

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
Adams	Unity Point At Home	(309) 779-7600
Bond	HSHS Home Care Southern Illinois	(217) 347-1777
Boone	Assure Home Healthcare, Inc	(847) 297-4444
	Encompass Health Home Health	(847) 803-0774
	Swedishamerican HH Care Med S	(779) 696-7550
Brown	Unity Point At Home	(309) 779-7600
Bureau	Northwestern Illinois Home Health	(309) 623-4022
	OSF Home Health-Western Region	(309) 344-9700
Carroll	Unity Point At Home	(309) 779-7600
Champaign	Carle Home Care	(217) 383-3488
Christian	HSHS Home Care Southern Illinois	(217) 347-1777
Clark	Carle Home Care	(217) 383-3488
	HSHS Home Care Southern Illinois	(217) 347-1777
Clay	HSHS Home Care Southern Illinois	(217) 347-1777
Clinton	HSHS Home Care Southern Illinois	(217) 347-1777
Coles	Carle Home Care	(217) 383-3488
	HSHS Home Care Southern Illinois	(217) 347-1777
Cook	Adventist Health Care At Home	(708) 245-6901
	Aspire Home Healthcare, LLC	(312) 788-8014
	ATI Home Health	(773) 233-3337
	Brookdale Home Health	(630) 922-5742
	Lexington Home Health Care, Inc	(630) 748-3700
	Lifecare Home Health Services Inc	(847) 205-4444
	Peak Home Health Care, LLC	(815) 744-4770

County Served	Name of Home Health Agency	Contact Information
Cook	Presence Home Care-Kankakee	(815) 937-2475
	Advocate Home Health Care Serv	(630) 572-1232
	All Quality Home Health Care, LLC	(224) 676-1470
	Assure Home Healthcare, Inc	(847) 297-4444
	Bg Home Health Providers, LLC	(847) 656-5035
	Carelink Home Health, LLC	(847) 426-0300
	Client Home Healthcare, Inc	(708) 529-2000
	Covenantcare At Home	(630) 845-0680
	Elite Healthcare Providers	(815) 836-8100
	Encompass Health Home Health	(847) 803-0774
	Home Touch Healthcare, Inc	(630) 585-1457
	Metrosouth Home Health	(708) 371-7777
	Phoenix Home Care, L.L.C.	(630) 321-9400
Silver Cross Home Health	(815) 300-7124	
Crawford	Carle Home Care	(217) 383-3488
	HSHS Home Care Southern Illinois	(217) 347-1777
Cumberland	Carle Home Care	(217) 383-3488
	HSHS Home Care Southern Illinois	(217) 347-1777
De Witt	Carle Home Care	(217) 383-3488
DeKalb	ATI Home Health	(773) 233-3337
	Brookdale Home Health	(630) 922-5742
	Peak Home Health Care, LLC	(815) 744-4770
	Advocate Home Health Care Serv	(630) 572-1232
	Covenantcare At Home	(630) 845-0680

