

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 Idaho

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Ada	Saint Alphonsus Home Health And Hospice	(208) 672-1707	Bear Lake	Encompass Health Home Health of Eastern Idaho	(208) 528-8100
	Encompass Health Home Health of Idaho	(208) 461-1600		Encompass Health Home Health of Idaho	(208) 461-1600
	First Choice Home Care	(208) 322-7061	Benewah	Eden Home Health	(208) 255-1640
	Horizon Home Health	(208) 888-7877		Advanced Home Care of Coeur D'Alene	(208) 769-0500
	Idaho Home Health & Hospice (LHC)	(208) 734-4061		Crest Home Health & Hospice, LLC	(208) 765-4343
	Multicare Home Health Services, Inc	(208) 884-5497		North Idaho Home Health (LHC)	(208) 667-7494
	St Lukes Home Care	(208) 381-2138	Bingham	Advanced Home Health	(208) 346-7807
	Touchmark Home Health	(208) 884-3308		Eden Home Health	(208) 523-1980
Adams	Encompass Health Home Health of Western Idaho	(208) 452-4972		Hands of Hope Home Health, Inc	(208) 523-7441
	Horizon Home Health	(208) 888-7877		Heritage Home Health	(208) 238-0088
	St Lukes Home Care	(208) 381-2138		Horizon Home Health East	(208) 733-2840
Bannock	Advanced Home Health	(208) 346-7807		Alliance Home Health Care	(208) 552-0249
	Eden Home Health	(208) 523-1980	Encompass Health Home Health of Eastern Idaho	(208) 528-8100	
	Hands of Hope Home Health, Inc	(208) 523-7441	Encompass Health Home Health of Idaho	(208) 461-1600	
	Heritage Home Health	(208) 238-0088	Blaine	Advanced Home Health	(208) 346-7807
	Horizon Home Health East	(208) 733-2840		Eden Home Health	(208) 523-1980
	Alliance Home Health Care	(208) 552-0249		Hands of Hope Home Health, Inc	(208) 523-7441
	Encompass Health Home Health of Eastern Idaho	(208) 528-8100		Heritage Home Health	(208) 238-0088
Encompass Health Home Health of Idaho	(208) 461-1600	Horizon Home Health East		(208) 733-2840	
Bear Lake	Advanced Home Health	(208) 346-7807		Visions Home Health & Visions Home Care LLC	(208) 732-5365
	Hands of Hope Home Health, Inc	(208) 523-7441	Encompass Health Home Health of Idaho	(208) 461-1600	

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

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Blaine	Idaho Home Health & Hospice (LHC)	(208) 734-4061	Canyon	Idaho Home Health & Hospice (LHC)	(208) 734-4061
	Intermountain Home Care Of Cassia	(208) 678-8844		Multicare Home Health Services, Inc	(208) 884-5497
	St Lukes Home Care	(208) 381-2138		St Lukes Home Care	(208) 381-2138
Boise	Saint Alphonsus Home Health And Hospice	(208) 672-1707		Touchmark Home Health	(208) 884-3308
	Encompass Health Home Health of Idaho	(208) 461-1600	Caribou	Advanced Home Health	(208) 346-7807
	First Choice Home Care	(208) 322-7061		Eden Home Health	(208) 523-1980
	Horizon Home Health	(208) 888-7877		Hands of Hope Home Health, Inc	(208) 523-7441
	Idaho Home Health & Hospice (LHC)	(208) 734-4061		Heritage Home Health	(208) 238-0088
	Multicare Home Health Services, Inc	(208) 884-5497		Alliance Home Health Care	(208) 552-0249
	St Lukes Home Care	(208) 381-2138		Encompass Health Home Health of Eastern Idaho	(208) 528-8100
	Touchmark Home Health	(208) 884-3308		Advanced Home Health	(208) 346-7807
Bonner	Eden Home Health	(208) 255-1640		Eden Home Health	(208) 523-1980
	Advanced Home Care of Coeur D'Alene	(208) 769-0500	Heritage Home Health	(208) 238-0088	
	Crest Home Health & Hospice, LLC	(208) 765-4343	Horizon Home Health East	(208) 733-2840	
	North Idaho Home Health (LHC)	(208) 667-7494	Visions Home Health & Visions Home Care LLC	(208) 732-5365	
	Bonneville	Advanced Home Health	(208) 346-7807	Cassia	Alliance Home Health Care
Eden Home Health		(208) 523-1980	Encompass Health Home Health of Eastern Idaho		(208) 528-8100
Hands of Hope Home Health, Inc		(208) 523-7441	Encompass Health Home Health of Idaho		(208) 461-1600
Heritage Home Health		(208) 238-0088	Idaho Home Health & Hospice (LHC)		(208) 734-4061
Horizon Home Health East		(208) 733-2840	Intermountain Home Care Of Cassia		(208) 678-8844
Alliance Home Health Care		(208) 552-0249	St Lukes Home Care		(208) 381-2138
Encompass Health Home Health of Eastern Idaho		(208) 528-8100	Advanced Home Health		(208) 346-7807
Boundary		Eden Home Health	(208) 255-1640		Clark
	Advanced Home Health	(208) 346-7807	Hands of Hope Home Health, Inc	(208) 523-7441	
Butte	Eden Home Health	(208) 523-1980	Encompass Health Home Health of Eastern Idaho	(208) 528-8100	
	Hands of Hope Home Health, Inc	(208) 523-7441	Clearwater	Eden Home Health	(208) 255-1640
	Camas	Alliance Home Health Care		(208) 552-0249	Advanced Home Care of Coeur D'Alene
Idaho Home Health & Hospice (LHC)		(208) 734-4061	Custer	Advanced Home Health	(208) 346-7807
St Lukes Home Care		(208) 381-2138		Eden Home Health	(208) 523-1980
Canyon	Saint Alphonsus Home Health And Hospice	(208) 672-1707		St Lukes Home Care	(208) 381-2138
	Encompass Health Home Health of Idaho	(208) 461-1600	Elmore	Heritage Home Health	(208) 238-0088
	Encompass Health Home Health of Western Idaho	(208) 452-4972		Horizon Home Health East	(208) 733-2840
	First Choice Home Care	(208) 322-7061		Saint Alphonsus Home Health And Hospice	(208) 672-1707
	Horizon Home Health	(208) 888-7877		Visions Home Health & Visions Home Care LLC	(208) 732-5365
				Alliance Home Health Care	(208) 552-0249

