

# 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 Northern California

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Alameda	Asian American Home Health	(510) 433-1068	Amador	Blossom Ridge Home Health Agency	(800) 991-6147
	Healthflex Home Health Services	(510) 553-1900		Professional Home Care Associates	(510) 797-9299
	Noble Hospice & Home Health Care, Inc	(510) 683-9100		Progressive Home Care - Auburn	(530) 823-3896
	Amedisys Home Health Care	(510) 732-0730		United Home Care Of Northern California	(209) 223-3866
	American Carequest	(415) 885-9100	Butte	Blossom Ridge Home Health Agency	(800) 991-6147
	American Home Health Care, LLC	(510) 574-0390		Healthy Living At Home - Redding LLC	(530) 605-3731
	Blize Healthcare	(510) 647-8057		Mercy Home Care	(530) 245-4040
	Brookdale Home Health	(925) 224-8675	Progressive Home Care - Auburn	(530) 823-3896	
	Central Coast VNA & Hospice, Inc	(831) 372-6668	Calaveras	Focus Health	(209) 472-7005
	Dominican Home Health	(831) 465-7988		Blossom Ridge Home Health Agency	(800) 991-6147
	Healthy Living At Home - East Bay, LLC	(877) 513-7363		Professional Home Care Associates	(510) 797-9299
	Healthy Living At Home, LLC	(408) 324-0600	United Home Care Of Northern California	(209) 223-3866	
	In Home Care Group, LLC	(408) 226-3118	Colusa	Blossom Ridge Home Health Agency	(800) 991-6147
	John Muir Home Health Services	(925) 674-2560	Contra Costa	Asian American Home Health	(510) 433-1068
	Kindred At Home	(209) 474-7881		Healthflex Home Health Services	(510) 553-1900
	Onmycare Home Health	(510) 858-2273		Noble Hospice & Home Health Care, Inc	(510) 683-9100
	Professional Home Care Associates	(510) 797-9299		Amedisys Home Health Care	(510) 732-0730
	Prohealth Home Care, Inc	(408) 451-9055		American Carequest	(415) 885-9100
	Sequoia Home Health	(510) 739-1992		American Home Health Care, LLC	(510) 574-0390
	South Springs Home Health Care	(408) 883-4460		Blize Healthcare	(510) 647-8057
	Sunshine Home Health Care, Inc	(925) 469-1000		Blossom Ridge Home Health Agency	(800) 991-6147
	Sutter Visiting Nurse Association & Hospice	(650) 685-2800		Brookdale Home Health	(925) 224-8675
Sutter Visiting Nurse Association And Hospice	(209) 571-1055				
Truemed, Inc	(650) 588-8331				

# Choosing a Quality Home Health Agency

County Served	Name of Home Health Agency	Contact Information
Contra Costa	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Healthy Living At Home - East Bay, LLC	(877) 513-7363
	John Muir Home Health Services	(925) 674-2560
	Onmycare Home Health	(510) 858-2273
	Professional Home Care Associates	(510) 797-9299
	Prohealth Home Care, Inc	(408) 451-9055
	South Springs Home Health Care	(408) 883-4460
	Sunshine Home Health Care, Inc	(925) 469-1000
	Sutter Visiting Nurse Association And Hospice	(925) 677-4240
El Dorado	Truemed, Inc	(650) 588-8331
	Alars Home Health, LLC	(916) 648-1120
	Blize Healthcare	(510) 647-8057
	Blossom Ridge Home Health Agency	(800) 991-6147
	Kindred At Home	(209) 474-7881
	Progressive Home Care - Auburn	(530) 823-3896
	Sutter Auburn Faith VNA & Hospice	(530) 886-6650
	Sutter Visiting Nurse Association	(916) 388-6200
	Sutter Visiting Nurse Association And Hospice	(916) 797-7979
Fresno	United Home Care Of Northern California	(209) 223-3866
	Accredited Home Health Services	(818) 986-1234
	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Compassionate Care Home Health Agency, LLC	(559) 432-2003
	Healthcare California	(559) 243-9990
	Healthy Living At Home- Fresno, LLC	(888) 983-4134
	Kaweah Delta Home Health	(559) 624-6400
	Memorialcare Home Health, LLC	(949) 460-1500
	Sea Crest Home Health	(714) 975-8011
	Valley Home Health	(559) 222-4060
Glenn	Healthy Living At Home - Redding LLC	(530) 605-3731
	Sierra Nevada Home Care	(530) 274-6350
Humboldt	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Progressive Home Care - Auburn	(530) 823-3896
Inyo	Dignity Health Home Health	(805) 739-3830
Kings	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Compassionate Care Home Health Agency, LLC	(559) 432-2003
	Healthcare California	(559) 243-9990
	Healthy Living At Home- Fresno, LLC	(888) 983-4134

