

# 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 Iowa

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Adair	Caregivers Home Health of Chariton	(641) 774-2339	Boone	Home Care Services of Boone Co	(515) 432-1127
	Carroll Area Nursing Services	(712) 792-1111		Carroll Area Nursing Services	(712) 792-1111
	Everystep	(515) 558-9591		Everystep	(515) 558-9591
	Mercy Home Care - Des Moines	(515) 643-8383		Mary Greeley Home Health Services	(515) 239-6730
Adams	Caregivers Home Health of Chariton	(641) 774-2339		Mercy Home Care - Des Moines	(515) 643-8383
	Carroll Area Nursing Services	(712) 792-1111		Unitypoint At Home	(515) 574-6416
	Everystep	(855) 867-4592	Bremer	Mercyone North Iowa Home Care	(641) 428-6444
	Recover Health	(712) 325-8989		Mercyone Waterloo Home Health Care	(319) 272-5050
Appanoose	Caregivers Home Health	(641) 437-1117		Recover Health	(319) 373-6294
	Caregivers Home Health of Chariton	(641) 774-2339		Unitypoint At Home	(319) 235-3702
	Everystep	(515) 558-9591	Buchanan	Mercy Home Care	(319) 398-6034
	Mercy Home Care - Des Moines	(515) 643-8383		Mercyone Waterloo Home Health Care	(319) 272-5050
Audubon	Carroll Area Nursing Services	(712) 792-1111		Recover Health	(319) 373-6294
	Recover Health	(712) 325-8989	Unitypoint At Home	(319) 235-3702	
	St Anthony Home Health Agency	(712) 794-5279	Buena Vista	Careage Home Care	(712) 225-5129
Benton	Mercy Home Care	(319) 398-6034	Butler	Mercyone North Iowa Home Care	(641) 428-6444
	Mercyone Waterloo Home Health Care	(319) 272-5050		Mercyone Waterloo Home Health Care	(319) 272-5050
	Recover Health	(319) 373-6294		Unitypoint At Home	(319) 235-3702
	Unitypoint At Home	(319) 235-3702	Calhoun	Carroll Area Nursing Services	(712) 792-1111
Black Hawk	Mercyone Waterloo Home Health Care	(319) 272-5050		St Anthony Home Health Agency	(712) 794-5279
	Recover Health	(319) 373-6294		Unitypoint At Home	(515) 574-6416
	Unitypoint At Home	(319) 235-3702			

