

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 Connecticut

County Served	Name of Home Health Agency	Contact Information
Fairfield	Atrinity Home Health LLC	(203) 699-9104
	Elara Caring	(860) 632-4000
	Sterling Care Home Health Services	(203) 532-0500
	Athena Home Health & Hospice	(203) 234-9355
	Bristol Hosp Home Care Agency	(860) 585-4752
	Patient Care	(203) 374-4555
	Stratford VNA	(203) 375-5871
Hartford	Atrinity Home Health LLC	(203) 699-9104
	Elara Caring	(860) 632-4000
	Interim Healthcare Of Hartford	(860) 677-0005
	Westbrook Visiting Nurses & Public Health	(860) 399-3088
	Athena Home Health & Hospice	(203) 234-9355
	Avery Heights Home Health Agency	(860) 527-4663
	Bristol Hosp Home Care Agency	(860) 585-4752
	Middlesex Hospital Homecare	(860) 358-5600
	Seabury Visiting Nurses	(860) 243-6077
	Stratford VNA	(203) 375-5871
Litchfield	Atrinity Home Health LLC	(203) 699-9104
	Elara Caring	(860) 632-4000
	Interim Healthcare Of Hartford	(860) 677-0005
	Athena Home Health & Hospice	(203) 234-9355
	Bristol Hosp Home Care Agency	(860) 585-4752

County Served	Name of Home Health Agency	Contact Information
Litchfield	Salisbury Visiting Nurse Assoc	(860) 435-0816
	Seabury Visiting Nurses	(860) 243-6077
Middlesex	Atrinity Home Health LLC	(203) 699-9104
	Elara Caring	(860) 632-4000
	Interim Healthcare Of Hartford	(860) 677-0005
	Visiting Nurses Of The Lower V	(860) 767-0186
	Westbrook Visiting Nurses & Public Health	(860) 399-3088
	Athena Home Health & Hospice	(203) 234-9355
	Middlesex Hospital Homecare	(860) 358-5600
New Haven	Atrinity Home Health LLC	(203) 699-9104
	Elara Caring	(860) 632-4000
	Interim Healthcare Of Hartford	(860) 677-0005
	Orange Visiting Nurse Association	(203) 891-2165
	Visiting Nurses Of The Lower V	(860) 767-0186
	Athena Home Health & Hospice	(203) 234-9355
	Bristol Hosp Home Care Agency	(860) 585-4752
New London	Middlesex Hospital Homecare	(860) 358-5600
	Patient Care	(203) 374-4555
	Stratford VNA	(203) 375-5871
	Atrinity Home Health LLC	(203) 699-9104
	Elara Caring	(860) 632-4000
New London	Ledyard Regional Visiting Nurse Agency	(860) 464-8464
	Visiting Nurses Of The Lower V	(860) 767-0186

Choosing a Quality Home Health Agency

County Served	Name of Home Health Agency	Contact Information
New London	Athena Home Health & Hospice	(203) 234-9355
	Middlesex Hospital Homecare	(860) 358-5600
Tolland	Atrinity Home Health LLC	(203) 699-9104
	Elara Caring	(860) 632-4000
	Interim Healthcare Of Hartford	(860) 677-0005
	Athena Home Health & Hospice	(203) 234-9355
	Middlesex Hospital Homecare	(860) 358-5600
Windham	Seabury Visiting Nurses	(860) 243-6077
	Atrinity Home Health LLC	(203) 699-9104
	Elara Caring	(860) 632-4000

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.