

# 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 Kentucky

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
<b>Allen</b>	Lifeline Home Health	(270) 487-5905	<b>Caldwell</b>	Caretenders	(270) 685-3876
<b>Anderson</b>	Commonwealth Home Health	(859) 255-4411		Lifeline Health Care Of Lincare	(270) 885-6353
	Lifeline Health Care Of Fayette	(859) 272-9787	Baptist Health Home Care	(270) 824-3470	
<b>Barren</b>	Lifeline Health Care Of Warren	(270) 781-0702	<b>Calloway</b>	Marshall County Hospital HHA	(270) 527-8084
<b>Bell</b>	Amedisys Home Health Care	(606) 248-1062		Lifeline Of Jackson Purchase Home Health	(270) 753-5656
	Middlesboro ARH Home Health Agency	(606) 242-1404	<b>Campbell</b>	Caretenders Of Northern Kentucky	(859) 578-0022
<b>Boone</b>	Caretenders Of Northern Kentucky	(859) 578-0022		Commonwealth Home Health	(859) 255-4411
	Commonwealth Home Health	(859) 255-4411		Interim Healthcare Of Northern Kentucky	(859) 578-9191
	Interim Healthcare Of Northern Kentucky	(859) 578-9191	<b>Carlisle</b>	Lifeline Home Health Care Of Fulton	(270) 472-2294
Morgan County ARH HHA	(606) 487-6151	<b>Carroll</b>		Interim Healthcare Of Northern Kentucky	(859) 578-9191
<b>Bourbon</b>	Commonwealth Home Health		(859) 255-4411	<b>Carter</b>	Amedisys Home Health
<b>Boyd</b>	Three Rivers Home Care	(606) 638-0521	Bellefonte Home Health Care Agency		(606) 833-3545
	Amedisys Home Health	(606) 324-2491	<b>Christian</b>	Lifeline Health Care Of Lincare	(270) 885-6353
	Bellefonte Home Health Care Agency	(606) 833-3545		Baptist Health Home Care	(270) 824-3470
<b>Boyle</b>	Commonwealth Home Health	(859) 255-4411		Kindred At Home	(270) 885-7887
	<b>Breathitt</b>	Hazard ARH HHA		(606) 439-6955	Lifeline Health Care Of Logan
		Mcdowell ARH HHA	(606) 377-3429	<b>Clark</b>	Commonwealth Home Health
Morgan County ARH HHA		(606) 487-6151	<b>Clay</b>		Mary Breckinridge ARH Home Health Agency
<b>Breckinridge</b>	Caretenders	(270) 234-2273		<b>Crittenden</b>	Lifeline Health Care Of Lincare
	Baptist Health Home Care Breckinridge	(270) 756-2662	Baptist Health Home Care		(270) 824-3470
<b>Bullitt</b>	Norton Home Health	(502) 423-4336	<b>Cumberland</b>	Lifeline Home Health	(270) 487-5905
	Amedisys Home Health Services	(502) 244-5441			
<b>Butler</b>	Lifeline Health Care Of Warren	(270) 781-0702			

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County Served	Name of Home Health Agency	Contact Information
<b>Daviess</b>	Caretenders	(270) 685-3876
	Baptist Health Home Care	(270) 824-3470
<b>Edmonson</b>	Lifeline Health Care Of Warren	(270) 781-0702
<b>Elliott</b>	Bellefonte Home Health Care Agency	(606) 833-3545
<b>Estill</b>	Commonwealth Home Health	(859) 255-4411
<b>Fayette</b>	Commonwealth Home Health	(859) 255-4411
	Lifeline Health Care Of Fayette	(859) 272-9787
	ARH Pike County Home Health Agency	(606) 237-1716
<b>Floyd</b>	Hazard ARH HHA	(606) 439-6955
	Johnson-Magoffin Home Health Agency	(606) 789-2596
	Mcdowell ARH HHA	(606) 377-3429
	Whitesburg ARH HHA	(606) 633-3578
<b>Franklin</b>	Commonwealth Home Health	(859) 255-4411
<b>Fulton</b>	Lifeline Home Health Care Of Fulton	(270) 472-2294
	Lifeline Of Jackson Purchase Home Health	(270) 753-5656
<b>Gallatin</b>	Caretenders Of Northern Kentucky	(859) 578-0022
	Commonwealth Home Health	(859) 255-4411
	Interim Healthcare Of Northern Kentucky	(859) 578-9191
<b>Garrard</b>	Commonwealth Home Health	(859) 255-4411
<b>Grant</b>	Caretenders Of Northern Kentucky	(859) 578-0022
	Commonwealth Home Health	(859) 255-4411
	Interim Healthcare Of Northern Kentucky	(859) 578-9191
<b>Graves</b>	Lifeline Home Health Care Of Fulton	(270) 472-2294
	Marshall County Hospital HHA	(270) 527-8084
	Lifeline Of Jackson Purchase Home Health	(270) 753-5656
<b>Grayson</b>	Caretenders	(270) 234-2273
	Lifeline Health Care Of Warren	(270) 781-0702
	Twin Lakes Home Health	(270) 259-9525
	Baptist Health Home Care Breckinridge	(270) 756-2662
<b>Green</b>	Caretenders	(270) 234-2273
	Lifeline Health Care Of Warren	(270) 781-0702
<b>Greenup</b>	Commonwealth Home Health	(859) 255-4411
	Amedisys Home Health	(606) 324-2491
	Bellefonte Home Health Care Agency	(606) 833-3545
<b>Hancock</b>	Caretenders	(270) 685-3876
	Baptist Health Home Care Breckinridge	(270) 756-2662