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

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Carroll	Carroll Area Nursing Services	(712) 792-1111	Dallas	Home Care Services of Boone Co	(515) 432-1127
	Mary Greeley Home Health Services	(515) 239-6730		Carroll Area Nursing Services	(712) 792-1111
	Sioux Center Home Health And Hospice	(712) 722-8108		Everystep	(515) 558-9591
	St Anthony Home Health Agency	(712) 794-5279		Mary Greeley Home Health Services	(515) 239-6730
Carroll Area Nursing Services	(712) 792-1111	Mercy Home Care - Des Moines		(515) 643-8383	
Cass	Everystep	(855) 867-4592	Unitypoint At Home	(319) 235-3702	
	Recover Health	(712) 325-8989	Davis	Caregivers Home Health	(641) 437-1117
Cedar	Good Samaritan Society Home Care	(563) 323-1256		Caregivers Home Health of Chariton	(641) 774-2339
	Johnson County Visiting Nurse Association	(319) 337-9686		Everystep	(515) 558-9591
	Mercy Home Care	(319) 398-6034		Mercy Home Care - Des Moines	(515) 643-8383
	Recover Health	(319) 373-6294	Decatur	Caregivers Home Health of Chariton	(641) 774-2339
Cerro Gordo	Mercyone North Iowa Home Care	(641) 428-6444		Everystep	(515) 558-9591
	Careage Home Care	(712) 225-5129	Delaware	Mercy Home Care	(319) 398-6034
	Floyd Valley Community Health	(712) 546-3335		Mercyone Dubuque Home Care	(563) 589-8899
	Recover Health	(712) 233-5494		Recover Health	(319) 373-6294
	Cherokee	Sanford Home Health And Hospice Sheldon	(712) 324-6420	Des Moines	F M C H Home Health Care
Sioux Center Home Health And Hospice		(712) 722-8108	Dickinson	Sanford Home Health And Hospice Sheldon	(712) 324-6420
Chickasaw		Mercyone North Iowa Home Care	(641) 428-6444	Dubuque	Mercyone Dubuque Home Care
	Mercyone Waterloo Home Health Care	(319) 272-5050	Emmet	Palo Alto Community Health	(712) 852-5419
	Unitypoint At Home	(319) 235-3702	Fayette	Mercyone Waterloo Home Health Care	(319) 272-5050
Clarke	Caregivers Home Health of Chariton	(641) 774-2339		Recover Health	(319) 373-6294
	Everystep	(855) 867-4592		Unitypoint At Home	(319) 235-3702
	Mercy Home Care - Des Moines	(515) 643-8383	Floyd	Mercyone North Iowa Home Care	(641) 428-6444
Clay	Careage Home Care	(712) 225-5129		Unitypoint At Home	(319) 235-3702
	Palo Alto Community Health	(712) 852-5419	Franklin	Mary Greeley Home Health Services	(515) 239-6730
	Sanford Home Health And Hospice Sheldon	(712) 324-6420		Mercyone North Iowa Home Care	(641) 428-6444
Clayton	Mercyone Dubuque Home Care	(563) 589-8899		Unitypoint At Home	(319) 235-3702
	Recover Health	(319) 373-6294	Fremont	Recover Health	(712) 325-8989
	Unitypoint At Home	(319) 235-3702		Greene	Home Care Services of Boone Co
Clinton	Good Samaritan Society Home Care	(563) 323-1256	Carroll Area Nursing Services		(712) 792-1111
	Mercyone Clinton Home Care & Hospice	(563) 244-3766	Everystep		(515) 558-9591
Crawford	Burgess Home Health	(712) 423-2311	Mary Greeley Home Health Services		(515) 239-6730
	Carroll Area Nursing Services	(712) 792-1111	Mercy Home Care - Des Moines		(515) 643-8383
	Recover Health	(712) 325-8989	St Anthony Home Health Agency	(712) 794-5279	
	St Anthony Home Health Agency	(712) 794-5279			

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

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Grundy	Mary Greeley Home Health Services	(515) 239-6730	Jefferson	Caregivers Home Health of Chariton	(641) 774-2339
	Mercyone Waterloo Home Health Care	(319) 272-5050		F M C H Home Health Care	(319) 376-2166
	Unitypoint At Home	(319) 235-3702		Mercy Home Care - Des Moines	(515) 643-8383
Guthrie	Carroll Area Nursing Services	(712) 792-1111	Johnson	Caregivers Home Health	(641) 437-1117
	Everystep	(515) 558-9591		Everystep	(515) 558-9591
	Mercy Home Care - Des Moines	(515) 643-8383		Good Samaritan Society Home Care	(563) 323-1256
	St Anthony Home Health Agency	(712) 794-5279		Johnson County Visiting Nurse Association	(319) 337-9686
Home Care Services of Boone Co	(515) 432-1127	Mercy Home Care		(319) 398-6034	
Mary Greeley Home Health Services	(515) 239-6730	Recover Health		(319) 373-6294	
Hamilton	Mercy Home Care - Des Moines	(515) 643-8383	Jones	Mercy Home Care	(319) 398-6034
	Unitypoint At Home	(515) 574-6416		Mercyone Dubuque Home Care	(563) 589-8899
	Mercyone North Iowa Home Care	(641) 428-6444		Recover Health	(319) 373-6294
Hancock	Mary Greeley Home Health Services	(515) 239-6730	Keokuk	Caregivers Home Health	(641) 437-1117
	Unitypoint At Home	(319) 235-3702		Caregivers Home Health of Chariton	(641) 774-2339
Hardin	Burgess Home Health	(712) 423-2311		Recover Health	(319) 373-6294
	Carroll Area Nursing Services	(712) 792-1111	Kossuth	Palo Alto Community Health	(712) 852-5419
Recover Health	(712) 325-8989	Unitypoint At Home		(515) 574-6416	
Henry	F M C H Home Health Care	(319) 376-2166	Lee	F M C H Home Health Care	(319) 376-2166
Howard	Unitypoint At Home	(319) 235-3702	Linn	Johnson County Visiting Nurse Association	(319) 337-9686
Humboldt	Mary Greeley Home Health Services	(515) 239-6730		Mercy Home Care	(319) 398-6034
	Unitypoint At Home	(515) 574-6416		Recover Health	(319) 373-6294
Ida	Burgess Home Health	(712) 423-2311		Unitypoint At Home	(319) 235-3702
	Careage Home Care	(712) 225-5129	Louisa	Good Samaritan Society Home Care	(563) 323-1256
	Recover Health	(712) 233-5494		Johnson County Visiting Nurse Association	(319) 337-9686
Caregivers Home Health	(641) 437-1117	Recover Health		(319) 373-6294	
Iowa	Mercy Home Care	(319) 398-6034	Lucas	Caregivers Home Health	(641) 437-1117
	Recover Health	(319) 373-6294		Caregivers Home Health of Chariton	(641) 774-2339
	Good Samaritan Society Home Care	(563) 323-1256		Everystep	(515) 558-9591
Jackson	Mercyone Clinton Home Care & Hospice	(563) 244-3766	Mercy Home Care - Des Moines	(515) 643-8383	
	Mercyone Dubuque Home Care	(563) 589-8899	Lyon	Careage Home Care	(712) 225-5129
	Everystep	(515) 558-9591		Hegg Home Health Care	(712) 476-8050
Mary Greeley Home Health Services	(515) 239-6730	Sanford Home Health And Hospice Sheldon		(712) 324-6420	
Mercy Home Care - Des Moines	(515) 643-8383	Sioux Center Home Health And Hospice		(712) 722-8108	
Recover Health	(319) 373-6294	Madison		Caregivers Home Health of Chariton	(641) 774-2339
Unitypoint At Home	(319) 235-3702				
Jefferson	Caregivers Home Health	(641) 437-1117			

