

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 Missouri

| County Served | Name of Home Health Agency | Contact Information | County Served | Name of Home Health Agency | Contact Information |
|-------------------------------------|--|-------------------------------|--|--|--------------------------------------|
| Adair | Elara Caring | (573) 893-6477 | Boone | Elara Caring | (573) 893-6477 |
| | Homecare Of Mid Missouri, Inc | (660) 263-1517 | | Homecare Of Mid Missouri, Inc | (660) 263-1517 |
| | Serve Link Home Care, Inc | (660) 359-4218 | | Hometown Homecare | (660) 248-2100 |
| Andrew | Freudenthal Home Health | (816) 676-8050 | | St Louis Home Health | (314) 352-7889 |
| | The Whole Person Inc | (816) 364-0900 | Buchanan | Freudenthal Home Health | (816) 676-8050 |
| Atchison | The Whole Person Inc | (816) 364-0900 | | The Whole Person Inc | (816) 364-0900 |
| | Audrain | Phoenix Home Care | (573) 635-3900 | Butler | Comfort Care Home Health Agency, Inc |
| Boone Hospital Home Care & Hospice | | (573) 875-0555 | St Louis Home Health | | (314) 352-7889 |
| Elara Caring | | (573) 893-6477 | Caldwell | The Whole Person Inc | (816) 364-0900 |
| Homecare Of Mid Missouri, Inc | | (660) 263-1517 | | Liberty Hospital Home Health | (816) 407-2100 |
| Montgomery County Health Department | | (573) 564-2495 | | North Kansas City Hospital Home Health Services | (816) 691-1358 |
| Barry | Haven Home Health & Therapy | (417) 581-1234 | Ray County Memorial Hospital Home Health | (816) 470-5432 | |
| | Intrepid USA Healthcare Services | (417) 883-5118 | Callaway | Phoenix Home Care | (573) 635-3900 |
| Barton | Barton County Health Department Home Health Agency | (417) 682-3363 | | Benton County Health Department Home Health Agency | (660) 438-2876 |
| | Intrepid USA Healthcare Services | (417) 883-5118 | | Boone Hospital Home Care & Hospice | (573) 875-0555 |
| Bates | Intrepid USA Healthcare Services | (417) 883-5118 | | Elara Caring | (573) 893-6477 |
| Benton | Benton County Health Department Home Health Agency | (660) 438-2876 | | Homecare Of Mid Missouri, Inc | (660) 263-1517 |
| | Citizens Memorial Home Health | (417) 326-3585 | Montgomery County Health Department | (573) 564-2495 | |
| | Elara Caring | (573) 893-6477 | Camden | Phoenix Home Care | (573) 635-3900 |
| | Golden Valley Memorial Healthcare Home Services | (660) 885-5088 | | Benton County Health Department Home Health Agency | (660) 438-2876 |
| Southwest Home Health | (573) 335-6609 | Citizens Memorial Home Health | | (417) 326-3585 | |
| Boone | Phoenix Home Care | (573) 635-3900 | | | |
| | Boone Hospital Home Care & Hospice | (573) 875-0555 | | | |