County Served	Name of Home Health Agency	Contact Information
<b>Hardin</b>	Caretenders	(270) 234-2273
	Lifeline Health Care Of Warren	(270) 781-0702
	Amedisys Home Health Services	(502) 244-5441
<b>Harlan</b>	Mary Breckinridge ARH Home Health Agency	(606) 672-2355
	Whitesburg ARH HHA	(606) 633-3578
<b>Harrison</b>	Commonwealth Home Health	(859) 255-4411
<b>Hart</b>	Caretenders	(270) 234-2273
	Lifeline Health Care Of Warren	(270) 781-0702
<b>Henderso</b>	Caretenders	(270) 685-3876
<b>Henry</b>	Methodist Hospital Homecare	(270) 869-1997
	Interim Healthcare Of Northern Kentucky	(859) 578-9191
	Norton Home Health	(502) 423-4336
<b>Hickman</b>	Amedisys Home Health Services	(502) 244-5441
	Lifeline Home Health Care Of Fulton	(270) 472-2294
<b>Hopkins</b>	Methodist Hospital Homecare	(270) 869-1997
	Caretenders	(270) 685-3876
	Lifeline Health Care Of Lincare	(270) 885-6353
<b>Jackson</b>	Baptist Health Home Care	(270) 824-3470
	Kindred At Home	(270) 885-7887
	Commonwealth Home Health	(859) 255-4411
<b>Jefferson</b>	Lifeline Rockcastle Home Health	(606) 256-1808
	Norton Home Health	(502) 423-4336
<b>Jessamine</b>	Amedisys Home Health Services	(502) 244-5441
	Commonwealth Home Health	(859) 255-4411
	Lifeline Health Care Of Fayette	(859) 272-9787
<b>Johnson</b>	Three Rivers Home Care	(606) 638-0521
	Johnson-Magoffin Home Health Agency	(606) 789-2596
<b>Kenton</b>	Caretenders Of Northern Kentucky	(859) 578-0022
	Commonwealth Home Health	(859) 255-4411
	Interim Healthcare Of Northern Kentucky	(859) 578-9191
<b>Knott</b>	Hazard ARH HHA	(606) 439-6955
	Mcdowell ARH HHA	(606) 377-3429
	Whitesburg ARH HHA	(606) 633-3578
<b>Knox</b>	VNA Health At Home 1	(606) 877-3950