Choosing a Quality Home Health Agency

County Served	Name of Home Health Agency	Contact Information
DeKalb	Encompass Health Home Health	(847) 803-0774
	Home Touch Healthcare, Inc	(630) 585-1457
	Swedishamerican HH Care Med S	(779) 696-7550
Douglas	Carle Home Care	(217) 383-3488
DuPage	Adventist Health Care At Home	(708) 245-6901
	Aspire Home Healthcare, LLC	(312) 788-8014
	ATI Home Health	(773) 233-3337
	Brookdale Home Health	(630) 922-5742
	Lexington Home Health Care, Inc	(630) 748-3700
	Lifecare Home Health Services Inc	(847) 205-4444
	Peak Home Health Care, LLC	(815) 744-4770
	Advocate Home Health Care Serv	(630) 572-1232
	All Quality Home Health Care, LLC	(224) 676-1470
	Assure Home Healthcare, Inc	(847) 297-4444
	Bg Home Health Providers, LLC	(847) 656-5035
	Carelink Home Health, LLC	(847) 426-0300
	Client Home Healthcare, Inc	(708) 529-2000
	Covenantcare At Home	(630) 845-0680
	Elite Healthcare Providers	(815) 836-8100
	Encompass Health Home Health	(847) 803-0774
	Home Touch Healthcare, Inc	(630) 585-1457
Phoenix Home Care, L.L.C.	(630) 321-9400	
Edgar	Carle Home Care	(217) 383-3488
Edwards	HSHS Home Care Southern Illinois	(217) 347-1777
Effingham	ATI Home Health	(773) 233-3337
	Carle Home Care	(217) 383-3488
	HSHS Home Care Southern Illinois	(217) 347-1777
Fayette	HSHS Home Care Southern Illinois	(217) 347-1777
Ford	Presence Home Care-Kankakee	(815) 937-2475
	Carle Home Care	(217) 383-3488
Fulton	Cottage Home Health	(309) 343-9031
	OSF Home Health-Western Region	(309) 344-9700
	Spoon River Home Hlth Services	(309) 245-0723
Grundy	ATI Home Health	(773) 233-3337
	Peak Home Health Care, LLC	(815) 744-4770
	Presence Home Care-Kankakee	(815) 937-2475
	Advocate Home Health Care Serv	(630) 572-1232
	Interim Healthcare Services Of Joliet Inc	(815) 725-9091
Hancock	OSF Home Health-Western Region	(309) 344-9700
	Unity Point At Home	(309) 779-7600

County Served	Name of Home Health Agency	Contact Information
Henderson	Cottage Home Health	(309) 343-9031
	OSF Home Health-Western Region	(309) 344-9700
	Unity Point At Home	(309) 779-7600
Henry	Cottage Home Health	(309) 343-9031
	Northwestern Illinois Home Health	(309) 623-4022
	OSF Home Health-Western Region	(309) 344-9700
	Spoon River Home Hlth Services	(309) 245-0723
Iroquois	Unity Point At Home	(309) 779-7600
	Presence Home Care-Kankakee	(815) 937-2475
Jackson	Carle Home Care	(217) 383-3488
	HSHS Home Care Southern Illinois	(217) 347-1777
Jasper	Carle Home Care	(217) 383-3488
Jasper	HSHS Home Care Southern Illinois	(217) 347-1777
Jefferson	HSHS Home Care Southern Illinois	(217) 347-1777
Jersey	HSHS Home Care Southern Illinois	(217) 347-1777
Jo Daviess	Swedishamerican HH Care Med S	(779) 696-7550
Kane	Aspire Home Healthcare, LLC	(312) 788-8014
	ATI Home Health	(773) 233-3337
	Brookdale Home Health	(630) 922-5742
	Lexington Home Health Care, Inc	(630) 748-3700
	Peak Home Health Care, LLC	(815) 744-4770
	Advocate Home Health Care Serv	(630) 572-1232
	All Quality Home Health Care, LLC	(224) 676-1470
	Assure Home Healthcare, Inc	(847) 297-4444
	Carelink Home Health, LLC	(847) 426-0300
	Covenantcare At Home	(630) 845-0680
	Elite Healthcare Providers	(815) 836-8100
	Encompass Health Home Health	(847) 803-0774
	Home Touch Healthcare, Inc	(630) 585-1457
Phoenix Home Care, L.L.C.	(630) 321-9400	
Kankakee	ATI Home Health	(773) 233-3337
	Lexington Home Health Care, Inc	(630) 748-3700
	Peak Home Health Care, LLC	(815) 744-4770
	Presence Home Care-Kankakee	(815) 937-2475
	Advocate Home Health Care Serv	(630) 572-1232
	Client Home Healthcare, Inc	(708) 529-2000
Kendall	Elite Healthcare Providers	(815) 836-8100
	Encompass Health Home Health	(847) 803-0774
	Aspire Home Healthcare, LLC	(312) 788-8014
	ATI Home Health	(773) 233-3337