County Served	Name of Home Health Agency	Contact Information
Kings	Kaweah Delta Home Health	(559) 624-6400
	Valley Home Health	(559) 222-4060
Lake	Healthy Living At Home, LLC	(408) 324-0600
	Sutter Visiting Nurse Association And Hospice	(707) 263-7400
Madera	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Compassionate Care Home Health Agency, LLC	(559) 432-2003
	Healthcare California	(559) 243-9990
	Healthy Living At Home- Fresno, LLC	(888) 983-4134
	Memorialcare Home Health, LLC	(949) 460-1500
	Mercy Home Care	(209) 564-4320
Marin	Valley Home Health	(559) 222-4060
	Healthflex Home Health Services	(510) 553-1900
	Amedisys Home Health Care	(650) 344-4020
	American Carequest	(415) 885-9100
	Blize Healthcare	(510) 647-8057
	Healthy Living At Home - East Bay, LLC	(877) 513-7363
Mariposa	Progressive Home Care - Auburn	(530) 823-3896
	Sutter Visiting Nurse Association	(415) 209-7700
	Compassionate Care Home Health Agency, LLC	(559) 432-2003
Mendocino	Dignity Health Home Health	(805) 739-3830
	Healthy Living At Home - East Bay, LLC	(877) 513-7363
	Healthy Living At Home, LLC	(408) 324-0600
	Sutter Visiting Nurse Association And Hospice	(707) 263-7400
Merced	United Home Care Of Northern California	(209) 223-3866
	Focus Health	(209) 472-7005
	Careone Home Health And Hospice, Inc	(209) 632-8888
	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Compassionate Care Home Health Agency, LLC	(559) 432-2003
	Healthcare California	(559) 243-9990
	Kindred At Home	(209) 474-7881
	Mercy Home Care	(209) 564-4320
Sutter Visiting Nurse Association And Hospice	(209) 571-1055	
Valley Home Health	(559) 222-4060	

# Choosing a Quality Home Health Agency

County Served	Name of Home Health Agency	Contact Information
Monterey	Advance Home Health Services, Inc	(626) 282-0765
	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Dignity Health Home Health	(805) 739-3830
	Dominican Home Health	(831) 465-7988
	Healthy Living At Home, LLC	(408) 324-0600
Napa	Professional Home Care Associates	(510) 797-9299
	Blize Healthcare	(510) 647-8057
	Brookdale Home Health	(707) 939-8535
	Healthy Living At Home - East Bay, LLC	(877) 513-7363
	In Home Care Group, LLC	(408) 226-3118
	Professional Home Care Associates	(510) 797-9299
Nevada	Sutter Visiting Nurse Association And Hospice	(707) 535-5600
	Professional Home Care Associates	(510) 797-9299
	Progressive Home Care - Auburn	(530) 823-3896
Placer	Sierra Nevada Home Care	(530) 274-6350
	Sutter Auburn Faith VNA & Hospice	(530) 886-6650
	Alars Home Health, LLC	(916) 648-1120
	Blize Healthcare	(510) 647-8057
	Blossom Ridge Home Health Agency	(800) 991-6147
	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Healthy Living At Home, LLC	(408) 324-0600
	Kindred At Home	(209) 474-7881
	Professional Home Care Associates	(510) 797-9299
	Progressive Home Care - Auburn	(530) 823-3896
	Sierra Nevada Home Care	(530) 274-6350
	Sutter Auburn Faith VNA & Hospice	(530) 886-6650
	Sutter Visiting Nurse Association And Hospice	(916) 797-7979
Sacramento	Focus Health	(209) 472-7005
	Healthflex Home Health Services	(510) 553-1900
	Alars Home Health, LLC	(916) 648-1120
	Blize Healthcare	(510) 647-8057
	Blossom Ridge Home Health Agency	(800) 991-6147
	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Healthy Living At Home - East Bay, LLC	(877) 513-7363
	Healthy Living At Home, LLC	(408) 324-0600
	John Muir Home Health Services	(925) 674-2560
	Kindred At Home	(209) 474-7881
	Mercy Home Care	(530) 245-4040

