

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
Arkansas	Jefferson Homecare	(870) 534-3420
	Regional Home Care Helena	(870) 816-3500
Ashley	Bradley County Medical Center Home Health	(870) 226-3790
	Chicot Memorial Medical Center Home Health Agency	(870) 265-5351
	Elite Home Health	(870) 352-2603
Baxter	Elite Home Health	(870) 297-3738
	Regional Home Care Helena	(870) 816-3500
	Spring River Home Health Agency	(870) 895-2627
Benton	Elite Home Health	(479) 253-5554
Boone	Elite Home Health	(479) 253-5554
Bradley	Bradley County Medical Center Home Health	(870) 226-3790
	Doctors Home Care	(870) 836-1301
	Elite Home Health	(870) 352-2603
Calhoun	Bradley County Medical Center Home Health	(870) 226-3790
	Doctors Home Care	(870) 836-1301
	Elite Home Health	(870) 352-2603
Carroll	Elite Home Health	(479) 253-5554
Chicot	Bradley County Medical Center Home Health	(870) 226-3790
	Chicot Memorial Medical Center Home Health Agency	(870) 265-5351

County Served	Name of Home Health Agency	Contact Information
Clark	Elite Home Health	(501) 627-0540
Clay	AR Meth Med Ctr HH	(870) 239-7152
Cleburne	Elite Home Health	(870) 895-2273
	Approve Home Medical Services	(800) 822-8232
	Conway Regional Homecare Svcs	(501) 329-9377
Cleveland	Intrepid USA Healthcare Services	(501) 227-0689
	Jefferson Homecare	(870) 534-3420
	Bradley County Medical Center Home Health	(870) 226-3790
Columbia	Elite Home Health	(870) 352-2603
	Doctors Home Care	(870) 836-1301
Conway	Care IV Home Health	(501) 686-2400
Craighead	Conway Regional Homecare Svcs	(501) 329-9377
	Approve Home Medical Services	(800) 822-8232
Crittenden	AR Meth Med Ctr HH	(870) 239-7152
	Regional Home Care Helena	(870) 816-3500
Dallas	Bradley County Medical Center Home Health	(870) 226-3790
	Doctors Home Care	(870) 836-1301
	Elite Home Health	(870) 352-2603
Desha	Bradley County Medical Center Home Health	(870) 226-3790
	Chicot Memorial Medical Center Home Health Agency	(870) 265-5351

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Drew	Bradley County Medical Center Home Health	(870) 226-3790
	Chicot Memorial Medical Center Home Health Agency	(870) 265-5351
	Elite Home Health	(870) 352-2603
Faulkner	Care IV Home Health	(501) 686-2400
	Conway Regional Homecare Svcs	(501) 329-9377
	Intrepid USA Healthcare Services	(501) 227-0689
Fulton	Elite Home Health	(870) 895-2273
	Spring River Home Health Agency	(870) 895-2627
Garland	Elite Home Health	(479) 394-1812
Grant	Elite Home Health	(501) 627-0540
	Jefferson Homecare	(870) 534-3420
Greene	AR Meth Med Ctr HH	(870) 239-7152
Hempstead	Elite Home Health	(870) 845-8206
Hot Spring	Elite Home Health	(501) 627-0540
Howard	Elite Home Health	(870) 845-8206
Independence	Elite Home Health	(870) 895-2273
	Approve Home Medical Services	(800) 822-8232
Izard	Elite Home Health	(870) 297-3738
	Approve Home Medical Services	(800) 822-8232
	Spring River Home Health Agency	(870) 895-2627
Jackson	Approve Home Medical Services	(800) 822-8232
	Conway Regional Homecare Svcs	(501) 329-9377
Jefferson	Jefferson Homecare	(870) 534-3420
	Bradley County Medical Center Home Health	(870) 226-3790
Lafayette	Elite Home Health	(870) 845-8206
Lawrence	Elite Home Health	(870) 895-2273
	Approve Home Medical Services	(800) 822-8232
	AR Meth Med Ctr HH	(870) 239-7152
Lee	Regional Home Care Helena	(870) 816-3500
Lincoln	Jefferson Homecare	(870) 534-3420
	Bradley County Medical Center Home Health	(870) 226-3790
Little River	Elite Home Health	(870) 845-8206
Logan	Area Agency On Aging Of Western Arkansas, Inc.	(479) 637-4795

