

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
Allegan	Great Lakes Caring	(517) 780-9500	Gratiot	Great Lakes Caring	(517) 780-9500
	Heartland Home Care Grand Rapids	(616) 942-7733		Heartland Home Care Grand Rapids	(616) 942-7733
Barry	Great Lakes Caring	(517) 780-9500	Hillsdale	Great Lakes Caring	(517) 780-9500
	Heartland Home Care Grand Rapids	(616) 942-7733	Ingham	Great Lakes Caring	(517) 780-9500
	Home Care Wellness	(313) 586-4111		Progress At Home	(248) 438-1503
Berrien	Great Lakes Caring	(517) 780-9500	Ionia	Great Lakes Caring	(517) 780-9500
	Home Care Wellness	(313) 586-4111	Heartland Home Care Grand Rapids	(616) 942-7733	
Branch	Great Lakes Caring	(517) 780-9500	Iron	Dickinson Home Health	(906) 776-1925
	Home Care Wellness	(313) 586-4111	Isabella	Great Lakes Caring	(517) 780-9500
Calhoun	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
	Home Care Wellness	(313) 586-4111		Home Care Wellness	(313) 586-4111
Cass	Great Lakes Caring	(517) 780-9500	Kalamazoo	Great Lakes Caring	(517) 780-9500
Cheboygan	Great Lakes Caring	(517) 780-9500		Progress At Home	(248) 438-1503
Clinton	Great Lakes Caring	(517) 780-9500		Home Care Wellness	(313) 586-4111
Delta	Dickinson Home Health	(906) 776-1925	Kent	Great Lakes Caring	(517) 780-9500
Dickinson	Dickinson Home Health	(906) 776-1925		Progress At Home	(248) 438-1503
Eaton	Great Lakes Caring	(517) 780-9500		Heartland Home Care Grand Rapids	(616) 942-7733
	Progress At Home	(248) 438-1503		Home Care Wellness	(313) 586-4111
	Home Care Wellness	(313) 586-4111	Lake	Heartland Home Care Grand Rapids	(616) 942-7733
Genesee	Great Lakes Caring	(517) 780-9500	Lapeer	Great Lakes Caring	(517) 780-9500
	Progress At Home	(248) 438-1503		Progress At Home	(248) 438-1503
	Beaumont Home Health	(248) 743-9500		Beaumont Home Health	(248) 743-9500

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Lenawee	Great Lakes Caring	(517) 780-9500
Livingston	Great Lakes Caring	(517) 780-9500
	Progress At Home	(248) 438-1503
Macomb	Beaumont Home Health	(248) 743-9500
	Great Lakes Caring	(517) 780-9500
	Progress At Home	(248) 438-1503
	Beaumont Home Health	(248) 743-9500
Mecosta	Home Care Wellness	(313) 586-4111
	Great Lakes Caring	(517) 780-9500
Menominee	Heartland Home Care Grand Rapids	(616) 942-7733
	Dickinson Home Health	(906) 776-1925
Midland	Great Lakes Caring	(517) 780-9500
	Progress At Home	(248) 438-1503
Monroe	Great Lakes Caring	(517) 780-9500
	Progress At Home	(248) 438-1503
	Beaumont Home Health	(248) 743-9500
	Home Care Wellness	(313) 586-4111
Montcalm	Great Lakes Caring	(517) 780-9500
	Heartland Home Care Grand Rapids	(616) 942-7733
Muskegon	Great Lakes Caring	(517) 780-9500
	Heartland Home Care Grand Rapids	(616) 942-7733
Newaygo	Heartland Home Care Grand Rapids	(616) 942-7733
Oakland	Great Lakes Caring	(517) 780-9500
	Progress At Home	(248) 438-1503
	Beaumont Home Health	(248) 743-9500
	Fox Run Home Health Agency	(248) 668-8692
	Home Care Wellness	(313) 586-4111

County Served	Name of Home Health Agency	Contact Information
Oceana	Heartland Home Care Grand Rapids	(616) 942-7733
Osceola	Heartland Home Care Grand Rapids	(616) 942-7733
Ottawa	Great Lakes Caring	(517) 780-9500
	Heartland Home Care Grand Rapids	(616) 942-7733
Saginaw	Great Lakes Caring	(517) 780-9500
	Progress At Home	(248) 438-1503
Sanilac	Great Lakes Caring	(517) 780-9500
Shiawassee	Great Lakes Caring	(517) 780-9500
St. Clair	Great Lakes Caring	(517) 780-9500
	Progress At Home	(248) 438-1503
St. Joseph	Beaumont Home Health	(248) 743-9500
	Great Lakes Caring	(517) 780-9500
Van Buren	Great Lakes Caring	(517) 780-9500
Washtenaw	Great Lakes Caring	(517) 780-9500
	Progress At Home	(248) 438-1503
	Beaumont Home Health	(248) 743-9500
	Home Care Wellness	(313) 586-4111
Wayne	Great Lakes Caring	(517) 780-9500
	Progress At Home	(248) 438-1503
	Beaumont Home Health	(248) 743-9500
	Fox Run Home Health Agency	(248) 668-8692
	Home Care Wellness	(313) 586-4111

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.