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|----------------|--|---------------------|
| Camden | Elara Caring | (573) 893-6477 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| | Ssm Health At Home Home Health-St Louis | (314) 989-2660 |
| Cape Girardeau | Elara Caring | (573) 756-7575 |
| | Southeast Home Health | (573) 335-6609 |
| Carroll | Ray County Memorial Hospital Home Health | (816) 470-5432 |
| Carter | Comfort Care Home Health Agency, Inc | (573) 996-3524 |
| Cass | Golden Valley Memorial Healthcare Home Services | (660) 885-5088 |
| Cedar | Barton County Health Department Home Health Agency | (417) 682-3363 |
| | Citizens Memorial Home Health | (417) 326-3585 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Chariton | Elara Caring | (573) 893-6477 |
| | Homecare Of Mid Missouri, Inc | (660) 263-1517 |
| | Hometown Homecare | (660) 248-2100 |
| | Serve Link Home Care, Inc | (660) 359-4218 |
| Christian | Haven Home Health & Therapy | (417) 581-1234 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Clay | The Whole Person Inc | (816) 364-0900 |
| | Liberty Hospital Home Health | (816) 407-2100 |
| | North Kansas City Hospital Home Health Services | (816) 691-1358 |
| | Ray County Memorial Hospital Home Health | (816) 470-5432 |
| Clinton | Freudenthal Home Health | (816) 676-8050 |
| | The Whole Person Inc | (816) 364-0900 |
| | Liberty Hospital Home Health | (816) 407-2100 |
| | North Kansas City Hospital Home Health Services | (816) 691-1358 |
| Cole | Phoenix Home Care | (573) 635-3900 |
| | Boone Hospital Home Care & Hospice | (573) 875-0555 |
| | Elara Caring | (573) 756-7575 |
| | Homecare Of Mid Missouri, Inc | (660) 263-1517 |
| Cooper | Phoenix Home Care | (573) 635-3900 |
| | Boone Hospital Home Care & Hospice | (573) 875-0555 |
| | Elara Caring | (573) 893-6477 |
| | Hometown Homecare | (660) 248-2100 |
| Crawford | Elara Caring | (573) 756-7575 |
| | Mercy Home Health | (314) 729-4550 |
| | St Louis Home Health | (314) 352-7889 |

| County Served | Name of Home Health Agency | Contact Information |
|--------------------------------|--|---------------------|
| Dade | Barton County Health Department Home Health Agency | (417) 682-3363 |
| | Citizens Memorial Home Health | (417) 326-3585 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Dallas | Citizens Memorial Home Health | (417) 326-3585 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Daviss | Home Health Of Harrison County Hospital | (660) 425-7863 |
| | Serve Link Home Care, Inc | (660) 359-4218 |
| DeKalb | Freudenthal Home Health | (816) 676-8050 |
| | The Whole Person Inc | (816) 364-0900 |
| Dent | Elara Caring | (573) 893-6477 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Douglas | Haven Home Health & Therapy | (417) 581-1234 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Dunklin | Missouri Delta Home Health | (573) 472-2234 |
| Franklin | Delmar Gardens Home Care Inc | (636) 733-7330 |
| | Brookdale Home Health St Louis | (314) 993-7035 |
| | Cooperative Home Care, Inc | (314) 772-8585 |
| | Elara Caring | (314) 521-8443 |
| | Mercy Home Health | (314) 729-4550 |
| | Ssm Health At Home Home Health-St Louis | (314) 989-2660 |
| | St Louis Home Health | (314) 352-7889 |
| St Luke'S Home Health Services | (314) 205-6612 | |
| Gasconade | Elara Caring | (314) 521-8443 |
| | Mercy Home Health | (314) 729-4550 |
| | Montgomery County Health Department | (573) 564-2495 |
| Gentry | St Louis Home Health | (314) 352-7889 |
| | The Whole Person Inc | (816) 364-0900 |
| Greene | Home Health Of Harrison County Hospital | (660) 425-7863 |
| | Citizens Memorial Home Health | (417) 326-3585 |
| | Haven Home Health & Therapy | (417) 581-1234 |
| Grund | Intrepid USA Healthcare Services | (417) 883-5118 |
| | St Louis Home Health | (314) 352-7889 |
| Grundy | Serve Link Home Care, Inc | (660) 359-4218 |
| Harrison | Home Health Of Harrison County Hospital | (660) 425-7863 |
| Henry | Benton County Health Department Home Health Agency | (660) 438-2876 |
| | Citizens Memorial Home Health | (417) 326-3585 |

