

# 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 Minnesota

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Aitkin	Recover Health	(218) 262-5887	Brown	Avera At Home Marshall	(507) 537-7070
	Knute Nelson Home Care	(320) 759-1273		Divine Home Care Inc	(320) 231-9757
Anoka	Brookdale Home Health Minnesota (LHC)	(952) 933-1362		Good Sam Society Home Care Of Sw Mn	(507) 831-0734
	Guardian Angels Elim Home Care	(763) 241-0654	Carlton	Recover Health	(218) 326-0004
	Healthstar Home Health	(651) 633-7300		Aveanna Home Health	(218) 733-3485
Lakeview Homecare	(651) 430-3320	Healthstar Home Health		(651) 633-7300	
Becker	Recover Health	(218) 326-0004	Pathways To Achievement	(218) 721-4732	
	Essentia Health Home Care West	(218) 847-0808	St Lukes Home Care	(218) 249-6111	
	Healthstar Home Health	(651) 633-7300	Carver	Brookdale Home Health Minnesota (LHC)	(952) 933-1362
Knute Nelson Home Care	(320) 759-1273	Divine Home Care Inc		(320) 231-9757	
Beltrami	Recover Health	(218) 326-0004		Guardian Angels Elim Home Care	(763) 241-0654
	Essentia Health Home Care West	(218) 847-0808	Ridgeview Home Care Services	(952) 442-6030	
	Healthstar Home Health	(651) 633-7300	Cass	Recover Health	(218) 326-0004
Sanford Bemidji Home Care And Hospice	(218) 333-5665	Divine Home Care Inc		(320) 231-9757	
Benton	Brookdale Home Health Minnesota (LHC)	(952) 933-1362		Healthstar Home Health	(651) 633-7300
	Divine Home Care Inc	(320) 231-9757	Knute Nelson Home Care	(320) 759-1273	
	Guardian Angels Elim Home Care	(763) 241-0654	Sanford Bemidji Home Care And Hospice	(218) 333-5665	
	Knute Nelson Home Care	(320) 759-1273	Chippewa	Avera At Home Marshall	(507) 537-7070
Big Stone	Divine Home Care Inc	(320) 231-9757		Divine Home Care Inc	(320) 231-9757
	Knute Nelson Home Care	(320) 759-1273	Knute Nelson Home Care	(320) 759-1273	
Blue Earth	Good Sam Society Home Care Of Sw Mn	(507) 831-0734	Chisago	Brookdale Home Health Minnesota (LHC)	(952) 933-1362
	United Hospital District Inc	(507) 526-7970			