County Served	Name of Home Health Agency	Contact Information
Sacramento	Progressive Home Care - Auburn	(530) 823-3896
	Sutter Visiting Nurse Association	(916) 388-6200
	Truemed, Inc	(650) 588-8331
	UC Davis Home Care Services	(916) 734-2458
	United Home Care Of Northern California	(209) 223-3866
San Benito	Blize Healthcare	(510) 647-8057
	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Healthy Living At Home, LLC	(408) 324-0600
San Francisco	Prohealth Home Care, Inc	(408) 451-9055
	Asian American Home Health	(510) 433-1068
	Healthflex Home Health Services	(510) 553-1900
	Noble Hospice & Home Health Care, Inc	(510) 683-9100
	Amedisys Home Health Care	(650) 344-4020
	American Carequest	(415) 885-9100
	Blize Healthcare	(510) 647-8057
	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Healthy Living At Home, LLC	(408) 324-0600
	Professional Home Care Associates	(510) 797-9299
	South Springs Home Health Care	(408) 883-4460
	Sutter Visiting Nurse Association & Hospice	(650) 685-2800
	The Doctor's Choice Agency	(855) 857-0797
San Joaquin	Truemed, Inc	(650) 588-8331
	Focus Health	(209) 472-7005
	Alars Home Health, LLC	(916) 648-1120
	Blossom Ridge Home Health Agency	(800) 991-6147
	Brookdale Home Health	(925) 224-8675
	Careone Home Health And Hospice, Inc	(209) 632-8888
	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Compassionate Care Home Health Agency, LLC	(559) 432-2003
	Healthy Living At Home, LLC	(408) 324-0600
	John Muir Home Health Services	(925) 674-2560
	Kindred At Home	(209) 474-7881
Professional Home Care Associates	(510) 797-9299	
St Joseph's Medical Center Home Health	(209) 473-6700	
Sutter Visiting Nurse Association	(916) 388-6200	
United Home Care Of Northern California	(209) 223-3866	

# Choosing a Quality Home Health Agency

County Served	Name of Home Health Agency	Contact Information
San Mateo	Asian American Home Health	(510) 433-1068
	Healthflex Home Health Services	(510) 553-1900
	Noble Hospice & Home Health Care, Inc	(510) 683-9100
	Amedisys Home Health Care	(650) 344-4020
	American Carequest	(415) 885-9100
	American Home Health Care, LLC	(510) 574-0390
	Blize Healthcare	(510) 647-8057
	Brookdale Home Health	(925) 224-8675
	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Healthy Living At Home, LLC	(408) 324-0600
	In Home Care Group, LLC	(408) 226-3118
	Onmycare Home Health	(510) 858-2273
	Professional Home Care Associates	(510) 797-9299
	Sequoia Home Health	(510) 739-1992
	South Springs Home Health Care	(408) 883-4460
	Sunshine Home Health Care, Inc	(925) 469-1000
	Sutter Visiting Nurse Association & Hospice	(650) 685-2800
Sutter Visiting Nurse Association And Hospice	(415) 749-4200	
Truemed, Inc	(650) 588-8331	
Santa Clara	Asian American Home Health	(510) 433-1068
	Healthflex Home Health Services	(510) 553-1900
	Noble Hospice & Home Health Care, Inc	(510) 683-9100
	Amedisys Home Health Care	(650) 344-4020
	American Carequest	(415) 885-9100
	American Home Health Care, LLC	(510) 574-0390
	Aspire Home Healthcare	(858) 755-9600
	Blize Healthcare	(510) 647-8057
	Brookdale Home Health	(925) 224-8675
	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Dominican Home Health	(831) 465-7988
	Healthy Living At Home, LLC	(408) 324-0600
	In Home Care Group, LLC	(408) 226-3118
	Onmycare Home Health	(510) 858-2273
	Professional Home Care Associates	(510) 797-9299
	Prohealth Home Care, Inc	(408) 451-9055
	Sequoia Home Health	(510) 739-1992
South Springs Home Health Care	(408) 883-4460	