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

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Elmore	Encompass Health Home Health of Idaho	(208) 461-1600	Jefferson	Advanced Home Health	(208) 346-7807
	First Choice Home Care	(208) 322-7061		Eden Home Health	(208) 523-1980
	Horizon Home Health	(208) 888-7877		Hands of Hope Home Health, Inc	(208) 523-7441
	Idaho Home Health & Hospice (LHC)	(208) 734-4061		Heritage Home Health	(208) 238-0088
	Multicare Home Health Services, Inc	(208) 884-5497		Alliance Home Health Care	(208) 552-0249
	St Lukes Home Care	(208) 381-2138		Encompass Health Home Health of Eastern Idaho	(208) 528-8100
	Touchmark Home Health	(208) 884-3308		Jerome	Heritage Home Health
Franklin	Advanced Home Health	(208) 346-7807	Horizon Home Health East		(208) 733-2840
	Hands of Hope Home Health, Inc	(208) 523-7441	Visions Home Health & Visions Home Care LLC		(208) 732-5365
	Encompass Health Home Health of Eastern Idaho	(208) 528-8100	Alliance Home Health Care		(208) 552-0249
	Encompass Health Home Health of Idaho	(208) 461-1600	Encompass Health Home Health of Idaho		(208) 461-1600
Fremont	Advanced Home Health	(208) 346-7807	Idaho Home Health & Hospice (LHC)		(208) 734-4061
	Eden Home Health	(208) 523-1980	Intermountain Home Care Of Cassia		(208) 678-8844
	Hands of Hope Home Health, Inc	(208) 523-7441	St Lukes Home Care	(208) 381-2138	
	Alliance Home Health Care	(208) 552-0249	Kootenai	Eden Home Health	(208) 255-1640
	Encompass Health Home Health of Eastern Idaho	(208) 528-8100		Advanced Home Care of Coeur D'Alene	(208) 769-0500
Gem	Saint Alphonsus Home Health And Hospice	(208) 672-1707		Crest Home Health & Hospice, LLC	(208) 765-4343
	Encompass Health Home Health of Idaho	(208) 461-1600		North Idaho Home Health (LHC)	(208) 667-7494
	Encompass Health Home Health of Western Idaho	(208) 452-4972	Latah	Eden Home Health	(208) 255-1640
	First Choice Home Care	(208) 322-7061		Advanced Home Care of Coeur D'Alene	(208) 769-0500
	Horizon Home Health	(208) 888-7877	Lemhi	Eden Home Health	(208) 523-1980
	Idaho Home Health & Hospice (LHC)	(208) 734-4061	Lewis	Advanced Home Care of Coeur D'Alene	(208) 769-0500
	Multicare Home Health Services, Inc	(208) 884-5497	Lincoln	Heritage Home Health	(208) 238-0088
	St Lukes Home Care	(208) 381-2138		Horizon Home Health East	(208) 733-2840
	Touchmark Home Health	(208) 884-3308		Visions Home Health & Visions Home Care LLC	(208) 732-5365
Gooding	Heritage Home Health	(208) 238-0088		Alliance Home Health Care	(208) 552-0249
	Horizon Home Health East	(208) 733-2840		Encompass Health Home Health of Idaho	(208) 461-1600
	Visions Home Health & Visions Home Care LLC	(208) 732-5365	Idaho Home Health & Hospice (LHC)	(208) 734-4061	
	Alliance Home Health Care	(208) 552-0249	Intermountain Home Care Of Cassia	(208) 678-8844	
	Encompass Health Home Health of Idaho	(208) 461-1600	Madison	Advanced Home Health	(208) 346-7807
	Idaho Home Health & Hospice (LHC)	(208) 734-4061		Eden Home Health	(208) 523-1980
St Lukes Home Care	(208) 381-2138	Hands of Hope Home Health, Inc		(208) 523-7441	
Idaho	St Lukes Home Care	(208) 381-2138		Alliance Home Health Care	(208) 552-0249

