

# 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 Illinois

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
<b>Adams</b>	Blessing Home Care	(217) 223-8400	<b>Clark</b>	Carle Home Care	(217) 383-3488
<b>Bond</b>	Southwestern II Visiting Nurse Assoc	(618) 236-5800	<b>Clay</b>	Carle Home Care	(217) 383-3488
	Amedisys Home Health	(618) 622-8854	<b>Clinton</b>	Southwestern II Visiting Nurse Assoc	(618) 236-5800
	Gateway Regional Home Health - Granite City (LHC)	(618) 798-3200		Amedisys Home Health	(618) 622-8854
	Southern Illinois Home Care	(618) 332-6120		Gateway Regional Home Health - Granite City (LHC)	(618) 798-3200
Ati Home Health	(773) 233-3337	Southern Illinois Home Care		(618) 332-6120	
<b>Boone</b>	Bowes In-Home Care, Inc	(847) 742-5757	<b>Coles</b>	Carle Home Care	(217) 383-3488
	Brookdale Home Health (LHC)	(630) 922-5742	<b>Cook</b>	Adventist Health Care At Home	(708) 245-6901
	Amedisys Home Health	(708) 532-3324		Ati Home Health	(773) 233-3337
	Carelink Home Health, Llc	(847) 426-0300		Bg Home Health Providers, LLC	(847) 656-5035
	Encompass Health Home Health	(847) 803-0774		Bowes In-Home Care, Inc	(847) 742-5757
	Home Touch Healthcare, Inc	(630) 585-1457		Brookdale Home Health (LHC)	(630) 922-5742
	Northshore Home Health Care, Inc	(847) 490-1112		Interim Healthcare Inc.	(708) 422-2934
	Resilience Home Health Corporation	(630) 236-8800		Lifecare Home Health Services Inc	(847) 205-4444
<b>Brown</b>	Blessing Home Care	(217) 223-8400		Peak Home Health Care, LLC	(815) 744-4770
<b>Bureau</b>	Peak Home Health Care, LLC	(815) 744-4770		Advent Home Health Services, Inc	(630) 705-9030
	Northwestern Illinois Home Health (LHC)	(309) 623-4022		All Quality Home Health Care, LLC	(224) 676-1470
	Resilience Home Health Corporation	(630) 236-8800		Amedisys Home Health	(708) 532-3324
<b>Calhoun</b>	Blessing Home Care	(217) 223-8400		Apple Home Healthcare	(773) 871-8700
<b>Carroll</b>	Northwestern Illinois Home Health (LHC)	(309) 623-4022		Carelink Home Health, Llc	(847) 426-0300
<b>Champaign</b>	Carle Home Care	(217) 383-3488		Elite Healthcare Providers	(815) 836-8100
			Encompass Health Home Health	(847) 803-0774	
			Greenpath Health Group, LLC	(847) 731-8332	