County Served	Name of Home Health Agency	Contact Information
Santa Clara	Sunshine Home Health Care, Inc	(925) 469-1000
	Sutter Visiting Nurse Association & Hospice	(650) 685-2800
	Truemed, Inc	(650) 588-8331
Santa Cruz	Noble Hospice & Home Health Care, Inc	(510) 683-9100
	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Dominican Home Health	(831) 465-7988
	Healthy Living At Home, LLC	(408) 324-0600
	South Springs Home Health Care	(408) 883-4460
	Sutter Visiting Nurse Association & Hospice	(650) 685-2800
Shasta	Sutter Visiting Nurse Association And Hospice	(831) 479-6625
	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Healthy Living At Home - Redding LLC	(530) 605-3731
Sierra	Mercy Home Care	(530) 245-4040
	Sierra Nevada Home Care	(530) 274-6350
Siskiyou	Mercy Home Care	(530) 245-4040
Solano	Asian American Home Health	(510) 433-1068
	Healthflex Home Health Services	(510) 553-1900
	Noble Hospice & Home Health Care, Inc	(510) 683-9100
	Blize Healthcare	(510) 647-8057
	Blossom Ridge Home Health Agency	(800) 991-6147
	Brookdale Home Health	(707) 939-8535
	Healthy Living At Home - East Bay, LLC	(877) 513-7363
	John Muir Home Health Services	(925) 674-2560
	Memorialcare Home Health, LLC	(949) 460-1500
	Professional Home Care Associates	(510) 797-9299
Sonoma	Sutter Visiting Nurse Association	(916) 388-6200
	Blize Healthcare	(510) 647-8057
	Brookdale Home Health	(707) 939-8535
	Healthy Living At Home - East Bay, LLC	(877) 513-7363
Stanislaus	Professional Home Care Associates	(510) 797-9299
	Sutter Visiting Nurse Association	(415) 209-7700
	Focus Health	(209) 472-7005
Stanislaus	Blize Healthcare	(510) 647-8057
	Careone Home Health And Hospice, Inc	(209) 632-8888

# Choosing a Quality Home Health Agency

County Served	Name of Home Health Agency	Contact Information
Stanislaus	Compassionate Care Home Health Agency, LLC	(559) 432-2003
	Healthy Living At Home, LLC	(408) 324-0600
	Kindred At Home	(209) 474-7881
	Mercy Home Care	(209) 564-4320
	Sunshine Home Health Care, Inc	(925) 469-1000
	Sutter Visiting Nurse Association And Hospice	(209) 571-1055
	Valley Home Health	(559) 222-4060
Sutter	Alars Home Health, LLC	(916) 648-1120
	Blossom Ridge Home Health Agency	(800) 991-6147
	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Sutter Visiting Nurse Association	(916) 388-6200
	United Home Care Of Northern California	(209) 223-3866
Tehama	Healthy Living At Home - Redding LLC	(530) 605-3731
	Mercy Home Care	(530) 245-4040
Trinity	Professional Home Care Associates	(510) 797-9299
Tulare	Alsa Home Health Care, Inc	(626) 844-4357
	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Compassionate Care Home Health Agency, LLC	(559) 432-2003
	Healthcare California	(559) 243-9990

County Served	Name of Home Health Agency	Contact Information
Tulare	Healthy Living At Home- Fresno, LLC	(888) 983-4134
	Kaweah Delta Home Health	(559) 624-6400
	Valley Home Health	(559) 222-4060
Tuolumne	Careone Home Health And Hospice, Inc	(209) 632-8888
	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Healthy Living At Home, LLC	(408) 324-0600
Yolo	Sutter Visiting Nurse Association And Hospice	(209) 571-1055
	Alars Home Health, LLC	(916) 648-1120
	Blize Healthcare	(510) 647-8057
	Blossom Ridge Home Health Agency	(800) 991-6147
	Healthy Living At Home - East Bay, LLC	(877) 513-7363
	Kindred At Home	(209) 474-7881
	Progressive Home Care - Auburn	(530) 823-3896
	Sutter Visiting Nurse Association	(916) 388-6200
	UC Davis Home Care Services	(916) 734-2458
	Alars Home Health, LLC	(916) 648-1120
Yuba	Blossom Ridge Home Health Agency	(800) 991-6147
	Central Coast VNA & Hospice, Inc	(831) 372-6668
	Sierra Nevada Home Care	(530) 274-6350



# 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.

PCA-1-19-01855-M&R-IT\_12192019

© 2019 United HealthCare Services, Inc.



Last updated: 10/2020