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

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information	
Madison	Encompass Health Home Health of Eastern Idaho	(208) 528-8100	Payette	Encompass Health Home Health of Western Idaho	(208) 452-4972	
	Heritage Home Health	(208) 238-0088		First Choice Home Care	(208) 322-7061	
Minidoka	Horizon Home Health East	(208) 733-2840		Horizon Home Health	(208) 888-7877	
	Visions Home Health & Visions Home Care LLC	(208) 732-5365		Idaho Home Health & Hospice (LHC)	(208) 734-4061	
	Alliance Home Health Care	(208) 552-0249		Multicare Home Health Services, Inc	(208) 884-5497	
	Encompass Health Home Health of Idaho	(208) 461-1600		St Lukes Home Care	(208) 381-2138	
	Idaho Home Health & Hospice (LHC)	(208) 734-4061		Touchmark Home Health	(208) 884-3308	
	Intermountain Home Care Of Cassia	(208) 678-8844		Power	Advanced Home Health	(208) 346-7807
	St Lukes Home Care	(208) 381-2138			Eden Home Health	(208) 523-1980
Nez Perce	Eden Home Health	(208) 255-1640			Heritage Home Health	(208) 238-0088
	Advanced Home Care of Coeur D'Alene	(208) 769-0500	Horizon Home Health East		(208) 733-2840	
Oneida	Advanced Home Health	(208) 346-7807	Alliance Home Health Care		(208) 552-0249	
	Hands of Hope Home Health, Inc	(208) 523-7441	Encompass Health Home Health of Eastern Idaho		(208) 528-8100	
	Visions Home Health & Visions Home Care LLC	(208) 732-5365	Encompass Health Home Health of Idaho		(208) 461-1600	
	Alliance Home Health Care	(208) 552-0249	Shoshone	Eden Home Health	(208) 255-1640	
	Encompass Health Home Health of Eastern Idaho	(208) 528-8100		Crest Home Health & Hospice, LLC	(208) 765-4343	
	Encompass Health Home Health of Idaho	(208) 461-1600	North Idaho Home Health (LHC)	(208) 667-7494		
	Intermountain Home Care Of Cassia	(208) 678-8844	Teton	Advanced Home Health	(208) 346-7807	
Owyhee	Heritage Home Health	(208) 238-0088		Eden Home Health	(208) 523-1980	
	Horizon Home Health East	(208) 733-2840		Encompass Health Home Health of Eastern Idaho	(208) 528-8100	
	Saint Alphonsus Home Health And Hospice	(208) 672-1707	Twin Falls	Heritage Home Health	(208) 238-0088	
	Visions Home Health & Visions Home Care LLC	(208) 732-5365		Horizon Home Health East	(208) 733-2840	
	Alliance Home Health Care	(208) 552-0249		Visions Home Health & Visions Home Care LLC	(208) 732-5365	
	Encompass Health Home Health of Idaho	(208) 461-1600		Alliance Home Health Care	(208) 552-0249	
	First Choice Home Care	(208) 322-7061		Encompass Health Home Health of Idaho	(208) 461-1600	
	Horizon Home Health	(208) 888-7877		Horizon Home Health	(208) 888-7877	
	Idaho Home Health & Hospice (LHC)	(208) 734-4061		Idaho Home Health & Hospice (LHC)	(208) 734-4061	
	Multicare Home Health Services, Inc	(208) 884-5497	Intermountain Home Care Of Cassia	(208) 678-8844		
	St Lukes Home Care	(208) 381-2138	St Lukes Home Care	(208) 381-2138		
	Touchmark Home Health	(208) 884-3308	Valley	St Lukes Home Care	(208) 381-2138	
	Payette	Saint Alphonsus Home Health And Hospice		(208) 672-1707	Saint Alphonsus Home Health And Hospice	(208) 672-1707
Encompass Health Home Health of Idaho		(208) 461-1600	Encompass Health Home Health of Western Idaho	(208) 452-4972		
			Washington	Horizon Home Health	(208) 888-7877	

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

County Served	Name of Home Health Agency	Contact Information
Washington	Idaho Home Health & Hospice (LHC)	(208) 734-4061
	St Lukes Home Care	(208) 381-2138

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.