Choosing a Quality Home Health Agency

County Served	Name of Home Health Agency	Contact Information
Kendall	Brookdale Home Health	(630) 922-5742
	Lexington Home Health Care, Inc	(630) 748-3700
	Peak Home Health Care, LLC	(815) 744-4770
	Advocate Home Health Care Serv	(630) 572-1232
	Assure Home Healthcare, Inc	(847) 297-4444
	Carelink Home Health, LLC	(847) 426-0300
	Covenantcare At Home	(630) 845-0680
	Encompass Health Home Health	(847) 803-0774
	Home Touch Healthcare, Inc	(630) 585-1457
	Silver Cross Home Health	(815) 300-7124
Knox	Cottage Home Health	(309) 343-9031
	Northwestern Illinois Home Health	(309) 623-4022
	OSF Home Health-Western Region	(309) 344-9700
	Spoon River Home Hlth Services	(309) 245-0723
La Salle	ATI Home Health	(773) 233-3337
	Peak Home Health Care, LLC	(815) 744-4770
	Home Touch Healthcare, Inc	(630) 585-1457
	Northwestern Illinois Home Health	(309) 623-4022
Lake	Aspire Home Healthcare, LLC	(312) 788-8014
	ATI Home Health	(773) 233-3337
	Brookdale Home Health	(630) 922-5742
	Lexington Home Health Care, Inc	(630) 748-3700
	Lifecare Home Health Services Inc	(847) 205-4444
	Peak Home Health Care, LLC	(815) 744-4770
	Advocate Home Health Care Serv	(630) 572-1232
	All Quality Home Health Care, LLC	(224) 676-1470
	Assure Home Healthcare, Inc	(847) 297-4444
	Bg Home Health Providers, LLC	(847) 656-5035
	Carelink Home Health, LLC	(847) 426-0300
	Covenantcare At Home	(630) 845-0680
	Encompass Health Home Health	(847) 803-0774
	Phoenix Home Care, L.L.C.	(630) 321-9400
Lee	Northwestern Illinois Home Health	(309) 623-4022
Livingston	ATI Home Health	(773) 233-3337
	Peak Home Health Care, LLC	(815) 744-4770
	Presence Home Care-Kankakee	(815) 937-2475
	Carle Home Care	(217) 383-3488
	Elite Healthcare Providers	(815) 836-8100
	Encompass Health Home Health	(847) 803-0774
Macon	Carle Home Care	(217) 383-3488

County Served	Name of Home Health Agency	Contact Information
Macoupin	Anderson Home Health Services	(618) 391-5731
	HSHS Home Care Southern Illinois	(217) 347-1777
Madison	Anderson Home Health Services	(618) 391-5731
	HSHS Home Care Southern Illinois	(217) 347-1777
Marion	HSHS Home Care Southern Illinois	(217) 347-1777
Marshall	Spoon River Home Hlth Services	(309) 245-0723
Mason	Spoon River Home Hlth Services	(309) 245-0723
McDonough	Cottage Home Health	(309) 343-9031
	OSF Home Health-Western Region	(309) 344-9700
	Spoon River Home Hlth Services	(309) 245-0723
	Unity Point At Home	(309) 779-7600
McHenry	Aspire Home Healthcare, LLC	(312) 788-8014
	ATI Home Health	(773) 233-3337
	Brookdale Home Health	(630) 922-5742
	Lexington Home Health Care, Inc	(630) 748-3700
	Lifecare Home Health Services Inc	(847) 205-4444
	Peak Home Health Care, LLC	(815) 744-4770
	Advocate Home Health Care Serv	(630) 572-1232
	All Quality Home Health Care, LLC	(224) 676-1470
	Assure Home Healthcare, Inc	(847) 297-4444
	Bg Home Health Providers, LLC	(847) 656-5035
	Carelink Home Health, LLC	(847) 426-0300
McLean	Encompass Health Home Health	(847) 803-0774
	Swedishamerican HH Care Med S	(779) 696-7550
Mercer	Advocate Home Health Care Serv	(630) 572-1232
	Carle Home Care	(217) 383-3488
	Cottage Home Health	(309) 343-9031
Monroe	Northwestern Illinois Home Health	(309) 623-4022
	OSF Home Health-Western Region	(309) 344-9700
	Unity Point At Home	(309) 779-7600
Montgomery	HSHS Home Care Southern Illinois	(217) 347-1777
	Red Bud Regional Home Care	(618) 282-3338
Moultrie	HSHS Home Care Southern Illinois	(217) 347-1777
	Carle Home Care	(217) 383-3488
Ogle	HSHS Home Care Southern Illinois	(217) 347-1777
	Peak Home Health Care, LLC	(815) 744-4770
	Advocate Home Health Care Serv	(630) 572-1232
	Encompass Health Home Health	(847) 803-0774
	Swedishamerican HH Care Med S	(779) 696-7550