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

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information	
Madison	Everystep	(515) 558-9591	Osceola	Careage Home Care	(712) 225-5129	
	Mercy Home Care - Des Moines	(515) 643-8383		Sanford Home Health And Hospice Sheldon	(712) 324-6420	
Mahaska	Caregivers Home Health	(641) 437-1117		Sioux Center Home Health And Hospice	(712) 722-8108	
	Caregivers Home Health of Chariton	(641) 774-2339	Page	Recover Health	(712) 325-8989	
	Everystep	(515) 558-9591	Palo Alto	Palo Alto Community Health	(712) 852-5419	
	Mercy Home Care - Des Moines	(515) 643-8383	Unitypoint At Home	(515) 574-6416		
Marion	Recover Health	(319) 373-6294	Plymouth	Floyd Valley Community Health	(712) 546-3335	
	Caregivers Home Health	(641) 437-1117		Recover Health	(712) 233-5494	
	Caregivers Home Health of Chariton	(641) 774-2339		Sioux Center Home Health And Hospice	(712) 722-8108	
	Everystep	(515) 558-9591	Pocahontas	Palo Alto Community Health	(712) 852-5419	
	Mary Greeley Home Health Services	(515) 239-6730		Unitypoint At Home	(515) 574-6416	
Marshall	Mercy Home Care - Des Moines	(515) 643-8383	Polk	Home Care Services of Boone Co	(515) 432-1127	
	Recover Health	(319) 373-6294		Caregivers Home Health of Chariton	(641) 774-2339	
	Mary Greeley Home Health Services	(515) 239-6730		Everystep	(515) 558-9591	
	Mercy Home Care - Des Moines	(515) 643-8383		Mary Greeley Home Health Services	(515) 239-6730	
Mills	Unitypoint At Home	(319) 235-3702		Mercy Home Care - Des Moines	(515) 643-8383	
	Recover Health	(712) 325-8989		Recover Health	(319) 373-6294	
Mitchell	St Anthony Home Health Agency	(712) 794-5279		St Anthony Home Health Agency	(712) 794-5279	
	Mercyone North Iowa Home Care	(641) 428-6444		Unitypoint At Home	(319) 235-3702	
Monona	Burgess Home Health	(712) 423-2311		Pottawattamie	Burgess Home Health	(712) 423-2311
	Carroll Area Nursing Services	(712) 792-1111			Carroll Area Nursing Services	(712) 792-1111
	Recover Health	(712) 233-5494	Recover Health		(712) 325-8989	
Monroe	Caregivers Home Health	(641) 437-1117	St Anthony Home Health Agency		(712) 794-5279	
	Caregivers Home Health of Chariton	(641) 774-2339	Poweshiek	Caregivers Home Health	(641) 437-1117	
	Everystep	(515) 558-9591		Caregivers Home Health of Chariton	(641) 774-2339	
	Mercy Home Care - Des Moines	(515) 643-8383		Everystep	(515) 558-9591	
Recover Health	(319) 373-6294	Mary Greeley Home Health Services		(515) 239-6730		
Montgomery	Carroll Area Nursing Services	(712) 792-1111		Mercy Home Care	(319) 398-6034	
	Recover Health	(712) 325-8989		Mercy Home Care - Des Moines	(515) 643-8383	
Muscatine	Good Samaritan Society Home Care	(563) 323-1256		Recover Health	(319) 373-6294	
	Recover Health	(319) 373-6294		Unitypoint At Home	(319) 235-3702	
O'Brien	Careage Home Care	(712) 225-5129		Ringgold	Everystep	(515) 558-9591
	Floyd Valley Community Health	(712) 546-3335		Sac	Carroll Area Nursing Services	(712) 792-1111
	Recover Health	(712) 233-5494	St Anthony Home Health Agency		(712) 794-5279	
	Sanford Home Health And Hospice Sheldon	(712) 324-6420	Good Samaritan Society Home Care		(563) 323-1256	
	Sioux Center Home Health And Hospice	(712) 722-8108	Scott			

