

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 Massachusetts

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Barnstable	Alphacare Home Health Agency	(617) 600-4547	Bristol	Nvna And Hospice	(781) 659-2342
	Bayada Home Health Care , Inc	(508) 778-8800		Pathways Healthcare	(617) 481-9077
	Community Nurse Home Care	(508) 992-6278	Essex	Alternative Home Health Care, LLC	(978) 657-7444
	Nizhoni Health Systems	(617) 623-3211		Central Home Health Care, Inc	(617) 559-0200
	Nvna And Hospice	(781) 659-2342		Elara Caring	(617) 969-7517
	Pathways Healthcare	(617) 481-9077		Suburban Home Health Care, Inc	(617) 264-7100
Berkshire	Alternative Home Health Care, LLC	(978) 657-7444		Visiting Nurse And Community Care	(781) 396-2633
	Elara Caring	(617) 969-7517		All At Home Health Care LLC	(617) 782-9900
	Amedisys Home Health Care	(413) 789-0027		Amedisys Home Health Care	(413) 789-0027
	Caretenders (LHC)	(413) 592-1762		Constellation Home Care	(978) 904-3059
Bristol	Alphacare Home Health Agency	(617) 600-4547		Family Care Extended, Inc	(781) 449-5155
	Elara Caring	(617) 969-7517		Nizhoni Health Systems	(617) 623-3211
	Nurse On Call (LHC)	(508) 845-1232	Pathways Healthcare	(617) 481-9077	
	Suburban Home Health Care, Inc	(617) 264-7100	Whittier Home Health Care Agency	(978) 374-6300	
	All At Home Health Care LLC	(617) 782-9900	Franklin	Alternative Home Health Care, LLC	(978) 657-7444
	Amedisys Home Health Care	(781) 547-6601		Elara Caring	(617) 969-7517
	Bayada Home Health Care , Inc	(508) 778-8800		Amedisys Home Health Care	(413) 789-0027
	Brockton VNA	(508) 587-2121		Bayada Home Health Care, Inc	(508) 853-4100
	Community Nurse Home Care	(508) 992-6278		Caretenders (LHC)	(413) 592-1762
	Community VNA	(508) 222-0118	Nizhoni Health Systems	(617) 623-3211	
	Hebrew Seniorlife - Home Health Care	(781) 234-9900	Hampden	Alternative Home Health Care, LLC	(978) 657-7444
	Nizhoni Health Systems	(617) 623-3211		Elara Caring	(617) 969-7517

High-performing home health agencies in Massachusetts (cont.)

