

Choosing a quality home health agency

We believe in helping UnitedHealthcare Medicare Advantage members receive the resources they need to successfully recover from an acute hospital event and return home. To help you and our members make more informed choices, we've compiled a list of high-performing home health agencies that may demonstrate improved patient outcomes based on quality and cost efficiency criteria. Home health services include services such as nursing care, nutritional support and physical therapy.

Quality assessment

Using a two-stage process, we assessed both quality and cost-efficiency data with quality data serving as the primary measurement. We only assess home health agencies who meet quality standards for cost efficiency. The results of these quality and cost efficiency assessments were used together to create the high-performing home health agencies list.

We hope this information helps you when assisting members during the discharge planning process. To help answer your questions about high-performing home health agencies, we've attached a list of frequently asked questions at the end of this document. Thank you for helping our members live their healthiest lives.

High-performing home health agencies in Arizona

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Apache	Haven Home Health Care	(888) 891-0786	La Paz	Encompass Health Home Health	(928) 317-1300
	Bayada Home Health Care, Inc	(520) 459-4800		Havasu Regional Medical Center Home Health (LHC)	(928) 680-1209
Cochise	Haven Home Health Care	(888) 891-0786		Haven Home Health Care	(888) 891-0786
	Inbalance Home Health, LLC	(480) 494-6622		Hualapai Home Health Care, Inc	(928) 753-9015
	Trinity Visiting Nurse And Homecare, LLC	(520) 458-1536		Quality Home Health Care	(602) 266-2203
	Banner Home Care - Payson	(928) 596-4777		River Valley Home Health	(928) 505-6473
Coconino	Haven Home Health Care	(888) 891-0786		St. Elizabeth Home Health, Inc.	(480) 456-4400
	Northern Arizona Home Health (LHC)	(928) 639-6674		Aegis Homecare, Inc	(480) 219-4790
	Nni Home Care Services	(928) 772-3204		Amedisys Home Health Care	(602) 200-0835
Gila	Az Home Health	(602) 535-0610		American Premier Home Health Care	(602) 287-0003
	Banner Home Care - Payson	(928) 596-4777	Angels Care Home Health	(520) 876-0622	
	Bayada Home Health Care, Inc.	(928) 759-5900	Az Home Health	(602) 535-0610	
	Encompass Health Home Health	(623) 334-5454	Community First Home Health Care, LLC	(928) 684-4984	
	Good Samaritan Society - Legacy Home Care	(928) 443-9331	Dignity Health At Home	(480) 726-3357	
	Grace Home Health Care	(480) 497-0302	Emblem Healthcare, Inc.	(480) 444-7800	
	Haven Home Health Care	(888) 891-0786	Encompass Health Home Health	(623) 334-5454	
	Mountain Valley Home For Health	(928) 775-7888	Grace Home Health Care	(480) 497-0302	
	Northern Arizona Home Health (LHC)	(928) 639-6674	Grand Canyon Home Health Care, Inc.	(602) 441-2722	
	Nni Home Care Services	(928) 772-3204	Haven Home Health Care	(888) 891-0786	
	Graham	Haven Home Health Care	(888) 891-0786	Inbalance Home Health, LLC	(480) 494-6622
Amedisys Home Health		(928) 341-1300	Mountain Valley Home For Health	(928) 775-7888	
La Paz	Community First Home Health Care, LLC	(928) 684-4984	Nurse On Call (LHC)	(602) 273-9222	

High-performing home health agencies in Arizona (cont.)

