

Center for Medicaid and State Operations/Survey and Certification Group

Ref: S&C-03-33

DATE: September 11, 2003

FROM: Acting Director
Survey and Certification Group

SUBJECT: Correction Policy for Home Health Agency (HHA) Administrative Data on the Home Health Compare Web Site

TO: Survey and Certification Regional Office Management (G-5)
State Survey Agency Directors

The purpose of this memorandum is to present the Centers for Medicare & Medicaid Services' (CMS) policy for allowing HHAs to voluntarily correct specific administrative data (name, address, phone number and services provided,) that is listed on the Home Health Compare Web site.

This administrative data is derived from the last survey data entered on the Form CMS-1572, Home Health Agencies Survey and Deficiencies Report. We have heard from some HHAs in the Home Health Quality Initiative Phase One pilot states that their administrative data shown on the Home Health Compare Web site is outdated and has changed since the time of their last survey. We have received requests from some of these HHAs to update their information on the Home Health Compare Web site.

Ordinarily, the information on the Form CMS-1572 is only updated during a survey. However, we have created the option to update specific information (HHA name, address, phone number, and services offered) at the request of an HHA who reports that the information has changed since the time of its last survey.

Procedure

If an HHA wishes to update any changes to its agency's name, address, phone number, or services provided, it may e-mail or write the state agency Online Survey and Certification Automated Reporting (OSCAR)/Automated Survey Processing Environment (ASPEN) coordinator in the state in which the HHA is located. The contact list is found on the Medicare.gov Web site at <http://www.medicare.gov/hhcompare/search/related/oscaraspn.asp>

The state agency contact person will approve the change and update the information in ASPEN Central Office on the agency's last Form CMS-1572 according to the following steps:

Changes to name, address, phone number:

1. Right-click on facility name in tree
2. Select facility properties
3. Make any necessary changes, and
4. Press OK button (these changes are automatically sent to OSCAR)

Changes to Services Offered:

1. Go to most recent certification
2. Click on application (CMS-1572A) tab
3. Make any necessary changes
4. Click on upload tab, and
5. Click prevalidate and upload button

This corrected information will be reflected on the Home Health Compare Web site at the next scheduled update. A hard copy of the HHA's request, along with the original Form CMS-1572 that is being updated, should be retained in the provider's file in the state agency.

Please be aware that the HHA's service area information is derived from the OASIS data. The State Survey Agency OSCAR/ASPEN coordinator cannot correct the service area information.

For questions concerning this policy, please contact Mavis Connolly at (410) 786-6707 or via email at MConnolly@cms.hhs.gov.

Effective Date: Immediately.

Training: The information contained in this announcement should be shared with all survey and certification staff, their managers and the state/RO training coordinator.

/s/

Thomas E. Hamilton