## High-performing home health agencies in Minnesota (cont.)

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Chisago	Guardian Angels Elim Home Care	(763) 241-0654	Hubbard	Sanford Bemidji Home Care And Hospice	(218) 333-5665
	Lakeview Homecare	(651) 430-3320		Isanti	Brookdale Home Health Minnesota (LHC)
Clay	Essentia Health Home Care West	(218) 847-0808	Essentia Health Home Care West		(218) 847-0808
	Knute Nelson Home Care	(320) 759-1273	Guardian Angels Elim Home Care		(763) 241-0654
Clearwater	Essentia Health Home Care West	(218) 847-0808	Knute Nelson Home Care	(320) 759-1273	
	Healthstar Home Health	(651) 633-7300	Itasca	Recover Health	(218) 262-5887
	Knute Nelson Home Care	(320) 759-1273		Aveanna Home Health	(218) 733-3485
Sanford Bemidji Home Care And Hospice	(218) 333-5665	Healthstar Home Health		(651) 633-7300	
Cottonwood	Avera At Home Marshall	(507) 537-7070	Sanford Bemidji Home Care And Hospice	(218) 333-5665	
	Divine Home Care Inc	(320) 231-9757	Jackson	Avera At Home Marshall	(507) 537-7070
	Good Sam Society Home Care Of Sw Mn	(507) 831-0734		Good Sam Society Home Care Of Sw Mn	(507) 831-0734
Crow Wing	Recover Health	(218) 326-0004	Kanabec	Recover Health	(218) 326-0004
	Divine Home Care Inc	(320) 231-9757		Guardian Angels Elim Home Care	(763) 241-0654
	Knute Nelson Home Care	(320) 759-1273	Knute Nelson Home Care	(320) 759-1273	
Dakota	Brookdale Home Health Minnesota (LHC)	(952) 933-1362	Kandiyohi	Avera At Home Marshall	(507) 537-7070
	Guardian Angels Elim Home Care	(763) 241-0654		Divine Home Care Inc	(320) 231-9757
	Healthstar Home Health	(651) 633-7300	Knute Nelson Home Care	(320) 759-1273	
Douglas	Divine Home Care Inc	(320) 231-9757	Koochiching	Recover Health	(218) 326-0004
	Knute Nelson Home Care	(320) 759-1273		Healthstar Home Health	(651) 633-7300
Faribault	United Hospital District Inc	(507) 526-7970	Sanford Bemidji Home Care And Hospice	(218) 333-5665	
Freeborn	United Hospital District Inc	(507) 526-7970	Lac qui Parle	Avera At Home Marshall	(507) 537-7070
Goodhue	Brookdale Home Health Minnesota (LHC)	(952) 933-1362		Knute Nelson Home Care	(320) 759-1273
	Guardian Angels Elim Home Care	(763) 241-0654	Lake	Aveanna Home Health	(218) 733-3485
Grant	Knute Nelson Home Care	(320) 759-1273		St Lukes Home Care	(218) 249-6111
Hennepin	Recover Health	(218) 326-0004	Le Sueur	Brookdale Home Health Minnesota (LHC)	(952) 933-1362
	Aveanna Home Health	(218) 733-3485		Guardian Angels Elim Home Care	(763) 241-0654
	Avera At Home Marshall	(507) 537-7070		Ridgeview Home Care Services	(952) 442-6030
	Brookdale Home Health Minnesota (LHC)	(952) 933-1362	Lincoln	Avera At Home Marshall	(507) 537-7070
	Divine Home Care Inc	(320) 231-9757		Good Sam Society Home Care Of Sw Mn	(507) 831-0734
	Essentia Health Home Care West	(218) 847-0808	Lyon	Avera At Home Marshall	(507) 537-7070
	Guardian Angels Elim Home Care	(763) 241-0654		Essentia Health Home Care West	(218) 847-0808
	Healthstar Home Health	(651) 633-7300	Marshall	Riverview Home Care	(218) 281-9478
Ridgeview Home Care Services	(952) 442-6030	Martin		Good Sam Society Home Care Of Sw Mn	(507) 831-0734
Hubbard	Recover Health		(218) 326-0004	United Hospital District Inc	(507) 526-7970
	Essentia Health Home Care West	(218) 847-0808			
	Healthstar Home Health	(651) 633-7300			
	Knute Nelson Home Care	(320) 759-1273			

## High-performing home health agencies in Minnesota (cont.)

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
McLeod	Divine Home Care Inc	(320) 231-9757	Pope	Avera At Home Marshall	(507) 537-7070
	Ridgeview Home Care Services	(952) 442-6030		Divine Home Care Inc	(320) 231-9757
Meeker	Divine Home Care Inc	(320) 231-9757		Knute Nelson Home Care	(320) 759-1273
	Guardian Angels Elim Home Care	(763) 241-0654	Ramsey	Avera At Home Marshall	(507) 537-7070
	Knute Nelson Home Care	(320) 759-1273		Brookdale Home Health Minnesota (LHC)	(952) 933-1362
Ridgeview Home Care Services	(952) 442-6030	Guardian Angels Elim Home Care		(763) 241-0654	
Mille Lacs	Recover Health	(218) 326-0004		Healthstar Home Health	(651) 633-7300
	Brookdale Home Health Minnesota (LHC)	(952) 933-1362	Lakeview Homecare	(651) 430-3320	
	Guardian Angels Elim Home Care	(763) 241-0654	Red Lake	Recover Health	(218) 326-0004
	Knute Nelson Home Care	(320) 759-1273		Essentia Health Home Care West	(218) 847-0808
Morrison	Recover Health	(218) 326-0004		Riverview Home Care	(218) 281-9478
	Divine Home Care Inc	(320) 231-9757	Redwood	Avera At Home Marshall	(507) 537-7070
	Guardian Angels Elim Home Care	(763) 241-0654		Divine Home Care Inc	(320) 231-9757
Knute Nelson Home Care	(320) 759-1273	Good Sam Society Home Care Of Sw Mn		(507) 831-0734	
Murray	Avera At Home Marshall	(507) 537-7070	Renville	Avera At Home Marshall	(507) 537-7070
	Good Sam Society Home Care Of Sw Mn	(507) 831-0734		Divine Home Care Inc	(320) 231-9757
Nicollet	Divine Home Care Inc	(320) 231-9757	Ridgeview Home Care Services	(952) 442-6030	
	Ridgeview Home Care Services	(952) 442-6030	Rice	Guardian Angels Elim Home Care	(763) 241-0654
Nobles	Avera At Home Marshall	(507) 537-7070		Ridgeview Home Care Services	(952) 442-6030
	Good Sam Society Home Care Of Sw Mn	(507) 831-0734	Rock	Avera At Home Marshall	(507) 537-7070
Norman	Essentia Health Home Care West	(218) 847-0808		Good Sam Society Home Care Of Sw Mn	(507) 831-0734
	Riverview Home Care	(218) 281-9478	Scott	Brookdale Home Health Minnesota (LHC)	(952) 933-1362
Olmsted	Avera At Home Marshall	(507) 537-7070		Guardian Angels Elim Home Care	(763) 241-0654
	Recover Health	(218) 326-0004		Ridgeview Home Care Services	(952) 442-6030
Otter Tail	Divine Home Care Inc	(320) 231-9757	Sherburne	Brookdale Home Health Minnesota (LHC)	(952) 933-1362
	Essentia Health Home Care West	(218) 847-0808		Divine Home Care Inc	(320) 231-9757
	Healthstar Home Health	(651) 633-7300		Essentia Health Home Care West	(218) 847-0808
	Knute Nelson Home Care	(320) 759-1273		Guardian Angels Elim Home Care	(763) 241-0654
Pennington	Essentia Health Home Care West	(218) 847-0808	Knute Nelson Home Care	(320) 759-1273	
	Riverview Home Care	(218) 281-9478	Sibley	Brookdale Home Health Minnesota (LHC)	(952) 933-1362
Pine	Aveanna Home Health	(218) 733-3485		Divine Home Care Inc	(320) 231-9757
	St Lukes Home Care	(218) 249-6111		Guardian Angels Elim Home Care	(763) 241-0654
Pipestone	Avera At Home Marshall	(507) 537-7070	Ridgeview Home Care Services	(952) 442-6030	
	Good Sam Society Home Care Of Sw Mn	(507) 831-0734			
Polk	Essentia Health Home Care West	(218) 847-0808			
	Riverview Home Care	(218) 281-9478			
	Sanford Bemidji Home Care And Hospice	(218) 333-5665			