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|------------------|--|---------------------|
| Henry | Golden Valley Memorial Healthcare Home Services | (660) 885-5088 |
| Hickory | Benton County Health Department Home Health Agency | (660) 438-2876 |
| | Citizens Memorial Home Health | (417) 326-3585 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Holt | The Whole Person Inc | (816) 364-0900 |
| Howard | Boone Hospital Home Care & Hospice | (573) 875-0555 |
| | Elara Caring | (573) 893-6477 |
| | Homecare Of Mid Missouri, Inc | (660) 263-1517 |
| | Hometown Homecare | (660) 248-2100 |
| Howell | Intrepid USA Healthcare Services | (417) 883-5118 |
| Iron | Elara Caring | (573) 756-7575 |
| | Mercy Home Health | (636) 933-1162 |
| Jackson | Barton County Health Department Home Health Agency | (417) 682-3363 |
| | Liberty Hospital Home Health | (816) 407-2100 |
| | North Kansas City Hospital Home Health Services | (816) 691-1358 |
| Jasper | Barton County Health Department Home Health Agency | (417) 682-3363 |
| | Freeman Home Care Services | (417) 347-6000 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Jefferson | Delmar Gardens Home Care Inc | (636) 733-7330 |
| | Brookdale Home Health St Louis | (314) 993-7035 |
| | Cooperative Home Care, Inc | (314) 772-8585 |
| | Elara Caring | (314) 521-8443 |
| | Mercy Home Health | (314) 729-4550 |
| | Ssm Health At Home Home Health-St Louis | (314) 989-2660 |
| | St Louis Home Health | (314) 352-7889 |
| | St Luke'S Home Health Services | (314) 205-6612 |
| | Ste Genevieve Co Memorial Hosp Home Health Agency | (573) 883-7724 |
| | Elara Caring | (573) 893-6477 |
| Johnson | Golden Valley Memorial Healthcare Home Services | (660) 885-5088 |
| Knox | Lewis County Home Health Agency | (573) 767-5312 |
| Laclede | Citizens Memorial Home Health | (417) 326-3585 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Lafayette | Elara Caring | (573) 893-6477 |
| | Liberty Hospital Home Health | (816) 407-2100 |
| | Ray County Memorial Hospital Home Health | (816) 470-5432 |

| County Served | Name of Home Health Agency | Contact Information |
|--------------------|---|---------------------|
| Lawrence | Freeman Home Care Services | (417) 347-6000 |
| | Haven Home Health & Therapy | (417) 581-1234 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Lewis | Lewis County Home Health Agency | (573) 767-5312 |
| Lincoln | Delmar Gardens Home Care Inc | (636) 733-7330 |
| | Brookdale Home Health St Louis | (314) 993-7035 |
| | Cooperative Home Care, Inc | (314) 772-8585 |
| | Elara Caring | (314) 521-8443 |
| | Mercy Home Health | (314) 729-4550 |
| | Montgomery County Health Department | (573) 564-2495 |
| Linn | Ssm Health At Home Home Health-St Louis | (314) 989-2660 |
| | St Louis Home Health | (314) 352-7889 |
| Livingston | Elara Caring | (573) 893-6477 |
| | Homecare Of Mid Missouri, Inc | (660) 263-1517 |
| | Serve Link Home Care, Inc | (660) 359-4218 |
| Macon | Serve Link Home Care, Inc | (660) 359-4218 |
| | Elara Caring | (573) 893-6477 |
| | Homecare Of Mid Missouri, Inc | (660) 263-1517 |
| Madison | Serve Link Home Care, Inc | (660) 359-4218 |
| | Elara Caring | (573) 756-7575 |
| | Mercy Home Health | (636) 933-1162 |
| Maries | Southeast Home Health | (573) 335-6609 |
| | Phoenix Home Care | (573) 635-3900 |
| | Boone Hospital Home Care & Hospice | (573) 875-0555 |
| Marion | Elara Caring | (573) 893-6477 |
| | Lewis County Home Health Agency | (573) 767-5312 |
| McDonald | Freeman Home Care Services | (417) 347-6000 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Mercer | Home Health Of Harrison County Hospital | (660) 425-7863 |
| | Serve Link Home Care, Inc | (660) 359-4218 |
| Miller | Phoenix Home Care | (573) 635-3900 |
| | Elara Caring | (573) 893-6477 |
| | Homecare Of Mid Missouri, Inc | (660) 263-1517 |
| Mississippi | Intrepid USA Healthcare Services | (417) 883-5118 |
| | Missouri Delta Home Health | (573) 472-2234 |
| | Southeast Home Health | (573) 335-6609 |

