

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 Arkansas

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Arkansas	Amedisys Home Health of Searcy	(501) 268-2292	Clark	Chi St Vincent Hot Springs Health At Home	(501) 318-6800
	Elite Home Health (LHC)	(501) 223-3333		Elite Home Health (LHC)	(870) 352-2603
	Jefferson Homecare (LHC)	(870) 534-3420		Kindred At Home 1	(501) 525-5888
	Kindred At Home	(870) 412-4610	Clay	Ar Meth Med Ctr Hh	(870) 239-7152
	Regional Home Care Helena (LHC)	(870) 816-3500		Kindred At Home	(870) 236-1716
Ashley	Elite Home Health (LHC)	(870) 352-2603	Cleburne	Amedisys Home Health	(870) 793-1483
	Kindred At Home	(870) 412-4610		Amedisys Home Health of Mountain View	(877) 683-2993
	South Arkansas Home Health (LHC)	(870) 863-2250		Amedisys Home Health of Searcy	(501) 268-2292
Baxter	Amedisys Home Health of Mountain View	(877) 683-2993		Approve Home Medical Services	(800) 822-8232
	Elite Home Health (LHC)	(870) 895-2273		Baptist Health Home Health - Heber Springs	(501) 206-0025
	Kindred At Home	(870) 368-3472		Conway Regional Homecare Svcs	(501) 329-9377
	Spring River Home Health Agency	(870) 895-2627		Elite Home Health (LHC)	(501) 223-3333
Benton	Amedisys Home Health Care of Arkansas	(479) 474-4892		Intrepid USA Healthcare Services	(501) 227-0689
Bradley	Elite Home Health (LHC)	(870) 352-2603		Kindred At Home	(870) 368-3472
	Kindred At Home	(870) 412-4610		Ozark Health Home Care	(501) 745-7004
Calhoun	Elite Home Health (LHC)	(870) 352-2603	Cleveland	Elite Home Health (LHC)	(870) 352-2603
	Kindred At Home	(870) 412-4610		Jefferson Homecare (LHC)	(870) 534-3420
	South Arkansas Home Health (LHC)	(870) 863-2250		Kindred At Home	(870) 412-4610
Carroll	Elite Home Health (LHC)	(479) 253-5554		Kindred At Home 1	(501) 525-5888
Chicot	Kindred At Home	(870) 412-4610	Columbia	Elite Home Health (LHC)	(870) 352-2603
				South Arkansas Home Health (LHC)	(870) 863-2250