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information	
Hampden	Amedisys Home Health Care	(413) 789-0027	Norfolk	Suburban Home Health Care, Inc	(617) 264-7100	
	Bayada Home Health Care, Inc	(508) 853-4100		All At Home Health Care LLC	(617) 782-9900	
	Caretenders (LHC)	(413) 592-1762		Amedisys Home Health Care	(781) 547-6601	
	Nizhoni Health Systems	(617) 623-3211		Bayada Home Health Care, Inc	(508) 853-4100	
	Jhc Homecare	(508) 713-0538		Brockton VNA	(508) 587-2121	
	Trinity Home Care Inc	(413) 331-3294		Community VNA	(508) 222-0118	
Hampshire	Alternative Home Health Care, LLC	(978) 657-7444		Family Care Extended, Inc	(781) 449-5155	
	Elara Caring	(617) 969-7517		Hebrew Seniorlife - Home Health Care	(781) 234-9900	
	Amedisys Home Health Care	(413) 789-0027		Nizhoni Health Systems	(617) 623-3211	
	Caretenders (LHC)	(413) 592-1762		Nvna And Hospice	(781) 659-2342	
	Trinity Home Care Inc	(413) 331-3294		Pathways Healthcare	(617) 481-9077	
Middlesex	Alphacare Home Health Agency	(617) 600-4547		Whittier Home Health Care Agency	(978) 374-6300	
	Alternative Home Health Care, LLC	(978) 657-7444		Plymouth	Alphacare Home Health Agency	(617) 600-4547
	Central Home Health Care, Inc	(617) 559-0200			Alternative Home Health Care, LLC	(978) 657-7444
	Elara Caring	(617) 969-7517			Elara Caring	(617) 969-7517
	Nashoba Nursing Service	(978) 425-6675	Nurse On Call (LHC)		(508) 845-1232	
	Nurse On Call (LHC)	(508) 845-1232	Suburban Home Health Care, Inc		(617) 264-7100	
	Suburban Home Health Care, Inc	(617) 264-7100	All At Home Health Care LLC		(617) 782-9900	
	Visiting Nurse And Community Care	(781) 396-2633	Amedisys Home Health Care		(781) 547-6601	
	Acclaim Home Health Care, Inc	(508) 459-6937	Bayada Home Health Care , Inc		(508) 778-8800	
	All At Home Health Care LLC	(617) 782-9900	Bayada Home Health Care, Inc		(508) 853-4100	
	Amedisys Home Health Care	(781) 547-6601	Brockton VNA		(508) 587-2121	
	Bayada Home Health Care, Inc	(508) 853-4100	Community Nurse Home Care		(508) 992-6278	
	Community VNA	(508) 222-0118	Community VNA		(508) 222-0118	
	Constellation Home Care	(978) 904-3059	Nizhoni Health Systems		(617) 623-3211	
	Emerson Hospital Home Care Program	(978) 287-8300	Nvna And Hospice		(781) 659-2342	
	Family Care Extended, Inc	(781) 449-5155	Pathways Healthcare		(617) 481-9077	
	Hebrew Seniorlife - Home Health Care	(781) 234-9900	Suffolk	Alphacare Home Health Agency	(617) 600-4547	
	Nizhoni Health Systems	(617) 623-3211		Alternative Home Health Care, LLC	(978) 657-7444	
	Jhc Homecare	(508) 713-0538		Central Home Health Care, Inc	(617) 559-0200	
	Pathways Healthcare	(617) 481-9077		Elara Caring	(617) 969-7517	
	Whittier Home Health Care Agency	(978) 374-6300		Nurse On Call (LHC)	(508) 845-1232	
	Norfolk	Alphacare Home Health Agency		(617) 600-4547	Suburban Home Health Care, Inc	(617) 264-7100
		Alternative Home Health Care, LLC		(978) 657-7444	Visiting Nurse And Community Care	(781) 396-2633
		Central Home Health Care, Inc		(617) 559-0200	All At Home Health Care LLC	(617) 782-9900
		Elara Caring		(617) 969-7517	Amedisys Home Health Care	(781) 547-6601
Nurse On Call (LHC)		(508) 845-1232		Brockton VNA	(508) 587-2121	
			Family Care Extended, Inc	(781) 449-5155		

High-performing home health agencies in Massachusetts (cont.)

County Served	Name of Home Health Agency	Contact Information
Suffolk	Hebrew Seniorlife - Home Health Care	(781) 234-9900
	Nizhoni Health Systems	(617) 623-3211
	Nvna And Hospice	(781) 659-2342
	Pathways Healthcare	(617) 481-9077
Worcester	Alternative Home Health Care, LLC	(978) 657-7444
	Central Home Health Care, Inc	(617) 559-0200
	Elara Caring	(617) 969-7517
	Nashoba Nursing Service	(978) 425-6675
	Nurse On Call (LHC)	(508) 845-1232
	Suburban Home Health Care, Inc	(617) 264-7100
	Acclaim Home Health Care, Inc	(508) 459-6937
	Amedisys Home Health Care	(413) 789-0027
	Bayada Home Health Care, Inc	(508) 853-4100
	Brockton VNA	(508) 587-2121
	Caretenders (LHC)	(413) 592-1762
	Emerson Hospital Home Care Program	(978) 287-8300
	Nizhoni Health Systems	(617) 623-3211
	Jhc Homecare	(508) 713-0538
	Pathways Healthcare	(617) 481-9077
	Trinity Home Care Inc	(413) 331-3294
Whittier Home Health Care Agency	(978) 374-6300	

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.