## High-performing home health agencies in Minnesota (cont.)

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
St. Louis	Recover Health	(218) 262-5887	Yellow Medicine	Avera At Home Marshall	(507) 537-7070
	Aveanna Home Health	(218) 733-3485		Divine Home Care Inc	(320) 231-9757
	Healthstar Home Health	(651) 633-7300			
	Pathways To Achievement	(218) 721-4732			
	Ridgeview Home Care Services	(952) 442-6030			
	Sanford Bemidji Home Care And Hospice	(218) 333-5665			
	St Lukes Home Care	(218) 249-6111			
Stearns	Avera At Home Marshall	(507) 537-7070			
	Divine Home Care Inc	(320) 231-9757			
	Guardian Angels Elim Home Care	(763) 241-0654			
	Knute Nelson Home Care	(320) 759-1273			
Stevens	Divine Home Care Inc	(320) 231-9757			
	Knute Nelson Home Care	(320) 759-1273			
Swift	Avera At Home Marshall	(507) 537-7070			
	Divine Home Care Inc	(320) 231-9757			
	Knute Nelson Home Care	(320) 759-1273			
Todd	Recover Health	(218) 326-0004			
	Divine Home Care Inc	(320) 231-9757			
	Knute Nelson Home Care	(320) 759-1273			
Traverse	Knute Nelson Home Care	(320) 759-1273			
Wadena	Recover Health	(218) 326-0004			
	Knute Nelson Home Care	(320) 759-1273			
Waseca	United Hospital District Inc	(507) 526-7970			
Washington	Brookdale Home Health Minnesota (LHC)	(952) 933-1362			
	Guardian Angels Elim Home Care	(763) 241-0654			
	Healthstar Home Health	(651) 633-7300			
	Lakeview Homecare	(651) 430-3320			
Watonwan	Essentia Health Home Care West	(218) 847-0808			
	Good Sam Society Home Care Of Sw Mn	(507) 831-0734			
	United Hospital District Inc	(507) 526-7970			
Wilkin	Essentia Health Home Care West	(218) 847-0808			
	Knute Nelson Home Care	(320) 759-1273			
Wright	Brookdale Home Health Minnesota (LHC)	(952) 933-1362			
	Divine Home Care Inc	(320) 231-9757			
	Guardian Angels Elim Home Care	(763) 241-0654			
	Knute Nelson Home Care	(320) 759-1273			
	Ridgeview Home Care Services	(952) 442-6030			

# 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.