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

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Conway	Amedisys Home Health of Mountain View	(877) 683-2993	Faulkner	Elite Home Health (LHC)	(501) 627-0540
	Amedisys Home Health of Searcy	(501) 268-2292		Intrepid USA Healthcare Services	(501) 227-0689
	Baptist Health Home Health - Heber Springs	(501) 206-0025		Kindred At Home	(870) 368-3472
	Conway Regional Homecare Svcs	(501) 329-9377		Ozark Health Home Care	(501) 745-7004
	Elite Home Health (LHC)	(501) 223-3333	Franklin	Amedisys Home Health Care of Arkansas	(479) 474-4892
	Kindred At Home	(870) 368-3472		Elite Home Health (LHC)	(479) 494-7273
	Ozark Health Home Care	(501) 745-7004		Kindred At Home	(479) 637-0914
Craighead	Amedisys Home Health	(870) 793-1483	Fulton	Kindred At Home 1	(479) 452-0424
	Approve Home Medical Services	(800) 822-8232		Amedisys Home Health	(870) 793-1483
	Ar Meth Med Ctr Hh	(870) 239-7152		Amedisys Home Health of Mountain View	(877) 683-2993
	Elite Home Health (LHC)	(870) 895-2273		Approve Home Medical Services	(800) 822-8232
	Kindred At Home	(870) 236-1716		Elite Home Health (LHC)	(870) 895-2273
Crawford	Amedisys Home Health Care of Arkansas	(479) 474-4892	Garland	Kindred At Home	(870) 368-3472
	Elite Home Health (LHC)	(479) 756-5002		Spring River Home Health Agency	(870) 895-2627
	Kindred At Home 1	(479) 452-0424		Chi St Vincent Hot Springs Health At Home	(501) 318-6800
Crittenden	Elite Home Health (LHC)	(870) 261-0188		Elite Home Health (LHC)	(501) 627-0540
	Kindred At Home	(870) 236-1716		Kindred At Home 1	(501) 525-5888
Cross	Amedisys Home Health	(870) 793-1483	Grant	Chi St Vincent Health At Home	(501) 664-4933
	Amedisys Home Health of Searcy	(501) 268-2292		Chi St Vincent Hot Springs Health At Home	(501) 318-6800
	Elite Home Health (LHC)	(870) 261-0188		Elite Home Health (LHC)	(501) 223-3333
	Kindred At Home	(870) 270-5461		Intrepid USA Healthcare Services	(501) 227-0689
Dallas	Chi St Vincent Hot Springs Health At Home	(501) 318-6800		Jefferson Homecare (LHC)	(870) 534-3420
	Elite Home Health (LHC)	(501) 627-0540	Kindred At Home	(870) 412-4610	
	Jefferson Homecare (LHC)	(870) 534-3420	Kindred At Home 1	(501) 525-5888	
	Kindred At Home	(870) 412-4610	Greene	Amedisys Home Health	(870) 793-1483
	Kindred At Home 1	(501) 525-5888		Approve Home Medical Services	(800) 822-8232
Jefferson Homecare (LHC)	(870) 534-3420	Ar Meth Med Ctr Hh		(870) 239-7152	
Kindred At Home	(870) 412-4610	Elite Home Health (LHC)		(870) 895-2273	
Regional Home Care Helena (LHC)	(870) 816-3500	Kindred At Home		(870) 236-1716	
Desha	Elite Home Health (LHC)	(870) 352-2603	Hempstead	Amedisys Home Health	(870) 642-4214
	Kindred At Home	(870) 412-4610		Elite Home Health (LHC)	(870) 845-8206
	Kindred At Home	(870) 412-4610	Hot Spring	Amedisys Home Health	(870) 642-4214
South Arkansas Home Health (LHC)	(870) 863-2250	Chi St Vincent Hot Springs Health At Home		(501) 318-6800	
Faulkner	Amedisys Home Health of Mountain View	(877) 683-2993		Elite Home Health (LHC)	(479) 394-1812
	Amedisys Home Health of Searcy	(501) 268-2292		Intrepid USA Healthcare Services	(501) 227-0689
	Baptist Health Home Health - Heber Springs	(501) 206-0025		Kindred At Home 1	(501) 525-5888
	Chi St Vincent Health At Home	(501) 664-4933			
	Conway Regional Homecare Svcs	(501) 329-9377			

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

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Howard	Amedisys Home Health	(870) 642-4214	Lawrence	Amedisys Home Health	(870) 793-1483
	Elite Home Health (LHC)	(870) 845-8206		Approve Home Medical Services	(800) 822-8232
	Kindred At Home	(479) 637-0914		Ar Meth Med Ctr Hh	(870) 239-7152
Independence	Amedisys Home Health	(870) 793-1483		Elite Home Health (LHC)	(870) 895-2273
	Amedisys Home Health of Mountain View	(877) 683-2993		Kindred At Home	(870) 368-3472
	Amedisys Home Health of Searcy	(501) 268-2292	Spring River Home Health Agency	(870) 895-2627	
	Approve Home Medical Services	(800) 822-8232	Lee	Amedisys Home Health of Searcy	(501) 268-2292
	Baptist Health Home Health - Heber Springs	(501) 206-0025		Elite Home Health (LHC)	(870) 261-0188
	Elite Home Health (LHC)	(870) 895-2273		Kindred At Home	(870) 270-5461
	Intrepid USA Healthcare Services	(501) 227-0689		Regional Home Care Helena (LHC)	(870) 816-3500
	Kindred At Home	(870) 368-3472	Lincoln	Elite Home Health (LHC)	(870) 352-2603
	Spring River Home Health Agency	(870) 895-2627		Jefferson Homecare (LHC)	(870) 534-3420
Izard	Amedisys Home Health	(870) 793-1483	Kindred At Home	(870) 412-4610	
	Amedisys Home Health of Mountain View	(877) 683-2993	Little River	Amedisys Home Health	(870) 642-4214
	Approve Home Medical Services	(800) 822-8232		Elite Home Health (LHC)	(870) 845-8206
	Elite Home Health (LHC)	(870) 895-2273	Logan	Amedisys Home Health Care of Arkansas	(479) 474-4892
	Kindred At Home	(870) 368-3472		Elite Home Health (LHC)	(479) 494-7273
	Spring River Home Health Agency	(870) 895-2627		Kindred At Home	(479) 637-0914
Jackson	Amedisys Home Health	(870) 793-1483	Kindred At Home 1	(479) 452-0424	
	Amedisys Home Health of Searcy	(501) 268-2292	Lonoke	Amedisys Home Health of Searcy	(501) 268-2292
	Approve Home Medical Services	(800) 822-8232		Chi St Vincent Health At Home	(501) 664-4933
	Baptist Health Home Health - Heber Springs	(501) 206-0025		Conway Regional Homecare Svcs	(501) 329-9377
	Elite Home Health (LHC)	(870) 261-0188		Elite Home Health (LHC)	(501) 223-3333
	Intrepid USA Healthcare Services	(501) 227-0689		Intrepid USA Healthcare Services	(501) 227-0689
	Kindred At Home	(870) 368-3472	Jefferson Homecare (LHC)	(870) 534-3420	
Jefferson	Amedisys Home Health of Searcy	(501) 268-2292	Madison	Amedisys Home Health Care of Arkansas	(479) 474-4892
	Chi St Vincent Health At Home	(501) 664-4933		Elite Home Health (LHC)	(479) 756-5002
	Elite Home Health (LHC)	(870) 352-2603		Kindred At Home 1	(479) 452-0424
	Intrepid USA Healthcare Services	(501) 227-0689	Marion	Amedisys Home Health of Mountain View	(877) 683-2993
	Jefferson Homecare (LHC)	(870) 534-3420		Elite Home Health (LHC)	(870) 895-2273
	Kindred At Home	(870) 412-4610		Kindred At Home	(870) 368-3472
	Kindred At Home 1	(501) 525-5888		Spring River Home Health Agency	(870) 895-2627
Johnson	Amedisys Home Health Care of Arkansas	(479) 474-4892	Miller	Elara Caring	(870) 772-0958
	Elite Home Health (LHC)	(479) 494-7273		Elite Home Health (LHC)	(870) 845-8206
	Kindred At Home 1	(479) 452-0424			
Lafayette	Elite Home Health (LHC)	(870) 845-8206			
	South Arkansas Home Health (LHC)	(870) 863-2250			