## High-performing home health agencies in Illinois (cont.)

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information	
<b>Cook</b>	Phoenix Home Care, L.L.C.	(630) 321-9400	<b>DuPage</b>	Elite Healthcare Providers	(815) 836-8100	
	Lifeline Home Care, LLC	(630) 359-4666		Encompass Health Home Health	(847) 803-0774	
	Loyola Medicine Home Care	(630) 861-5200		Greenpath Health Group, LLC	(847) 731-8332	
	Northshore Home Health Care, Inc	(847) 490-1112		Phoenix Home Care, L.L.C.	(630) 321-9400	
	Palos Community Hospital Home Health Care	(630) 257-1111		Home Touch Healthcare, Inc	(630) 585-1457	
	Resilience Home Health Corporation	(630) 236-8800		Lifeline Home Care, LLC	(630) 359-4666	
	Silver Cross Home Health	(815) 300-7124		Loyola Medicine Home Care	(630) 861-5200	
				Northshore Home Health Care, Inc	(847) 490-1112	
<b>Crawford</b>	Carle Home Care	(217) 383-3488		Palos Community Hospital Home Health Care	(630) 257-1111	
<b>Cumberland</b>	Carle Home Care	(217) 383-3488		Resilience Home Health Corporation	(630) 236-8800	
<b>De Witt</b>	Carle Home Care	(217) 383-3488		Silver Cross Home Health	(815) 300-7124	
<b>DeKalb</b>	Ati Home Health	(773) 233-3337		<b>Edgar</b>	Carle Home Care	(217) 383-3488
	Bg Home Health Providers, LLC	(847) 656-5035		<b>Edwards</b>	Carle Home Care	(217) 383-3488
	Bowes In-Home Care, Inc	(847) 742-5757		<b>Effingham</b>	Carle Home Care	(217) 383-3488
	Brookdale Home Health (LHC)	(630) 922-5742		<b>Fayette</b>	Carle Home Care	(217) 383-3488
	Peak Home Health Care, LLC	(815) 744-4770	<b>Ford</b>	Carle Home Care	(217) 383-3488	
	All Quality Home Health Care, LLC	(224) 676-1470		Peak Home Health Care, LLC	(815) 744-4770	
	Amedisys Home Health	(708) 532-3324	<b>Fulton</b>	Galesburg Home Care (LHC)	(309) 343-9031	
	Carelink Home Health, Llc	(847) 426-0300		Adventist Health Care At Home	(708) 245-6901	
	Encompass Health Home Health	(847) 803-0774	<b>Grundy</b>	Ati Home Health	(773) 233-3337	
	Home Touch Healthcare, Inc	(630) 585-1457		Brookdale Home Health (LHC)	(630) 922-5742	
	Northshore Home Health Care, Inc	(847) 490-1112		Peak Home Health Care, LLC	(815) 744-4770	
	Resilience Home Health Corporation	(630) 236-8800		Apple Home Healthcare	(773) 871-8700	
	<b>Douglas</b>	Carle Home Care		(217) 383-3488	Encompass Health Home Health	(847) 803-0774
	<b>DuPage</b>	Adventist Health Care At Home		(708) 245-6901	Phoenix Home Care, L.L.C.	(630) 321-9400
		Ati Home Health		(773) 233-3337	Home Touch Healthcare, Inc	(630) 585-1457
Bg Home Health Providers, LLC		(847) 656-5035		Northwestern Illinois Home Health (LHC)	(309) 623-4022	
Bowes In-Home Care, Inc		(847) 742-5757		Palos Community Hospital Home Health Care	(630) 257-1111	
Brookdale Home Health (LHC)		(630) 922-5742		Resilience Home Health Corporation	(630) 236-8800	
Interim Healthcare Inc.		(708) 422-2934	Silver Cross Home Health	(815) 300-7124		
Lifecare Home Health Services Inc		(847) 205-4444	<b>Hamilton</b>	Carle Home Care	(217) 383-3488	
Peak Home Health Care, LLC		(815) 744-4770	<b>Hancock</b>	Blessing Home Care	(217) 223-8400	
Advent Home Health Services, Inc		(630) 705-9030	<b>Henderson</b>	Galesburg Home Care (LHC)	(309) 343-9031	
All Quality Home Health Care, LLC		(224) 676-1470	<b>Henry</b>	Galesburg Home Care (LHC)	(309) 343-9031	
Amedisys Home Health		(708) 532-3324		Northwestern Illinois Home Health (LHC)	(309) 623-4022	
Apple Home Healthcare		(773) 871-8700	<b>Iroquois</b>	Ati Home Health	(773) 233-3337	
Carelink Home Health, Llc		(847) 426-0300		Carle Home Care	(217) 383-3488	

