

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 Michigan

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Alcona	Ascension At Home	(989) 362-4611	Branch	Great Lakes Caring	(517) 780-9500
Alger	Up Health System Home Care And Hospice (LHC)	(906) 228-4325		Hillsdale Community Home	(517) 439-5740
Allegan	Great Lakes Caring	(517) 780-9500		Home Care Wellness	(313) 586-4111
	Progress At Home	(248) 438-1503	Calhoun	Great Lakes Caring	(517) 780-9500
	Ace Home Health Care	(231) 937-4514		Hillsdale Community Home	(517) 439-5740
	Heartland Home Care Grand Rapids	(616) 942-7733		Home Care Wellness	(313) 586-4111
	Holland Community Hospital	(616) 394-2635		Shared Services Home Health Care	(734) 222-4037
Alpena	Ascension At Home	(989) 362-4611	Cass	Great Lakes Caring	(517) 780-9500
Arenac	Ascension At Home	(989) 362-4611	Cass	Home Care Wellness	(313) 586-4111
	Americans Home Health Care	(989) 791-7951		Clare	Ascension At Home
Baraga	Up Health System Home Care And Hospice (LHC)	(906) 228-4325	Clare		Americans Home Health Care
	Barry	Great Lakes Caring		(517) 780-9500	Clinton
Ace Home Health Care		(231) 937-4514	Progress At Home	(248) 438-1503	
Heartland Home Care Grand Rapids		(616) 942-7733	Americans Home Health Care	(989) 791-7951	
Home Care Wellness		(313) 586-4111	Heartland Home Care Grand Rapids	(616) 942-7733	
Bay		Ascension At Home	(989) 362-4611	Delta	
	Progress At Home	(248) 438-1503	Up Health System Home Care And Hospice (LHC)		(906) 228-4325
	Americans Home Health Care	(989) 791-7951	Dickinson	Dickinson Home Health	(906) 776-1925
	Heartland Home Care Flint	(810) 732-0203		Up Health System Home Care And Hospice (LHC)	(906) 228-4325
Berrien	Great Lakes Caring	(517) 780-9500	Eaton	Great Lakes Caring	(517) 780-9500
	Home Care Wellness	(313) 586-4111		Progress At Home	(248) 438-1503

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

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information	
Eaton	Heartland Home Care Grand Rapids	(616) 942-7733	Isabella	Great Lakes Caring	(517) 780-9500	
	Home Care Wellness	(313) 586-4111		Ace Home Health Care	(231) 937-4514	
Genesee	Ascension At Home	(989) 362-4611		Americans Home Health Care	(989) 791-7951	
	Great Lakes Caring	(517) 780-9500	Heartland Home Care Grand Rapids	(616) 942-7733		
	Progress At Home	(248) 438-1503	Jackson	Great Lakes Caring	(517) 780-9500	
	Americans Home Health Care	(989) 791-7951		Hillsdale Community Home	(517) 439-5740	
	At Home Health Services	(248) 242-4720		Shared Services Home Health Care	(734) 222-4037	
	Gladwin	Crittenton Home Care	(248) 656-6757	Kalamazoo	Great Lakes Caring	(517) 780-9500
		Heartland Home Care Flint	(810) 732-0203		Progress At Home	(248) 438-1503
		John Paul Home Health Care	(248) 731-7457		Home Care Wellness	(313) 586-4111
		Tlc Home Health Care	(248) 626-8500		Shared Services Home Health Care	(734) 222-4037
Gladwin	Ascension At Home	(989) 362-4611	Kent	Great Lakes Caring	(517) 780-9500	
	Great Lakes Caring	(517) 780-9500		Progress At Home	(248) 438-1503	
	Americans Home Health Care	(989) 791-7951		Ace Home Health Care	(231) 937-4514	
Gratiot	Ascension At Home	(989) 362-4611		Heartland Home Care Grand Rapids	(616) 942-7733	
	Great Lakes Caring	(517) 780-9500		Holland Community Hospital	(616) 394-2635	
	Progress At Home	(248) 438-1503	Home Care Wellness	(313) 586-4111		
	Americans Home Health Care	(989) 791-7951	Lake	Ace Home Health Care	(231) 937-4514	
	Heartland Home Care Grand Rapids	(616) 942-7733		Heartland Home Care Grand Rapids	(616) 942-7733	
Hillsdale	Great Lakes Caring	(517) 780-9500	Lapeer	Beacon Home Care	(810) 966-3480	
	Hillsdale Community Home	(517) 439-5740		Great Lakes Caring	(517) 780-9500	
	Home Care Wellness	(313) 586-4111		Progress At Home	(248) 438-1503	
	Shared Services Home Health Care	(734) 222-4037		Americans Home Health Care	(989) 791-7951	
Huron	Ascension At Home	(989) 362-4611		At Home Health Services	(248) 242-4720	
	Americans Home Health Care	(989) 791-7951	Bay Nursing	(586) 752-1111		
	Heartland Home Care Flint	(810) 732-0203	Crittenton Home Care	(248) 656-6757		
Ingham	Great Lakes Caring	(517) 780-9500	Divinity Home Care	(586) 978-2359		
	Progress At Home	(248) 438-1503	Heartland Home Care Flint	(810) 732-0203		
	Americans Home Health Care	(989) 791-7951	Home Care Connect	(313) 541-1172		
	Shared Services Home Health Care	(734) 222-4037	John Paul Home Health Care	(248) 731-7457		
Ionia	Great Lakes Caring	(517) 780-9500	Lenawee	Great Lakes Caring	(517) 780-9500	
	Progress At Home	(248) 438-1503		Progress At Home	(248) 438-1503	
	Ace Home Health Care	(231) 937-4514		Hillsdale Community Home	(517) 439-5740	
	Heartland Home Care Grand Rapids	(616) 942-7733		Shared Services Home Health Care	(734) 222-4037	
Iosco	Ascension At Home	(989) 362-4611	Livingston	Great Lakes Caring	(517) 780-9500	
	Americans Home Health Care	(989) 791-7951		Progress At Home	(248) 438-1503	
Iron	Dickinson Home Health	(906) 776-1925		Americans Home Health Care	(989) 791-7951	