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| County Served | Name of Home Health Agency | Contact Information |
|---------------|--|---------------------|
| Moniteau | Phoenix Home Care | (573) 635-3900 |
| | Boone Hospital Home Care & Hospice | (573) 875-0555 |
| | Elara Caring | (573) 893-6477 |
| Monroe | Boone Hospital Home Care & Hospice | (573) 875-0555 |
| | Elara Caring | (573) 893-6477 |
| | Homecare Of Mid Missouri, Inc | (660) 263-1517 |
| | Lewis County Home Health Agency | (573) 767-5312 |
| Montgomery | Elara Caring | (314) 521-8443 |
| | Mercy Home Health | (314) 729-4550 |
| | Montgomery County Health Department | (573) 564-2495 |
| | Ssm Health At Home Home Health-St Louis | (314) 989-2660 |
| Morgan | Phoenix Home Care | (573) 635-3900 |
| | Benton County Health Department Home Health Agency | (660) 438-2876 |
| | Elara Caring | (573) 893-6477 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| New Madrid | Missouri Delta Home Health | (573) 472-2234 |
| Newton | Freeman Home Care Services | (417) 347-6000 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Nodaway | The Whole Person Inc | (816) 364-0900 |
| Oregon | Haven Home Health & Therapy | (417) 581-1234 |
| Osage | Phoenix Home Care | (573) 635-3900 |
| | Elara Caring | (573) 893-6477 |
| Ozark | Haven Home Health & Therapy | (417) 581-1234 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Pemiscot | Missouri Delta Home Health | (573) 472-2234 |
| Perry | Elara Caring | (573) 756-7575 |
| | Mercy Home Health | (636) 933-1162 |
| | Southeast Home Health | (573) 335-6609 |
| | Ste Genevieve Co Memorial Hosp Home Health Agency | (573) 883-7724 |
| Pettis | Phoenix Home Care | (573) 635-3900 |
| | Benton County Health Department Home Health Agency | (660) 438-2876 |
| | Boone Hospital Home Care & Hospice | (573) 875-0555 |
| | Elara Caring | (573) 893-6477 |
| | Golden Valley Memorial Healthcare Home Services | (660) 885-5088 |
| Phelps | Elara Caring | (573) 893-6477 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |

| County Served | Name of Home Health Agency | Contact Information |
|---------------|--|---------------------|
| Pike | Elara Caring | (314) 521-8443 |
| | Mercy Home Health | (314) 729-4550 |
| Platte | Freudenthal Home Health | (816) 676-8050 |
| | The Whole Person Inc | (816) 364-0900 |
| | Liberty Hospital Home Health | (816) 407-2100 |
| Polk | North Kansas City Hospital Home Health Services | (816) 691-1358 |
| | Citizens Memorial Home Health | (417) 326-3585 |
| Polk | Haven Home Health & Therapy | (417) 581-1234 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Pulaski | Phoenix Home Care | (573) 635-3900 |
| | Elara Caring | (573) 893-6477 |
| Pulaski | Intrepid USA Healthcare Services | (417) 883-5118 |
| | Serve Link Home Care, Inc | (660) 359-4218 |
| Ralls | Boone Hospital Home Care & Hospice | (573) 875-0555 |
| Randolph | Boone Hospital Home Care & Hospice | (573) 875-0555 |
| | Elara Caring | (573) 893-6477 |
| | Homecare Of Mid Missouri, Inc | (660) 263-1517 |
| Randolph | Hometown Homecare | (660) 248-2100 |
| | Liberty Hospital Home Health | (816) 407-2100 |
| | North Kansas City Hospital Home Health Services | (816) 691-1358 |
| Ray | Ray County Memorial Hospital Home Health | (816) 470-5432 |
| | Elara Caring | (573) 756-7575 |
| Reynolds | Mercy Home Health | (636) 933-1162 |
| Ripley | Comfort Care Home Health Agency, Inc | (573) 996-3524 |
| Saline | Benton County Health Department Home Health Agency | (660) 438-2876 |
| | Boone Hospital Home Care & Hospice | (573) 875-0555 |
| | Elara Caring | (573) 893-6477 |
| | Hometown Homecare | (660) 248-2100 |
| Scott | Missouri Delta Home Health | (573) 472-2234 |
| Scott | Southeast Home Health | (573) 335-6609 |
| Shannon | Intrepid USA Healthcare Services | (417) 883-5118 |
| Shelby | Elara Caring | (573) 893-6477 |
| | Homecare Of Mid Missouri, Inc | (660) 263-1517 |
| Shelby | Lewis County Home Health Agency | (573) 767-5312 |