## High-performing home health agencies in Illinois (cont.)

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Iroquois	Interim Healthcare Inc.	(708) 422-2934	Kankakee	Encompass Health Home Health	(847) 803-0774
	Peak Home Health Care, LLC	(815) 744-4770		Resilience Home Health Corporation	(630) 236-8800
	Encompass Health Home Health	(847) 803-0774		Silver Cross Home Health	(815) 300-7124
Jackson	Blessing Home Care	(217) 223-8400	Kendall	Adventist Health Care At Home	(708) 245-6901
	Red Bud Regional Home Care (LHC)	(618) 282-3338		Ati Home Health	(773) 233-3337
Jasper	Carle Home Care	(217) 383-3488		Bg Home Health Providers, LLC	(847) 656-5035
Jefferson	Amedisys Home Health	(618) 622-8854		Brookdale Home Health (LHC)	(630) 922-5742
Jersey	Southwestern II Visiting Nurse Assoc	(618) 236-5800		Interim Healthcare Inc.	(708) 422-2934
	Amedisys Home Health	(618) 622-8854		Peak Home Health Care, LLC	(815) 744-4770
	Gateway Regional Home Health - Granite City (LHC)	(618) 798-3200		Advent Home Health Services, Inc	(630) 705-9030
Kane	Adventist Health Care At Home	(708) 245-6901		All Quality Home Health Care, LLC	(224) 676-1470
	Ati Home Health	(773) 233-3337		Amedisys Home Health	(773) 564-6555
	Bg Home Health Providers, LLC	(847) 656-5035		Apple Home Healthcare	(773) 871-8700
	Bowes In-Home Care, Inc	(847) 742-5757	Carelink Home Health, Llc	(847) 426-0300	
	Brookdale Home Health (LHC)	(630) 922-5742	Elite Healthcare Providers	(815) 836-8100	
	Interim Healthcare Inc.	(708) 422-2934	Encompass Health Home Health	(847) 803-0774	
	Lifecare Home Health Services Inc	(847) 205-4444	Phoenix Home Care, L.L.C.	(630) 321-9400	
	Peak Home Health Care, LLC	(815) 744-4770	Home Touch Healthcare, Inc	(630) 585-1457	
	Advent Home Health Services, Inc	(630) 705-9030	Loyola Medicine Home Care	(630) 861-5200	
	All Quality Home Health Care, LLC	(224) 676-1470	Northshore Home Health Care, Inc	(847) 490-1112	
	Amedisys Home Health	(708) 532-3324	Palos Community Hospital Home Health Care	(630) 257-1111	
	Apple Home Healthcare	(773) 871-8700	Resilience Home Health Corporation	(630) 236-8800	
	Carelink Home Health, Llc	(847) 426-0300	Silver Cross Home Health	(815) 300-7124	
	Elite Healthcare Providers	(815) 836-8100	Knox	Galesburg Home Care (LHC)	(309) 343-9031
	Encompass Health Home Health	(847) 803-0774		Northwestern Illinois Home Health (LHC)	(309) 623-4022
	Greenpath Health Group, LLC	(847) 731-8332	La Salle	Ati Home Health	(773) 233-3337
	Phoenix Home Care, L.L.C.	(630) 321-9400		Brookdale Home Health (LHC)	(630) 922-5742
	Home Touch Healthcare, Inc	(630) 585-1457		Peak Home Health Care, LLC	(815) 744-4770
	Loyola Medicine Home Care	(630) 861-5200		Apple Home Healthcare	(773) 871-8700
	Northshore Home Health Care, Inc	(847) 490-1112		Encompass Health Home Health	(847) 803-0774
Resilience Home Health Corporation	(630) 236-8800	Phoenix Home Care, L.L.C.		(630) 321-9400	
Kankakee	Ati Home Health	(773) 233-3337		Home Touch Healthcare, Inc	(630) 585-1457
	Brookdale Home Health (LHC)	(630) 922-5742		Northshore Home Health Care, Inc	(847) 490-1112
	Carle Home Care	(217) 383-3488		Northwestern Illinois Home Health (LHC)	(309) 623-4022
	Interim Healthcare Inc.	(708) 422-2934		Resilience Home Health Corporation	(630) 236-8800
	Peak Home Health Care, LLC	(815) 744-4770			
	Apple Home Healthcare	(773) 871-8700			