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

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Livingston	At Home Health Services	(248) 242-4720	Montcalm	Great Lakes Caring	(517) 780-9500
	Axiom Home Care	(734) 324-3166		Progress At Home	(248) 438-1503
	Fox Run Home Health Agency	(248) 668-8692		Ace Home Health Care	(231) 937-4514
	Heartland Home Care Flint	(810) 732-0203		Americans Home Health Care	(989) 791-7951
	John Paul Home Health Care	(248) 731-7457		Heartland Home Care Grand Rapids	(616) 942-7733
	Shared Services Home Health Care	(734) 222-4037		Montmorency	Ascension At Home
Macomb	Beacon Home Care	(810) 966-3480	Muskegon	Great Lakes Caring	(517) 780-9500
	Great Lakes Caring	(517) 780-9500		Ace Home Health Care	(231) 937-4514
	Progress At Home	(248) 438-1503		Heartland Home Care Grand Rapids	(616) 942-7733
	At Home Health Services	(248) 242-4720		Holland Community Hospital	(616) 394-2635
	Bay Nursing	(586) 752-1111	Newaygo	Great Lakes Caring	(517) 780-9500
	Crittenton Home Care	(248) 656-6757		Ace Home Health Care	(231) 937-4514
	Divinity Home Care	(586) 978-2359		Heartland Home Care Grand Rapids	(616) 942-7733
	Home Care Connect	(313) 541-1172	Oakland	Great Lakes Caring	(517) 780-9500
	Home Care Wellness	(313) 586-4111		Progress At Home	(248) 438-1503
	John Paul Home Health Care	(248) 731-7457		At Home Health Services	(248) 242-4720
Tlc Home Health Care	(248) 626-8500	Axiom Home Care		(734) 324-3166	
Marquette	Up Health System Home Care And Hospice (LHC)	(906) 228-4325		Bay Nursing	(586) 752-1111
				Crittenton Home Care	(248) 656-6757
Mecosta	Great Lakes Caring	(517) 780-9500		Divinity Home Care	(586) 978-2359
	Ace Home Health Care	(231) 937-4514		Fox Run Home Health Agency	(248) 668-8692
	Heartland Home Care Grand Rapids	(616) 942-7733		Heartland Home Care Flint	(810) 732-0203
Menominee	Dickinson Home Health	(906) 776-1925		Home Care Connect	(313) 541-1172
	Up Health System Home Care And Hospice (LHC)	(906) 228-4325	Home Care Wellness	(313) 586-4111	
Midland	Ascension At Home	(989) 362-4611	John Paul Home Health Care	(248) 731-7457	
	Great Lakes Caring	(517) 780-9500	Shared Services Home Health Care	(734) 222-4037	
	Progress At Home	(248) 438-1503	Tlc Home Health Care	(248) 626-8500	
	Americans Home Health Care	(989) 791-7951	Oceana	Great Lakes Caring	(517) 780-9500
Missaukee	Ascension At Home	(989) 362-4611		Ace Home Health Care	(231) 937-4514
	Ace Home Health Care	(231) 937-4514		Bay Nursing	(586) 752-1111
	Americans Home Health Care	(989) 791-7951		Heartland Home Care Grand Rapids	(616) 942-7733
Monroe	Great Lakes Caring	(517) 780-9500	Ogemaw	Ascension At Home	(989) 362-4611
	Progress At Home	(248) 438-1503		Americans Home Health Care	(989) 791-7951
	Americans Home Health Care	(989) 791-7951	Osceola	Ace Home Health Care	(231) 937-4514
	Axiom Home Care	(734) 324-3166		Americans Home Health Care	(989) 791-7951
	Home Care Connect	(313) 541-1172		Heartland Home Care Grand Rapids	(616) 942-7733
	Home Care Wellness	(313) 586-4111			
	John Paul Home Health Care	(248) 731-7457			
	Shared Services Home Health Care	(734) 222-4037			

