real-time and can take up to 6-months to appear on LTCH Compare.

If you encounter difficulty reaching your MAC, or for assistance accessing LTCHs provider preview reports, please contact the QTSO Help Desk at 1-800-339-9313 or help@qtso.com.