

# 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	Southcoast Visiting Nurse Association Inc	(508) 973-3200	Essex	Suburban Home Health Care, Inc	(617) 264-7100
	Brockton VNA	(508) 587-2121		Visiting Nurse Association Of Boston	(800) 521-5539
	Overlook Visiting Nurse Association Inc	(508) 990-8160		Beth Israel Lahey Health At Home - Watertown	(617) 673-1700
	Community Nurse Home Care	(508) 992-6278		Circle Home	(978) 459-9343
	Nizhoni Health Systems	(617) 623-3211		Constellation Home Care	(978) 904-3059
	Brooksby Village CHHA	(978) 536-7868		Lahey Health At Home	(978) 921-2615
Bristol	Alternative Home Health Care, LLC	(978) 657-7444	Franklin	Nizhoni Health Systems	(617) 623-3211
	Elara Caring	(617) 969-7517		Brooksby Village CHHA	(978) 536-7868
	Guardian Healthcare	(617) 477-8290		Elara Caring	(617) 969-7517
	Nurse On Call	(508) 845-1232	Hampden	Brockton VNA	(508) 587-2121
	Southcoast Visiting Nurse Association Inc	(508) 973-3200		Elara Caring	(617) 969-7517
	Suburban Home Health Care, Inc	(617) 264-7100		Visiting Nurse Association Of Boston	(800) 521-5539
	Beth Israel Lahey Health At Home - Watertown	(617) 673-1700		Care Central VNA and Hospice	(508) 943-0612
	Brockton VNA	(508) 587-2121		Overlook Visiting Nurse Association Inc	(508) 990-8160
	Community Nurse Home Care	(508) 992-6278	Hampshire	Trinity Health Of New England At Home	(413) 536-0503
	Community VNA	(508) 222-0118		Elara Caring	(617) 969-7517
	Nizhoni Health Systems	(617) 623-3211		Care Central VNA and Hospice	(508) 943-0612
Overlook Visiting Nurse Association Inc	(508) 990-8160	Essex	JHC Homecare	(508) 713-0538	
Alternative Home Health Care, LLC	(978) 657-7444		Trinity Health Of New England At Home	(413) 536-0503	
Central Home Health Care, Inc	(617) 559-0200				
Elara Caring	(617) 969-7517				
Guardian Healthcare	(617) 477-8290				

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Middlesex	Alternative Home Health Care, LLC	(978) 657-7444
	Central Home Health Care, Inc	(617) 559-0200
	Elara Caring	(617) 969-7517
	Guardian Healthcare	(617) 477-8290
	Nashoba Nursing Service	(978) 425-6675
	Nurse On Call	(508) 845-1232
	Southcoast Visiting Nurse Association Inc	(508) 973-3200
	Suburban Home Health Care, Inc	(617) 264-7100
	Visiting Nurse Association Of Boston	(800) 521-5539
	Beth Israel Lahey Health At Home - Watertown	(617) 673-1700
	Circle Home	(978) 459-9343
	Emerson Hospital Home Care Program	(978) 287-8300
	JHC Homecare	(508) 713-0538
	Lahey Health At Home	(978) 921-2615
	Nizhoni Health Systems	(617) 623-3211
Norfolk	Alternative Home Health Care, LLC	(978) 657-7444
	Central Home Health Care, Inc	(617) 559-0200
	Elara Caring	(617) 969-7517
	Guardian Healthcare	(617) 477-8290
	Nurse On Call	(508) 845-1232
	Suburban Home Health Care, Inc	(617) 264-7100
	Visiting Nurse Association Of Boston	(800) 521-5539
	Beth Israel Lahey Health At Home - Watertown	(617) 673-1700
	Brockton VNA	(508) 587-2121
	Community Nurse Home Care	(508) 992-6278
	Community VNA	(508) 222-0118
	Nizhoni Health Systems	(617) 623-3211
	NVNA And Hospice	(781) 659-2342
	Overlook Visiting Nurse Association Inc	(508) 990-8160

County Served	Name of Home Health Agency	Contact Information	
Plymouth	Alternative Home Health Care, LLC	(978) 657-7444	
	Elara Caring	(617) 969-7517	
	Guardian Healthcare	(617) 477-8290	
	Southcoast Visiting Nurse Association Inc	(508) 973-3200	
	Suburban Home Health Care, Inc	(617) 264-7100	
	Visiting Nurse Association Of Boston	(800) 521-5539	
	Brockton VNA	(508) 587-2121	
	Community Nurse Home Care	(508) 992-6278	
	Community VNA	(508) 222-0118	
	Nizhoni Health Systems	(617) 623-3211	
	NVNA And Hospice	(781) 659-2342	
	Overlook Visiting Nurse Association Inc	(508) 990-8160	
	Suffolk	Alternative Home Health Care, LLC	(978) 657-7444
		Central Home Health Care, Inc	(617) 559-0200
		Elara Caring	(617) 969-7517
Guardian Healthcare		(617) 477-8290	
Nurse On Call		(508) 845-1232	
Suburban Home Health Care, Inc		(617) 264-7100	
Visiting Nurse Association Of Boston		(800) 521-5539	
Worcester	Alternative Home Health Care, LLC	(978) 657-7444	
	Central Home Health Care, Inc	(617) 559-0200	
	Elara Caring	(617) 969-7517	
	Guardian Healthcare	(617) 477-8290	
	Nashoba Nursing Service	(978) 425-6675	
	Nurse On Call	(508) 845-1232	
	Visiting Nurse Association Of Boston	(800) 521-5539	
	Care Central VNA and Hospice	(508) 943-0612	
	Emerson Hospital Home Care Program	(978) 287-8300	
	JHC Homecare	(508) 713-0538	
	Nizhoni Health Systems	(617) 623-3211	
	Overlook Visiting Nurse Association Inc	(508) 990-8160	

# 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.