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

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information	
Mississippi	Ar Meth Med Ctr Hh	(870) 239-7152	Prairie	Amedisys Home Health of Searcy	(501) 268-2292	
	Kindred At Home	(870) 236-1716		Chi St Vincent Health At Home	(501) 664-4933	
Monroe	Amedisys Home Health of Searcy	(501) 268-2292		Elite Home Health (LHC)	(501) 223-3333	
	Elite Home Health (LHC)	(870) 261-0188		Intrepid USA Healthcare Services	(501) 227-0689	
	Kindred At Home	(870) 270-5461		Jefferson Homecare (LHC)	(870) 534-3420	
	Regional Home Care Helena (LHC)	(870) 816-3500		Regional Home Care Helena (LHC)	(870) 816-3500	
Montgomery	Amedisys Home Health	(870) 642-4214		Pulaski	Amedisys Home Health of Searcy	(501) 268-2292
	Chi St Vincent Hot Springs Health At Home	(501) 318-6800			Chi St Vincent Health At Home	(501) 664-4933
	Elite Home Health (LHC)	(870) 845-8206	Chi St Vincent Hot Springs Health At Home		(501) 318-6800	
	Kindred At Home	(479) 637-0914	Conway Regional Homecare Svcs		(501) 329-9377	
	Kindred At Home 1	(501) 525-5888	Elite Home Health (LHC)		(501) 627-0540	
Nevada	Elite Home Health (LHC)	(870) 845-8206	Intrepid USA Healthcare Services		(501) 227-0689	
	South Arkansas Home Health (LHC)	(870) 863-2250	Jefferson Homecare (LHC)		(870) 534-3420	
Newton	Elite Home Health (LHC)	(479) 253-5554	Randolph		Amedisys Home Health	(870) 793-1483
Ouachita	South Arkansas Home Health (LHC)	(870) 863-2250		Approve Home Medical Services	(800) 822-8232	
	Conway Regional Homecare Svcs	(501) 329-9377		Ar Meth Med Ctr Hh	(870) 239-7152	
Perry	Elite Home Health (LHC)	(501) 223-3333		Elite Home Health (LHC)	(870) 895-2273	
	Intrepid USA Healthcare Services	(501) 227-0689		Kindred At Home	(870) 236-1716	
Phillips	Elite Home Health (LHC)	(870) 261-0188		Spring River Home Health Agency	(870) 895-2627	
	Kindred At Home	(870) 270-5461		Saline	Amedisys Home Health of Searcy	(501) 268-2292
	Regional Home Care Helena (LHC)	(870) 816-3500			Chi St Vincent Health At Home	(501) 664-4933
Pike	Amedisys Home Health	(870) 642-4214	Chi St Vincent Hot Springs Health At Home		(501) 318-6800	
	Chi St Vincent Hot Springs Health At Home	(501) 318-6800	Elite Home Health (LHC)		(501) 627-0540	
	Elite Home Health (LHC)	(870) 845-8206	Intrepid USA Healthcare Services		(501) 227-0689	
Poinsett	Amedisys Home Health	(870) 793-1483	Jefferson Homecare (LHC)		(870) 534-3420	
	Ar Meth Med Ctr Hh	(870) 239-7152	Kindred At Home 1		(501) 525-5888	
	Elite Home Health (LHC)	(870) 261-0188	Scott		Amedisys Home Health	(870) 642-4214
	Kindred At Home	(870) 236-1716		Amedisys Home Health Care of Arkansas	(479) 474-4892	
Polk	Amedisys Home Health	(870) 642-4214		Elite Home Health (LHC)	(479) 394-1812	
	Elite Home Health (LHC)	(870) 845-8206	Kindred At Home	(479) 637-0914		
	Kindred At Home	(479) 637-0914	Kindred At Home 1	(479) 452-0424		
Pope	Amedisys Home Health Care of Arkansas	(479) 474-4892	Searcy	Amedisys Home Health of Mountain View	(877) 683-2993	
	Baptist Health Home Health - Heber Springs	(501) 206-0025		Elite Home Health (LHC)	(870) 895-2273	
	Conway Regional Homecare Svcs	(501) 329-9377				
	Elite Home Health (LHC)	(501) 223-3333				
	Ozark Health Home Care	(501) 745-7004				