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Lonoke	Jefferson Homecare	(870) 534-3420
	Care IV Home Health	(501) 686-2400
	Conway Regional Homecare Svcs	(501) 329-9377
	Intrepid USA Healthcare Services	(501) 227-0689
Madison	Elite Home Health	(479) 253-5554
Marion	Elite Home Health	(479) 253-5554
Miller	Elite Home Health	(870) 845-8206
Mississippi	AR Meth Med Ctr HH	(870) 239-7152
Monroe	Regional Home Care Helena	(870) 816-3500
Montgomery	Elite Home Health	(479) 394-1812
Nevada	Elite Home Health	(870) 845-8206
Newton	Elite Home Health	(479) 253-5554
	Elite Home Health	(870) 845-8206
Ouachita	Bradley County Medical Center Home Health	(870) 226-3790
	Doctors Home Care	(870) 836-1301
	Conway Regional Homecare Svcs	(501) 329-9377
Perry	Regional Home Care Helena	(870) 816-3500
Pike	Elite Home Health	(479) 394-1812
Poinsett	Approve Home Medical Services	(800) 822-8232
Polk	Elite Home Health	(479) 394-1812
Pope	Conway Regional Homecare Svcs	(501) 329-9377
Prairie	Intrepid USA Healthcare Services	(870) 731-5441
	Elite Home Health	(501) 627-0540
	Care IV Home Health	(501) 686-2400
	Conway Regional Homecare Svcs	(501) 329-9377
Pulaski	Intrepid USA Healthcare Services	(501) 227-0689
	Elite Home Health	(870) 895-2273
	Approve Home Medical Services	(800) 822-8232
Randolph	AR Meth Med Ctr HH	(870) 239-7152
	Elite Home Health	(501) 627-0540
	Care IV Home Health	(501) 686-2400
Saline	Intrepid USA Healthcare Services	(501) 227-0689
	Spring River Home Health Agency	(870) 895-2627
	Elite Home Health	(870) 895-2273

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County Served	Name of Home Health Agency	Contact Information
Scott	Elite Home Health	(479) 394-1812
	Area Agency On Aging Of Western Arkansas, Inc.	(479) 637-4795
Searcy	Elite Home Health	(870) 297-3738
Sebastian	Elite Home Health	(479) 394-1812
	Area Agency On Aging Of Western Arkansas, Inc.	(479) 637-4795
Sevier	Elite Home Health	(479) 394-1812
Sharp	Elite Home Health	(870) 297-3738
	Approve Home Medical Services	(800) 822-8232
	Spring River Home Health Agency	(870) 895-2627
St. Francis	Regional Home Care Helena	(870) 816-3500
Stone	Elite Home Health	(870) 297-3738
	Approve Home Medical Services	(800) 822-8232

County Served	Name of Home Health Agency	Contact Information
Union	Doctors Home Care	(870) 836-1301
	Elite Home Health	(870) 352-2603
Van Buren	Elite Home Health	(870) 895-2273
	Conway Regional Homecare Svcs	(501) 329-9377
White	Intrepid USA Healthcare Services	(501) 227-0689
	Approve Home Medical Services	(800) 822-8232
Woodruff	Conway Regional Homecare Svcs	(501) 329-9377
	Intrepid USA Healthcare Services	(870) 731-5441
Yell	Regional Home Care Helena	(870) 816-3500
	Elite Home Health	(479) 394-1812
	Area Agency On Aging Of Western Arkansas, Inc.	(479) 637-4795

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.

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