

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
Cochise	Arista Home Health	(520) 333-0333	Mohave	Havasu Regional Medical Center Home Health	(928) 680-1209
Coconino	NNI Home Care Services	(928) 772-8707		Hualapai Home Health Care, Inc	(928) 753-9015
	Zion's Way Home Health	(928) 645-0366		River Valley Home Health	(928) 505-6473
Gila	Grace Home Health Care	(480) 497-0302		Valley View Home Health	(928) 788-4140
	Interim Healthcare	(520) 747-1800		Zion's Way Home Health	(928) 645-0366
La Paz	American Premier Home Health Care	(602) 287-0003	Navajo	Zion's Way Home Health	(928) 645-0366
	Thema Health Services	(602) 888-4400	Pima	Arista Home Health	(520) 333-0333
Maricopa	Nurse On Call	(602) 273-9222		Dependable Home Health, Inc	(520) 721-3822
	Aegis Homecare, Inc	(480) 219-4790		Interim Healthcare	(520) 747-1800
	American Premier Home Health Care	(602) 287-0003		Intrepid USA Healthcare Services	(214) 445-3750
	Assisteo Home Health	(602) 535-0610		Santa Rita Home Health	(520) 230-4532
	Emblem Healthcare, Inc.	(480) 821-8338	Pinal	Nurse On Call	(602) 273-9222
	Firstat Home Health Services, LLC	(602) 279-0000		Aegis Homecare, Inc	(480) 219-4790
	Grace Home Health Care	(480) 497-0302		American Premier Home Health Care	(602) 287-0003
	Md Home Health	(602) 266-9971		Assisteo Home Health	(602) 535-0610
	Quality Home Health Care	(602) 266-2203		Dependable Home Health, Inc	(520) 721-3822
	St. Elizabeth Home Health, Inc.	(480) 456-4400		Emblem Healthcare, Inc.	(480) 821-8338
	Team Select Home Care	(602) 382-8500		Firstat Home Health Services, LLC	(602) 279-0000
	Thema Health Services	(602) 888-4400		Grace Home Health Care	(480) 497-0302
	Universal Home Health, Inc.	(480) 621-7388		Interim Healthcare	(520) 747-1800
	Victory Home Care Agency	(480) 726-6553		Intrepid USA Healthcare Services	(214) 445-3750
Zion's Way Home Health	(928) 645-0366	Md Home Health	(602) 266-9971		

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Pinal	Quality Home Health Care	(602) 266-2203
	St. Elizabeth Home Health, Inc.	(480) 456-4400
	Team Select Home Care	(602) 382-8500
	Thema Health Services	(602) 888-4400
	Universal Home Health, Inc.	(480) 621-7388
Santa Cruz	Victory Home Care Agency	(480) 726-6553
	Santa Rita Home Health	(520) 230-4532

County Served	Name of Home Health Agency	Contact Information
Yavapai	Assisteo Home Health	(602) 535-0610
	Grace Home Health Care	(480) 497-0302
	Mountain Valley Home For Health	(928) 775-7888
	NNI Home Care Services	(928) 772-8707
	Northern Arizona Home Health	(928) 639-6674
Yuma	Thema Health Services	(602) 888-4400
	Caring Touch Home Care, LLC	(928) 783-2188

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.