

## **How to Update IRF Demographic Data**

Quality data on [Inpatient Rehabilitation Facility Compare](#) is updated on a quarterly basis. The data displayed on IRF Compare includes demographic information, such as address, telephone number, and ownership.

### **Verify Demographic Data is Accurate**

It is important for facilities 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 IRF 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 IRF Compare refresh.

### **Below are the steps to guide IRF subunits to update their demographic information:**

Subunits can update the data in the IRF-PAI assessments fields at any time, simply by updating the demographic fields in their software. IRF Subunits are identified with a 'T' in the third position of their CCN, or an 'R' in the third position of their CCN. Once the demographic information is submitted to the Assessment Submission and Processing (ASAP) system, the data is updated to the Quality Improvement and Evaluation System (QIES) national database.

Below are the demographic data fields that can be updated in the IRF-PAI assessment:

- Facility Address Line 1
- Facility Address Line 2
- Facility City
- Facility ZIP Code
- Facility Contact Person Name
- Facility Contact Person Phone Number
- Facility Contact Person Phone Extension

Please note- - While IRF subunits can update the demographic items above in the IRF-PAI assessments, they will NEVER be allowed to update their CCN or the Facility ID used for submission of data to the ASAP system. To update your CCN or Facility ID, providers should follow the process detailed below for contacting their Medicare Administrative Contractor (MAC) for Freestanding IRF Hospitals.

### **Below are the steps to guide Freestanding IRF Hospitals on how to verify and update demographic data.**

#### **If Demographic Data is Inaccurate, Contact your Medicare Administrative Contractor**

If inaccurate or outdated demographic data is included on the Preview Report or on IRF Compare, freestanding IRFs need to contact their [Medicare Administrative Contractor](#) (MAC) for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 IRF Compare.**

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