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

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Oscoda	Ascension At Home	(989) 362-4611	Tuscola	Americans Home Health Care	(989) 791-7951
	Americans Home Health Care	(989) 791-7951		Heartland Home Care Flint	(810) 732-0203
Ottawa	Great Lakes Caring	(517) 780-9500	Van Buren	Great Lakes Caring	(517) 780-9500
	Progress At Home	(248) 438-1503		Holland Community Hospital	(616) 394-2635
	Ace Home Health Care	(231) 937-4514	Home Care Wellness	(313) 586-4111	
	Heartland Home Care Grand Rapids	(616) 942-7733	Washtenaw	Great Lakes Caring	(517) 780-9500
	Holland Community Hospital	(616) 394-2635		Progress At Home	(248) 438-1503
Roscommon	Ascension At Home	(989) 362-4611		At Home Health Services	(248) 242-4720
	Americans Home Health Care	(989) 791-7951		Axiom Home Care	(734) 324-3166
Saginaw	Ascension At Home	(989) 362-4611		Home Care Connect	(313) 541-1172
	Great Lakes Caring	(517) 780-9500	Home Care Wellness	(313) 586-4111	
	Progress At Home	(248) 438-1503	John Paul Home Health Care	(248) 731-7457	
	Americans Home Health Care	(989) 791-7951	Shared Services Home Health Care	(734) 222-4037	
	Divinity Home Care	(586) 978-2359	Tlc Home Health Care	(248) 626-8500	
	Heartland Home Care Flint	(810) 732-0203	Wayne	Great Lakes Caring	(517) 780-9500
Sanilac	Ascension At Home	(989) 362-4611		Progress At Home	(248) 438-1503
	Beacon Home Care	(810) 966-3480		Americans Home Health Care	(989) 791-7951
	Great Lakes Caring	(517) 780-9500		At Home Health Services	(248) 242-4720
	Americans Home Health Care	(989) 791-7951		Axiom Home Care	(734) 324-3166
	Bay Nursing	(586) 752-1111	Bay Nursing	(586) 752-1111	
	Heartland Home Care Flint	(810) 732-0203	Divinity Home Care	(586) 978-2359	
Schoolcraft	Up Health System Home Care And Hospice (LHC)	(906) 228-4325	Home Care Connect	(313) 541-1172	
	Shiawassee	Ascension At Home	(989) 362-4611	Home Care Wellness	(313) 586-4111
Great Lakes Caring		(517) 780-9500	John Paul Home Health Care	(248) 731-7457	
Progress At Home		(248) 438-1503	Shared Services Home Health Care	(734) 222-4037	
Americans Home Health Care		(989) 791-7951	Tlc Home Health Care	(248) 626-8500	
Heartland Home Care Flint		(810) 732-0203	Wexford	Ace Home Health Care	(231) 937-4514
St. Clair	Beacon Home Care	(810) 966-3480			
	Great Lakes Caring	(517) 780-9500			
	Progress At Home	(248) 438-1503			
	Bay Nursing	(586) 752-1111			
	Divinity Home Care	(586) 978-2359			
	Heartland Home Care Flint	(810) 732-0203			
	John Paul Home Health Care	(248) 731-7457			
St. Joseph	Great Lakes Caring	(517) 780-9500			
Tuscola	Ascension At Home	(989) 362-4611			
	Great Lakes Caring	(517) 780-9500			
	Progress At Home	(248) 438-1503			

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.