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

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Searcy	Kindred At Home	(870) 368-3472	Washington	Elite Home Health (LHC)	(479) 756-5002
	Ozark Health Home Care	(501) 745-7004		Kindred At Home 1	(479) 452-0424
Sebastian	Amedisys Home Health Care of Arkansas	(479) 474-4892	White	Amedisys Home Health	(870) 793-1483
	Elite Home Health (LHC)	(479) 494-7273		Amedisys Home Health of Mountain View	(877) 683-2993
	Kindred At Home	(479) 637-0914		Amedisys Home Health of Searcy	(501) 268-2292
	Kindred At Home 1	(479) 452-0424		Approve Home Medical Services	(800) 822-8232
Sevier	Amedisys Home Health	(870) 642-4214		Baptist Health Home Health - Heber Springs	(501) 206-0025
	Elite Home Health (LHC)	(479) 394-1812		Chi St Vincent Health At Home	(501) 664-4933
	Kindred At Home	(479) 637-0914		Conway Regional Homecare Svcs	(501) 329-9377
Sharp	Amedisys Home Health	(870) 793-1483		Elite Home Health (LHC)	(870) 895-2273
	Approve Home Medical Services	(800) 822-8232		Intrepid USA Healthcare Services	(501) 227-0689
	Elite Home Health (LHC)	(870) 297-3738		Kindred At Home	(870) 368-3472
	Kindred At Home	(870) 368-3472	Woodruff	Amedisys Home Health	(870) 793-1483
	Spring River Home Health Agency	(870) 895-2627		Amedisys Home Health of Searcy	(501) 268-2292
St. Francis	Amedisys Home Health of Searcy	(501) 268-2292		Approve Home Medical Services	(800) 822-8232
	Elite Home Health (LHC)	(870) 261-0188	Yell	Elite Home Health (LHC)	(501) 223-3333
	Kindred At Home	(870) 270-5461		Kindred At Home	(479) 637-0914
Stone	Amedisys Home Health	(870) 793-1483			
	Amedisys Home Health of Mountain View	(877) 683-2993			
	Approve Home Medical Services	(800) 822-8232			
	Baptist Health Home Health - Heber Springs	(501) 206-0025			
	Elite Home Health (LHC)	(870) 895-2273			
	Kindred At Home	(870) 368-3472			
	Ozark Health Home Care	(501) 745-7004			
	Spring River Home Health Agency	(870) 895-2627			
Union	Elite Home Health (LHC)	(870) 352-2603			
	South Arkansas Home Health (LHC)	(870) 863-2250			
Van Buren	Amedisys Home Health of Mountain View	(877) 683-2993			
	Approve Home Medical Services	(800) 822-8232			
	Baptist Health Home Health - Heber Springs	(501) 206-0025			
	Conway Regional Homecare Svcs	(501) 329-9377			
	Elite Home Health (LHC)	(501) 223-3333			
	Intrepid USA Healthcare Services	(501) 227-0689			
	Kindred At Home	(870) 368-3472			
Washington	Ozark Health Home Care	(501) 745-7004			
	Amedisys Home Health Care of Arkansas	(479) 474-4892			

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.