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

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Scott	Mercyone Clinton Home Care & Hospice	(563) 244-3766	Washington	Caregivers Home Health	(641) 437-1117
Shelby	Burgess Home Health	(712) 423-2311		Recover Health	(319) 373-6294
	Carroll Area Nursing Services	(712) 792-1111	Wayne	Caregivers Home Health	(641) 437-1117
	Recover Health	(712) 325-8989		Caregivers Home Health of Chariton	(641) 774-2339
	St Anthony Home Health Agency	(712) 794-5279		Everystep	(515) 558-9591
Sioux	Careage Home Care	(712) 225-5129	Webster	Mercy Home Care - Des Moines	(515) 643-8383
	Floyd Valley Community Health	(712) 546-3335		Mary Greeley Home Health Services	(515) 239-6730
	Hegg Home Health Care	(712) 476-8050	Unitypoint At Home	(515) 574-6416	
	Recover Health	(712) 233-5494	Winnebago	Mercyone North Iowa Home Care	(641) 428-6444
	Sanford Home Health And Hospice Sheldon	(712) 324-6420		Unitypoint At Home	(319) 235-3702
	Sioux Center Home Health And Hospice	(712) 722-8108	Woodbury	Burgess Home Health	(712) 423-2311
Story	Home Care Services of Boone Co	(515) 432-1127		Careage Home Care	(712) 225-5129
	Everystep	(855) 867-4592		Floyd Valley Community Health	(712) 546-3335
	Mary Greeley Home Health Services	(515) 239-6730		Recover Health	(319) 373-6294
	Mercy Home Care - Des Moines	(515) 643-8383		Sioux Center Home Health And Hospice	(712) 722-8108
	St Anthony Home Health Agency	(712) 794-5279	Worth	Mercyone North Iowa Home Care	(641) 428-6444
	Unitypoint At Home	(319) 235-3702		Wright	Mary Greeley Home Health Services
Tama	Mary Greeley Home Health Services	(515) 239-6730	Mercyone North Iowa Home Care		(641) 428-6444
	Mercy Home Care	(319) 398-6034	Unitypoint At Home		(515) 574-6416
	Mercyone Waterloo Home Health Care	(319) 272-5050			
	Unitypoint At Home	(319) 235-3702			
Taylor	Everystep	(855) 867-4592			
	Recover Health	(712) 325-8989			
Union	Caregivers Home Health of Chariton	(641) 774-2339			
	Everystep	(855) 867-4592			
Van Buren	Caregivers Home Health	(641) 437-1117			
	F M C H Home Health Care	(319) 376-2166			
	Mercy Home Care - Des Moines	(515) 643-8383			
Wapello	Caregivers Home Health	(641) 437-1117			
	Caregivers Home Health of Chariton	(641) 774-2339			
	Everystep	(515) 558-9591			
	Mercy Home Care - Des Moines	(515) 643-8383			
Warren	Caregivers Home Health of Chariton	(641) 774-2339			
	Everystep	(515) 558-9591			
	Mercy Home Care - Des Moines	(515) 643-8383			



# 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.