

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
Ada	Heritage Home Health	(208) 238-0088
	Saint Alphonsus Home Health And Hospice	(208) 672-1707
	Canyon Home Care & Hospice	(208) 642-1838
	Encompass Health Home Health Of Idaho	(208) 461-1600
	First Choice Home Care	(208) 322-7061
	Idaho Home Health & Hospice	(208) 734-4061
	Multicare Home Health Services, Inc	(208) 884-5497
	Touchmark Home Health	(208) 884-3308
Adams	Encompass Health Home Health Of Western Idaho	(208) 452-4972
Bannock	Advanced Home Health	(208) 346-7807
	Eden Home Health	(208) 523-1980
	Hands Of Hope Home Health, Inc	(208) 523-7441
	Heritage Home Health	(208) 238-0088
	Horizon Home Health East	(208) 233-2279
	Encompass Health Home Health Of Eastern Idaho	(208) 528-8100
	Encompass Health Home Health Of Idaho	(208) 461-1600
	Helping Hands Home Health	(208) 232-2009
Onesource Home Health	(208) 524-0685	
Bear Lake	Heritage Home Health	(208) 238-0088
	Encompass Health Home Health Of Eastern Idaho	(208) 528-8100
Benewah	Crest Home Health & Hospice, LLC	(208) 765-4343

County Served	Name of Home Health Agency	Contact Information
Bingham	Advanced Home Health	(208) 346-7807
	Eden Home Health	(208) 523-1980
	Hands Of Hope Home Health, Inc	(208) 523-7441
	Heritage Home Health	(208) 238-0088
	Horizon Home Health East	(208) 233-2279
	Encompass Health Home Health Of Eastern Idaho	(208) 528-8100
	Encompass Health Home Health Of Idaho	(208) 461-1600
	Helping Hands Home Health	(208) 232-2009
	Onesource Home Health	(208) 524-0685
	Blaine	Heritage Home Health
Idaho Home Health & Hospice		(208) 734-4061
Boise	Encompass Health Home Health Of Idaho	(208) 461-1600
	First Choice Home Care	(208) 322-7061
	Idaho Home Health & Hospice	(208) 734-4061
Bonner	Eden Home Health	(208) 255-1640
Bonneville	Advanced Home Health	(208) 346-7807
	Eden Home Health	(208) 523-1980
	Hands Of Hope Home Health, Inc	(208) 523-7441
	Heritage Home Health	(208) 238-0088
	Encompass Health Home Health Of Eastern Idaho	(208) 528-8100
	Onesource Home Health	(208) 524-0685

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Boundary	Eden Home Health	(208) 255-1640
	Crest Home Health & Hospice, LLC	(208) 765-4343
Butte	Advanced Home Health	(208) 346-7807
	Eden Home Health	(208) 523-1980
	Onesource Home Health	(208) 524-0685
Camas	Idaho Home Health & Hospice	(208) 734-4061
Canyon	Saint Alphonsus Home Health And Hospice	(208) 672-1707
	Canyon Home Care & Hospice	(208) 642-1838
	Encompass Health Home Health Of Idaho	(208) 461-1600
	Encompass Health Home Health Of Western Idaho	(208) 452-4972
	First Choice Home Care	(208) 322-7061
	Idaho Home Health & Hospice	(208) 734-4061
	Multicare Home Health Services, Inc	(208) 884-5497
	Touchmark Home Health	(208) 884-3308
Caribou	Heritage Home Health	(208) 238-0088
	Encompass Health Home Health Of Eastern Idaho	(208) 528-8100
	Encompass Health Home Health Of Idaho	(208) 461-1600
	Helping Hands Home Health	(208) 232-2009
	Onesource Home Health	(208) 524-0685
Cassia	Heritage Home Health	(208) 238-0088
	Horizon Home Health East	(208) 233-2279
	Visions Home Health & Visions Home Care LLC	(208) 732-5365
	Encompass Health Home Health Of Idaho	(208) 461-1600
	Idaho Home Health & Hospice	(208) 734-4061
Clark	Advanced Home Health	(208) 346-7807
	Eden Home Health	(208) 523-1980
	Encompass Health Home Health Of Eastern Idaho	(208) 528-8100
	Onesource Home Health	(208) 524-0685
Custer	Eden Home Health	(208) 523-1980
	Onesource Home Health	(208) 524-0685
Elmore	Encompass Health Home Health Of Idaho	(208) 461-1600
	Idaho Home Health & Hospice	(208) 734-4061
Franklin	Encompass Health Home Health Of Eastern Idaho	(208) 528-8100
	Encompass Health Home Health Of Idaho	(208) 461-1600