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Maricopa	Quality Home Health Care	(602) 266-2203	Pinal	Dignity Health At Home	(480) 726-3357
	Scottsdale Healthcare Home Health	(480) 882-4222		Emblem Healthcare, Inc.	(480) 444-7800
	Southland Home Health	(602) 773-7300		Encompass Health Home Health	(480) 755-8888
	St. Elizabeth Home Health, Inc.	(480) 456-4400		Grace Home Health Care	(480) 497-0302
	Team Select Home Care	(602) 382-8500		Grand Canyon Home Health Care, Inc.	(602) 441-2722
	Universal Home Health, Inc.	(480) 621-7388		Haven Home Health Care	(888) 891-0786
	Valley Of The Sun Home Health Care, Llc	(602) 358-7106		Inbalance Home Health, LLC	(480) 494-6622
	Victory Home Care Agency	(480) 726-6553		Intrepid Usa Healthcare Services	(529) 742-0272
Mohave	Community First Home Health Care, LLC	(928) 684-4984		Nurse On Call (LHC)	(602) 273-9222
	Good Samaritan Society - Legacy Home Care	(928) 443-9331		Quality Home Health Care	(602) 266-2203
	Havasu Regional Medical Center Home Health (LHC)	(928) 680-1209		Scottsdale Healthcare Home Health	(480) 882-4222
	Haven Home Health Care	(888) 891-0786		Southland Home Health	(602) 773-7300
	Hualapai Home Health Care, Inc	(928) 753-9015		St. Elizabeth Home Health, Inc.	(480) 456-4400
	Quality Home Health Care	(602) 266-2203		Team Select Home Care	(602) 382-8500
	River Valley Home Health	(928) 505-6473		Trinity Visiting Nurse And Homecare, LLC	(520) 458-1536
	St. Elizabeth Home Health, Inc.	(480) 456-4400		Universal Home Health, Inc.	(480) 621-7388
	Valley View Home Health (LHC)	(928) 788-4140		Valley Of The Sun Home Health Care, Llc	(602) 358-7106
Navajo	Banner Home Care - Payson	(928) 596-4777		Victory Home Care Agency	(480) 726-6553
	Haven Home Health Care	(888) 891-0786		Santa Cruz	Amedisys Home Health Care
Pima	Amedisys Home Health Care	(520) 325-9056	Banner Home Care		(520) 888-1311
	Banner Home Care	(520) 888-1311	Dependable Home Health, Inc		(520) 721-3822
	Bayada Home Health Care, Inc	(520) 459-4800	Dependable Home Health, Inc.		(520) 761-3211
	Dependable Home Health, Inc	(520) 721-3822	Haven Home Health Care		(888) 891-0786
	Haven Home Health Care	(888) 891-0786	Intrepid Usa Healthcare Services		(529) 742-0272
	Intrepid Usa Healthcare Services	(529) 742-0272	Santa Rita Home Health		(520) 230-4532
	Santa Rita Home Health	(520) 230-4532	Yavapai		Amedisys Home Health Care
	Trinity Visiting Nurse And Homecare, LLC	(520) 458-1536		American Premier Home Health Care	(602) 287-0003
Pinal	Aegis Homecare, Inc	(480) 219-4790		Az Home Health	(602) 535-0610
	Amedisys Home Health Care	(520) 325-9056		Banner Home Care - Payson	(928) 596-4777
	American Premier Home Health Care	(602) 287-0003		Bayada Home Health Care, Inc.	(928) 759-5900
	Angels Care Home Health	(520) 876-0622		Community First Home Health Care, LLC	(928) 684-4984
	Az Home Health	(602) 535-0610		Encompass Health Home Health	(623) 334-5454
	Banner Home Care	(520) 888-1311		Good Samaritan Society - Legacy Home Care	(928) 443-9331
	Bayada Home Health Care, Inc	(520) 459-4800		Haven Home Health Care	(888) 891-0786
	Community First Home Health Care, LLC	(928) 684-4984		Mountain Valley Home For Health	(928) 775-7888
	Dependable Home Health, Inc	(520) 721-3822	Northern Arizona Home Health (LHC)	(928) 639-6674	

High-performing home health agencies in Arizona (cont.)

County Served	Name of Home Health Agency	Contact Information
Yavapai	Nni Home Care Services	(928) 772-3204
	St. Elizabeth Home Health, Inc.	(480) 456-4400
Yuma	Amedisys Home Health	(928) 341-1300
	Encompass Health Home Health	(928) 317-1300
	Mountain Valley Home For Health	(928) 775-7888

Frequently Asked Questions

What is the purpose of the high-performing home health agency evaluation?

We've identified high-performing home health agencies to help discharge planners and UnitedHealthcare Medicare Advantage plan members make more informed health care choices. Physicians may also use these high-performing care providers when referring members who are in need of home health services. These designations are reviewed on a semi-annual basis.

What are the criteria used to evaluate home health agencies?

We created designations based on quality and performance metrics of UnitedHealthcare Medicare Advantage members and traditional Medicare members from the Centers for Medicare & Medicaid Services (CMS) Home Compare database.

Home health agency analysis uses a two-stage assessment process. The first assessment is quality-based and uses the Star Rating from the CMS Home Health Compare (HHC) website on [medicare.gov](https://www.medicare.gov). We then use additional quality measures from HHC, along with member utilization data from UnitedHealthcare Medicare Advantage, to measure quality performance in the following categories:

- Emergency department utilization within the first 60 days of care
- Timely initiation of care within 2 days of discharge or referral
- Actual to expected readmission rate using UnitedHealthcare Medicare Advantage admissions data

The second assessment evaluates Medicare spending of a home health agency, relative to the Medicare spending of the national median home health agency's spending across the same performance period, using the following metric:

- CMS HHC Medicare Spending per Beneficiary – Post-Acute Care (MSPB-PAC) Home Health

Can members select any home health agency that's part of the UnitedHealthcare network?*

Yes. Regardless of whether a home health agency is identified as high-performing, members can choose from all participating home health agencies in the UnitedHealthcare network. Just because a home health agency isn't on this list doesn't mean that the facility can't provide quality health care services. All home health agencies in the UnitedHealthcare network have met UnitedHealthcare's credentialing requirements. Members can learn more by checking their benefits plan and asking their health care professionals.

Who should I contact if I have questions about high-performing home health agencies?

If you have questions, please contact your Provider Advocate or call Provider Services at **877-842-3210**.

The information included in this document isn't an endorsement of a particular health care provider's suitability for the health care needs of any particular member and shouldn't be the sole factor in selecting a home health agency. UnitedHealthcare doesn't practice medicine or provide health care services. Healthcare professionals are solely responsible for medical judgments and treatments supplied. Selecting a home health agency from this list doesn't guarantee the quality of health care services members will receive from a home health agency and doesn't guarantee the outcome of any health care services members will receive.

*Likewise, the fact that a home health agency isn't on this list doesn't mean that the home health agency doesn't provide quality health care services. Regardless of whether a home health agency is on this list, members have access to all home health agencies in the UnitedHealthcare network, as further described under the member's benefit plan.