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|----------------|---|---------------------|
| St. Charles | Delmar Gardens Home Care Inc | (636) 733-7330 |
| | Brookdale Home Health St Louis | (314) 993-7035 |
| | Cooperative Home Care, Inc | (314) 772-8585 |
| | Elara Caring | (314) 521-8443 |
| | Mercy Home Health | (314) 729-4550 |
| | Ssm Health At Home Home Health-St Louis | (314) 989-2660 |
| | St Louis Home Health | (314) 352-7889 |
| | St Luke'S Home Health Services | (314) 205-6612 |
| St. Clair | Citizens Memorial Home Health | (417) 326-3585 |
| | Golden Valley Memorial Healthcare Home Services | (660) 885-5088 |
| St. Francois | Elara Caring | (573) 756-7575 |
| | Mercy Home Health | (636) 933-1162 |
| | St Louis Home Health | (314) 352-7889 |
| | Ste Genevieve Co Memorial Hosp Home Health Agency | (573) 883-7724 |
| St. Louis | Delmar Gardens Home Care Inc | (636) 733-7330 |
| | Brookdale Home Health St Louis | (314) 993-7035 |
| | Cooperative Home Care, Inc | (314) 772-8585 |
| | Elara Caring | (314) 521-8443 |
| | Mercy Home Health | (314) 729-4550 |
| | Ssm Health At Home Home Health-St Louis | (314) 989-2660 |
| | St Louis Home Health | (314) 352-7889 |
| | St Luke'S Home Health Services | (314) 205-6612 |
| St. Louis City | Delmar Gardens Home Care Inc | (636) 733-7330 |
| | Brookdale Home Health St Louis | (314) 993-7035 |
| | Cooperative Home Care, Inc | (314) 772-8585 |
| | Elara Caring | (314) 521-8443 |
| | Homecare Of Mid Missouri, Inc | (660) 263-1517 |
| | Mercy Home Health | (314) 729-4550 |
| | Ssm Health At Home Home Health-St Louis | (314) 989-2660 |
| | St Louis Home Health | (314) 352-7889 |
| | St Luke's Home Health Services | (314) 205-6612 |

| County Served | Name of Home Health Agency | Contact Information |
|----------------|--|---------------------|
| Ste. Genevieve | Elara Caring | (573) 756-7575 |
| | Mercy Home Health | (636) 933-1162 |
| | Ste Genevieve Co Memorial Hosp Home Health Agency | (573) 883-7724 |
| Stoddard | Missouri Delta Home Health | (573) 472-2234 |
| | Southeast Home Health | (573) 335-6609 |
| Stone | Haven Home Health & Therapy | (417) 581-1234 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Sullivan | Serve Link Home Care, Inc | (660) 359-4218 |
| Taney | Haven Home Health & Therapy | (417) 581-1234 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Texas | Intrepid USA Healthcare Services | (417) 883-5118 |
| Vernon | Barton County Health Department Home Health Agency | (417) 682-3363 |
| | Citizens Memorial Home Health | (417) 326-3585 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Warren | Delmar Gardens Home Care Inc | (636) 733-7330 |
| | Cooperative Home Care, Inc | (314) 772-8585 |
| | Elara Caring | (314) 521-8443 |
| | Mercy Home Health | (314) 729-4550 |
| | Montgomery County Health Department | (573) 564-2495 |
| | Ssm Health At Home Home Health-St Louis | (314) 989-2660 |
| | St Luke'S Home Health Services | (314) 205-6612 |
| Washington | Elara Caring | (573) 756-7575 |
| | Mercy Home Health | (636) 933-1162 |
| Webster | Citizens Memorial Home Health | (417) 326-3585 |
| | Haven Home Health & Therapy | (417) 581-1234 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |
| Worth | Home Health Of Harrison County Hospital | (660) 425-7863 |
| Wright | Haven Home Health & Therapy | (417) 581-1234 |
| | Intrepid USA Healthcare Services | (417) 883-5118 |

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.