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Fremont	Advanced Home Health	(208) 346-7807
	Eden Home Health	(208) 523-1980
	Hands Of Hope Home Health, Inc	(208) 523-7441
	Encompass Health Home Health Of Eastern Idaho	(208) 528-8100
	Onesource Home Health	(208) 524-0685
Gem	Saint Alphonsus Home Health And Hospice	(208) 672-1707
	Canyon Home Care & Hospice	(208) 642-1838
	Encompass Health Home Health Of Idaho	(208) 461-1600
	Encompass Health Home Health Of Western Idaho	(208) 452-4972
	First Choice Home Care	(208) 322-7061
	Idaho Home Health & Hospice	(208) 734-4061
	Multicare Home Health Services, Inc	(208) 884-5497
	Touchmark Home Health	(208) 884-3308
Gooding	Heritage Home Health	(208) 238-0088
	Horizon Home Health East	(208) 233-2279
	Visions Home Health & Visions Home Care LLC	(208) 732-5365
	Encompass Health Home Health Of Idaho	(208) 461-1600
	Idaho Home Health & Hospice	(208) 734-4061
Jefferson	Advanced Home Health	(208) 346-7807
	Eden Home Health	(208) 523-1980
	Hands Of Hope Home Health, Inc	(208) 523-7441
	Heritage Home Health	(208) 238-0088
	Encompass Health Home Health Of Eastern Idaho	(208) 528-8100
	Onesource Home Health	(208) 524-0685
Jerome	Heritage Home Health	(208) 238-0088
	Horizon Home Health East	(208) 233-2279
	Visions Home Health & Visions Home Care LLC	(208) 732-5365
	Encompass Health Home Health Of Idaho	(208) 461-1600
	Idaho Home Health & Hospice	(208) 734-4061
Kootena	Eden Home Health	(208) 255-1640
	Advanced Home Care Of Coeur D'Alene	(208) 769-0500
	Crest Home Health & Hospice, LLC	(208) 765-4343
	North Idaho Home Health	(208) 667-7494
Latah	Advanced Home Care Of Coeur D'Alene	(208) 769-0500

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Lemhi	Eden Home Health	(208) 523-1980
Lincoln	Heritage Home Health	(208) 238-0088
	Horizon Home Health East	(208) 233-2279
	Visions Home Health & Visions Home Care LLC	(208) 732-5365
	Encompass Health Home Health Of Idaho	(208) 461-1600
	Idaho Home Health & Hospice	(208) 734-4061
Madison	Advanced Home Health	(208) 346-7807
	Eden Home Health	(208) 523-1980
	Hands Of Hope Home Health, Inc	(208) 523-7441
	Encompass Health Home Health Of Eastern Idaho	(208) 528-8100
	Onesource Home Health	(208) 524-0685
Minidoka	Heritage Home Health	(208) 238-0088
	Horizon Home Health East	(208) 233-2279
	Visions Home Health & Visions Home Care LLC	(208) 732-5365
	Encompass Health Home Health Of Idaho	(208) 461-1600
	Idaho Home Health & Hospice	(208) 734-4061
Nez Perce	Advanced Home Care Of Coeur D'Alene	(208) 769-0500
Oneida	Encompass Health Home Health Of Eastern Idaho	(208) 528-8100
Owyhee	Saint Alphonsus Home Health And Hospice	(208) 672-1707
	Canyon Home Care & Hospice	(208) 642-1838
	Encompass Health Home Health Of Idaho	(208) 461-1600
	First Choice Home Care	(208) 322-7061
	Idaho Home Health & Hospice	(208) 734-4061
	Multicare Home Health Services, Inc	(208) 884-5497
Payette	Canyon Home Care & Hospice	(208) 642-1838
	Encompass Health Home Health Of Idaho	(208) 461-1600
	Encompass Health Home Health Of Western Idaho	(208) 452-4972
	Idaho Home Health & Hospice	(208) 734-4061

County Served	Name of Home Health Agency	Contact Information
Power	Advanced Home Health	(208) 346-7807
	Eden Home Health	(208) 523-1980
	Heritage Home Health	(208) 238-0088
	Horizon Home Health East	(208) 233-2279
	Encompass Health Home Health Of Eastern Idaho	(208) 528-8100
	Encompass Health Home Health Of Idaho	(208) 461-1600
	Helping Hands Home Health	(208) 232-2009
	Onesource Home Health	(208) 524-0685
Shoshone	Multicare Home Health Services, Inc	(208) 884-5497
	North Idaho Home Health	(208) 667-7494
Teton	Advanced Home Health	(208) 346-7807
	Eden Home Health	(208) 523-1980
	Encompass Health Home Health Of Eastern Idaho	(208) 528-8100
Twin Falls	Onesource Home Health	(208) 524-0685
	Heritage Home Health	(208) 238-0088
	Horizon Home Health East	(208) 233-2279
	Visions Home Health & Visions Home Care LLC	(208) 732-5365
Washington	Encompass Health Home Health Of Idaho	(208) 461-1600
	Idaho Home Health & Hospice	(208) 734-4061
	Heritage Home Health	(208) 238-0088
Washington	Canyon Home Care & Hospice	(208) 642-1838
	Encompass Health Home Health Of Western Idaho	(208) 452-4972

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.