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Larue	Caretenders	(270) 234-2273
	Lifeline Health Care Of Warren	(270) 781-0702
Laurel	Middlesboro ARH Home Health Agency	(606) 242-1404
	VNA Health At Home 1	(606) 877-3950
Lawrence	Three Rivers Home Care	(606) 638-0521
	Bellefonte Home Health Care Agency	(606) 833-3545
	Johnson-Magoffin Home Health Agency	(606) 789-2596
Leslie	Mary Breckinridge ARH Home Health Agency	(606) 672-2355
Letcher	ARH Pike County Home Health Agency	(606) 237-1716
	Hazard ARH HHA	(606) 439-6955
	Whitesburg ARH HHA	(606) 633-3578
Lewis	Bellefonte Home Health Care Agency	(606) 833-3545
Lincoln	Commonwealth Home Health	(859) 255-4411
	Lifeline Rockcastle Home Health	(606) 256-1808
Livingston	Lifeline Health Care Of Lincare	(270) 885-6353
Logan	Lifeline Health Care Of Warren	(270) 781-0702
	Kindred At Home	(270) 885-7887
	Lifeline Health Care Of Logan	(270) 726-2408
Lyon	Lifeline Health Care Of Lincare	(270) 885-6353
	Baptist Health Home Care	(270) 824-3470
Madison	Commonwealth Home Health	(859) 255-4411
	Lifeline Rockcastle Home Health	(606) 256-1808
Magoffin	Johnson-Magoffin Home Health Agency	(606) 789-2596
	Morgan County ARH HHA	(606) 487-6151
Marion	Commonwealth Home Health	(859) 255-4411
Marshall	Marshall County Hospital HHA	(270) 527-8084
	Lifeline Of Jackson Purchase Home Health	(270) 753-5656
Martin	Three Rivers Home Care	(606) 638-0521
McLean	Caretenders	(270) 685-3876
	Baptist Health Home Care	(270) 824-3470
Meade	Caretenders	(270) 234-2273
	Lifeline Health Care Of Warren	(270) 781-0702
	Baptist Health Home Care Breckinridge	(270) 756-2662
Mercer	Commonwealth Home Health	(859) 255-4411
Metcalfe	Lifeline Home Health	(270) 487-5905
Monroe	Lifeline Home Health	(270) 487-5905
Morgan	Morgan County ARH HHA	(606) 487-6151
Muhlenberg	Lifeline Health Care Of Warren	(270) 781-0702
	Baptist Health Home Care	(270) 824-3470

County Served	Name of Home Health Agency	Contact Information
Nelson	Caretenders	(270) 234-2273
Nicholas	Commonwealth Home Health	(859) 255-4411
Ohio	Caretenders	(270) 685-3876
	Lifeline Health Care Of Warren	(270) 781-0702
	Twin Lakes Home Health	(270) 259-9525
	Baptist Health Home Care Breckinridge	(270) 756-2662
Oldham	Norton Home Health	(502) 423-4336
	Amedisys Home Health Services	(502) 244-5441
Owen	Commonwealth Home Health	(859) 255-4411
Pendleton	Interim Healthcare Of Northern Kentucky	(859) 578-9191
	Interim Healthcare Of Northern Kentucky	(859) 578-9191
Perry	Hazard ARH HHA	(606) 439-6955
	Mary Breckinridge ARH Home Health Agency	(606) 672-2355
	Mcdowell ARH HHA	(606) 377-3429
	Morgan County ARH HHA	(606) 487-6151
Pike	Whitesburg ARH HHA	(606) 633-3578
	Three Rivers Home Care	(606) 638-0521
	ARH Pike County Home Health Agency	(606) 237-1716
Mcdowell ARH HHA	(606) 377-3429	
Pulaski	VNA Health At Home 1	(606) 877-3950
Rockcastle	Lifeline Rockcastle Home Health	(606) 256-1808
Rowan	Morgan County ARH HHA	(606) 487-6151
Scott	Commonwealth Home Health	(859) 255-4411
Shelby	Norton Home Health	(502) 423-4336
	Amedisys Home Health Services	(502) 244-5441
Simpson	Lifeline Health Care Of Warren	(270) 781-0702
	Lifeline Home Health	(270) 487-5905
Spencer	Norton Home Health	(502) 423-4336
	Amedisys Home Health Services	(502) 244-5441
Todd	Baptist Health Home Care	(270) 824-3470
	Kindred At Home	(270) 885-7887
	Lifeline Health Care Of Logan	(270) 726-2408
Trigg	Lifeline Health Care Of Lincare	(270) 885-6353
	Baptist Health Home Care	(270) 824-3470
	Kindred At Home	(270) 885-7887

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County Served	Name of Home Health Agency	Contact Information
Trimble	Interim Healthcare Of Northern Kentucky	(859) 578-9191
	Norton Home Health	(502) 423-4336
	Amedisys Home Health Services	(502) 244-5441
Union	Caretenders	(270) 685-3876
	Methodist Hospital Homecare	(270) 869-1997
	Baptist Health Home Care	(270) 824-3470
Warren	Lifeline Health Care Of Warren	(270) 781-0702
	Lifeline Health Care Of Logan	(270) 726-2408
Webster	Caretenders	(270) 685-3876
	Methodist Hospital Homecare	(270) 869-1997
	Baptist Health Home Care	(270) 824-3470
Whitley	Hazard ARH HHA	(606) 439-6955
	VNA Health At Home 1	(606) 877-3950
Wolfe	Morgan County ARH HHA	(606) 487-6151
Woodford	Commonwealth Home Health	(859) 255-4411
	Lifeline Health Care Of Fayette	(859) 272-9787

# 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.