Choosing a Quality Home Health Agency

County Served	Name of Home Health Agency	Contact Information
Peoria	Northwestern Illinois Home Health	(309) 623-4022
	Spoon River Home Hlth Services	(309) 245-0723
Perry	HSHS Home Care Southern Illinois	(217) 347-1777
Piatt	Carle Home Care	(217) 383-3488
Pike	HSHS Home Care Southern Illinois	(217) 347-1777
	Unity Point At Home	(309) 779-7600
Randolph	HSHS Home Care Southern Illinois	(217) 347-1777
	Red Bud Regional Home Care	(618) 282-3338
Richland	HSHS Home Care Southern Illinois	(217) 347-1777
Rock Island	Northwestern Illinois Home Health	(309) 623-4022
	Unity Point At Home	(309) 779-7600
Schuyler	Unity Point At Home	(309) 779-7600
Shelby	Carle Home Care	(217) 383-3488
	HSHS Home Care Southern Illinois	(217) 347-1777
St. Clair	Anderson Home Health Services	(618) 391-5731
	HSHS Home Care Southern Illinois	(217) 347-1777
	Red Bud Regional Home Care	(618) 282-3338
Stark	Northwestern Illinois Home Health	(309) 623-4022
	OSF Home Health-Western Region	(309) 344-9700
	Spoon River Home Hlth Services	(309) 245-0723
Stephenson	Swedishamerican HH Care Med S	(779) 696-7550
Tazewell	Northwestern Illinois Home Health	(309) 623-4022
	Spoon River Home Hlth Services	(309) 245-0723
Vermilion	Carle Home Care	(217) 383-3488
Warren	Cottage Home Health	(309) 343-9031
	OSF Home Health-Western Region	(309) 344-9700
	Spoon River Home Hlth Services	(309) 245-0723
Washington	HSHS Home Care Southern Illinois	(217) 347-1777
Wayne	HSHS Home Care Southern Illinois	(217) 347-1777

County Served	Name of Home Health Agency	Contact Information
Whiteside	Northwestern Illinois Home Health	(309) 623-4022
	Unity Point At Home	(309) 779-7600
Will	Adventist Health Care At Home	(708) 245-6901
	Aspire Home Healthcare, LLC	(312) 788-8014
	ATI Home Health	(773) 233-3337
	Brookdale Home Health	(630) 922-5742
	Lexington Home Health Care, Inc	(630) 748-3700
	Peak Home Health Care, LLC	(815) 744-4770
	Presence Home Care-Kankakee	(815) 937-2475
	Advocate Home Health Care Serv	(630) 572-1232
	All Quality Home Health Care, LLC	(224) 676-1470
	Assure Home Healthcare, Inc	(847) 297-4444
	Bg Home Health Providers, LLC	(847) 656-5035
	Carelink Home Health, LLC	(847) 426-0300
	Client Home Healthcare, Inc	(708) 529-2000
	Elite Healthcare Providers	(815) 836-8100
	Encompass Health Home Health	(847) 803-0774
	Home Touch Healthcare, Inc	(630) 585-1457
	Interim Healthcare Services Of Joliet Inc	(815) 725-9091
Metrosouth Home Health	(708) 371-7777	
Phoenix Home Care, L.L.C.	(630) 321-9400	
Silver Cross Home Health	(815) 300-7124	
Winnebago	ATI Home Health	(773) 233-3337
	Carelink Home Health, LLC	(847) 426-0300
	Encompass Health Home Health	(847) 803-0774
Woodford	Swedishamerican HH Care Med S	(779) 696-7550
	HSHS Home Care Southern Illinois	(217) 347-1777
	Spoon River Home Hlth Services	(309) 245-0723

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.