## High-performing home health agencies in Illinois (cont.)

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Lake	Ati Home Health	(773) 233-3337	Macoupin	Gateway Regional Home Health - Granite City (LHC)	(618) 798-3200
	Bg Home Health Providers, LLC	(847) 656-5035		Southern Illinois Home Care	(618) 332-6120
	Bowes In-Home Care, Inc	(847) 742-5757	Madison	Southwestern Il Visiting Nurse Assoc	(618) 236-5800
	Brookdale Home Health (LHC)	(630) 922-5742		Amedisys Home Health	(618) 622-8854
	Interim Healthcare Inc.	(708) 422-2934		Gateway Regional Home Health - Granite City (LHC)	(618) 798-3200
	Lifecare Home Health Services Inc	(847) 205-4444		Red Bud Regional Home Care (LHC)	(618) 282-3338
	Peak Home Health Care, LLC	(815) 744-4770	Marion	Southern Illinois Home Care	(618) 332-6120
	Advent Home Health Services, Inc	(630) 705-9030		Amedisys Home Health	(618) 622-8854
	All Quality Home Health Care, LLC	(224) 676-1470	Marshall	Carle Home Care	(217) 383-3488
	Amedisys Home Health	(708) 532-3324		Galesburg Home Care (LHC)	(309) 343-9031
	Apple Home Healthcare	(773) 871-8700	McDonough	Northwestern Illinois Home Health (LHC)	(309) 623-4022
	Carelink Home Health, Llc	(847) 426-0300		Blessing Home Care	(217) 223-8400
	Elite Healthcare Providers	(815) 836-8100	McHenry	Galesburg Home Care (LHC)	(309) 343-9031
	Encompass Health Home Health	(847) 803-0774		Adventist Health Care At Home	(708) 245-6901
	Greenpath Health Group, LLC	(847) 731-8332		Ati Home Health	(773) 233-3337
	Phoenix Home Care, L.L.C.	(630) 321-9400		Bg Home Health Providers, LLC	(847) 656-5035
	Loyola Medicine Home Care	(630) 861-5200		Bowes In-Home Care, Inc	(847) 742-5757
	Northshore Home Health Care, Inc	(847) 490-1112		Brookdale Home Health (LHC)	(630) 922-5742
	Resilience Home Health Corporation	(630) 236-8800		Interim Healthcare Inc.	(708) 422-2934
Lawrence	Carle Home Care	(217) 383-3488		Lifecare Home Health Services Inc	(847) 205-4444
	Bowes In-Home Care, Inc	(847) 742-5757		Peak Home Health Care, LLC	(815) 744-4770
Lee	Peak Home Health Care, LLC	(815) 744-4770		All Quality Home Health Care, LLC	(224) 676-1470
	Encompass Health Home Health	(847) 803-0774		Amedisys Home Health	(708) 532-3324
	Home Touch Healthcare, Inc	(630) 585-1457		Apple Home Healthcare	(773) 871-8700
	Northwestern Illinois Home Health (LHC)	(309) 623-4022		Carelink Home Health, Llc	(847) 426-0300
	Resilience Home Health Corporation	(630) 236-8800		Elite Healthcare Providers	(815) 836-8100
Livingston	Carle Home Care	(217) 383-3488		Encompass Health Home Health	(847) 803-0774
	Peak Home Health Care, LLC	(815) 744-4770		Greenpath Health Group, LLC	(847) 731-8332
	Northwestern Illinois Home Health (LHC)	(309) 623-4022		Phoenix Home Care, L.L.C.	(630) 321-9400
Logan	Resilience Home Health Corporation	(630) 236-8800		Home Touch Healthcare, Inc	(630) 585-1457
	Carle Home Care	(217) 383-3488		Loyola Medicine Home Care	(630) 861-5200
Macon	Carle Home Care	(217) 383-3488	Northshore Home Health Care, Inc	(847) 490-1112	
Macoupin	Southwestern Il Visiting Nurse Assoc	(618) 236-5800	Resilience Home Health Corporation	(630) 236-8800	
	Amedisys Home Health	(618) 622-8854	McLean	Carle Home Care	(217) 383-3488
			Mercer	Galesburg Home Care (LHC)	(309) 343-9031
				Northwestern Illinois Home Health (LHC)	(309) 623-4022

## High-performing home health agencies in Illinois (cont.)

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Monroe	Southwestern II Visiting Nurse Assoc	(618) 236-5800	St. Clair	Gateway Regional Home Health - Granite City (LHC)	(618) 798-3200
	Amedisys Home Health	(618) 622-8854		Red Bud Regional Home Care (LHC)	(618) 282-3338
	Red Bud Regional Home Care (LHC)	(618) 282-3338		Southern Illinois Home Care	(618) 332-6120
	Southern Illinois Home Care	(618) 332-6120	Stark	Galesburg Home Care (LHC)	(309) 343-9031
Carle Home Care	(217) 383-3488	Northwestern Illinois Home Health (LHC)		(309) 623-4022	
Montgomery	Amedisys Home Health	(618) 622-8854	Stephenson	Encompass Health Home Health	(847) 803-0774
	Gateway Regional Home Health - Granite City (LHC)	(618) 798-3200	Tazewell	Carle Home Care	(217) 383-3488
	Carle Home Care	(217) 383-3488		Northwestern Illinois Home Health (LHC)	(309) 623-4022
Moultrie	Carle Home Care	(217) 383-3488	Vermilion	Carle Home Care	(217) 383-3488
Ogle	Bowes In-Home Care, Inc	(847) 742-5757	Wabash	Carle Home Care	(217) 383-3488
	Encompass Health Home Health	(847) 803-0774	Warren	Galesburg Home Care (LHC)	(309) 343-9031
	Home Touch Healthcare, Inc	(630) 585-1457		Northwestern Illinois Home Health (LHC)	(309) 623-4022
	Northwestern Illinois Home Health (LHC)	(309) 623-4022		Southwestern II Visiting Nurse Assoc	(618) 236-5800
	Resilience Home Health Corporation	(630) 236-8800	Washington	Amedisys Home Health	(618) 622-8854
Ati Home Health	(773) 233-3337	Red Bud Regional Home Care (LHC)		(618) 282-3338	
Galesburg Home Care (LHC)	(309) 343-9031	Southern Illinois Home Care		(618) 332-6120	
Northwestern Illinois Home Health (LHC)	(309) 623-4022	Wayne		Carle Home Care	(217) 383-3488
Peoria	Blessing Home Care	(217) 223-8400	White	Carle Home Care	(217) 383-3488
	Southwestern II Visiting Nurse Assoc	(618) 236-5800	Whiteside	Northwestern Illinois Home Health (LHC)	(309) 623-4022
	Amedisys Home Health	(618) 622-8854		Adventist Health Care At Home	(708) 245-6901
	Red Bud Regional Home Care (LHC)	(618) 282-3338	Ati Home Health	(773) 233-3337	
Perry	Carle Home Care	(217) 383-3488	Bg Home Health Providers, LLC	(847) 656-5035	
	Blessing Home Care	(217) 223-8400	Bowes In-Home Care, Inc	(847) 742-5757	
	Northwestern Illinois Home Health (LHC)	(309) 623-4022	Brookdale Home Health (LHC)	(630) 922-5742	
	Resilience Home Health Corporation	(630) 236-8800	Interim Healthcare Inc.	(708) 422-2934	
Piatt	Southwestern II Visiting Nurse Assoc	(618) 236-5800	Will	Peak Home Health Care, LLC	(815) 744-4770
	Amedisys Home Health	(618) 622-8854		Advent Home Health Services, Inc	(630) 705-9030
	Red Bud Regional Home Care (LHC)	(618) 282-3338		All Quality Home Health Care, LLC	(224) 676-1470
Pike	Carle Home Care	(217) 383-3488		Amedisys Home Health	(708) 532-3324
	Blessing Home Care	(217) 223-8400		Apple Home Healthcare	(773) 871-8700
Putnam	Northwestern Illinois Home Health (LHC)	(309) 623-4022		Carelink Home Health, Llc	(847) 426-0300
	Resilience Home Health Corporation	(630) 236-8800		Elite Healthcare Providers	(815) 836-8100
Randolph	Southwestern II Visiting Nurse Assoc	(618) 236-5800		Encompass Health Home Health	(847) 803-0774
	Amedisys Home Health	(618) 622-8854		Phoenix Home Care, L.L.C.	(630) 321-9400
	Red Bud Regional Home Care (LHC)	(618) 282-3338		Home Touch Healthcare, Inc	(630) 585-1457
Richland	Carle Home Care	(217) 383-3488		Loyola Medicine Home Care	(630) 861-5200
Rock Island	Northwestern Illinois Home Health (LHC)	(309) 623-4022			
Schuyler	Blessing Home Care	(217) 223-8400			
Shelby	Carle Home Care	(217) 383-3488			
St. Clair	Southwestern II Visiting Nurse Assoc	(618) 236-5800			
	Amedisys Home Health	(618) 622-8854			

## High-performing home health agencies in Illinois (cont.)

County Served	Name of Home Health Agency	Contact Information
Will	Northshore Home Health Care, Inc	(847) 490-1112
	Palos Community Hospital Home Health Care	(630) 257-1111
	Resilience Home Health Corporation	(630) 236-8800
	Silver Cross Home Health	(815) 300-7124
Winnebago	Bowes In-Home Care, Inc	(847) 742-5757
	Encompass Health Home Health	(847) 803-0774
	Northshore Home Health Care, Inc	(847) 490-1112
	Resilience Home Health Corporation	(630) 236-8800
Woodford	Carle Home Care	(217) 383-3488

# 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.