

# 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 Nebraska

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Adams	Chi Health At Home - Grand Island	(308) 398-2600	Dawson	Chi Health At Home - Grand Island	(308) 398-2600
	Evangelical Lutheran GSS Home Care Of Central NE	(308) 698-5080		Evangelical Lutheran GSS Home Care Of Central NE	(308) 698-5080
	Good Samaritan Society Home Health	(308) 382-4054			
Boone	HRS of Nebraska, Inc.	(402) 999-6297	Dodge	Home Nursing With Heart	(402) 614-4622
Buffalo	Chi Health At Home - Grand Island	(308) 398-2600		HRS of Nebraska, Inc.	(402) 999-6297
	Evangelical Lutheran GSS Home Care Of Central NE	(308) 698-5080		Chi Health At Home - Omaha	(402) 898-8000
	Good Samaritan Society Home Health	(308) 382-4054		Hillcrest Home Care	(402) 682-4808
	Hillcrest Home Care	(402) 682-4808	Hospice And Home Healthcare Of Saunders County	(402) 443-4798	
Burt	HRS of Nebraska, Inc.	(402) 999-6297	Douglas	Home Nursing With Heart	(402) 614-4622
Cass	Home Nursing With Heart	(402) 614-4622		HRS of Nebraska, Inc.	(402) 999-6297
	HRS of Nebraska, Inc.	(402) 999-6297		Chi Health At Home - Omaha	(402) 898-8000
	Chi Health At Home - Omaha	(402) 898-8000		Comper Care Rehab, Inc	(402) 932-0703
	Comper Care Rehab, Inc	(402) 932-0703		Good Samaritan Society - Omaha Metro Home Care	(402) 399-1700
	Good Samaritan Society - Omaha Metro Home Care	(402) 399-1700		Hillcrest Home Care	(402) 682-4808
	Good Samaritan Society Home Care Of Southeast NE	(402) 274-5541		Hospice And Home Healthcare Of Saunders County	(402) 443-4798
	Hillcrest Home Care	(402) 682-4808			
Interim Healthcare	(402) 421-7920	Franklin	Evangelical Lutheran GSS Home Care Of Central NE	(308) 698-5080	
Clay	Good Samaritan Society Home Health	(308) 382-4054	Frontier	Evangelical Lutheran GSS Home Care Of Central NE	(308) 698-5080
Colfax	Chi Health At Home - Omaha	(402) 898-8000	Furnas	Evangelical Lutheran GSS Home Care Of Central NE	(308) 698-5080
Custer	Evangelical Lutheran GSS Home Care Of Central NE	(308) 698-5080	Gage	Good Samaritan Society Home Care Of Southeast NE	(402) 274-5541
	Good Samaritan Society Home Health	(308) 382-4054		Hillcrest Home Care	(402) 682-4808

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County Served	Name of Home Health Agency	Contact Information
<b>Gosper</b>	Evangelical Lutheran GSS Home Care Of Central NE	(308) 698-5080
<b>Hall</b>	Chi Health At Home - Grand Island	(308) 398-2600
	Good Samaritan Society Home Health	(308) 382-4054
<b>Hamilton</b>	Chi Health At Home - Grand Island	(308) 398-2600
	Good Samaritan Society Home Health	(308) 382-4054
<b>Harlan</b>	Evangelical Lutheran GSS Home Care Of Central NE	(308) 698-5080
<b>Howard</b>	Chi Health At Home - Grand Island	(308) 398-2600
	Good Samaritan Society Home Health	(308) 382-4054
	Hillcrest Home Care	(402) 682-4808
<b>Jefferson</b>	Good Samaritan Society Home Care Of Southeast NE	(402) 274-5541
<b>Johnson</b>	Good Samaritan Society Home Care Of Southeast NE	(402) 274-5541
<b>Kearney</b>	Chi Health At Home - Grand Island	(308) 398-2600
	Evangelical Lutheran GSS Home Care Of Central NE	(308) 698-5080
<b>Lancaster</b>	HRS of Nebraska, Inc.	(402) 999-6297
	Good Samaritan Society - Omaha Metro Home Care	(402) 399-1700
	Hillcrest Home Care	(402) 682-4808
	Hospice And Home Healthcare Of Saunders County	(402) 443-4798
	Interim Healthcare	(402) 421-7920
<b>Madison</b>	HRS of Nebraska, Inc.	(402) 999-6297
<b>Merrick</b>	Chi Health At Home - Grand Island	(308) 398-2600
	Good Samaritan Society Home Health	(308) 382-4054
<b>Nemaha</b>	Good Samaritan Society Home Care Of Southeast NE	(402) 274-5541
<b>Nuckolls</b>	Evangelical Lutheran GSS Home Care Of Central NE	(308) 698-5080
	Good Samaritan Society Home Health	(308) 382-4054
<b>Otoe</b>	Good Samaritan Society Home Care Of Southeast NE	(402) 274-5541
	Hillcrest Home Care	(402) 682-4808
<b>Pawnee</b>	Good Samaritan Society Home Care Of Southeast NE	(402) 274-5541
<b>Phelps</b>	Chi Health At Home - Grand Island	(308) 398-2600
	Evangelical Lutheran GSS Home Care Of Central NE	(308) 698-5080
<b>Platte</b>	Chi Health At Home - Omaha	(402) 898-8000
	Hillcrest Home Care	(402) 682-4808

County Served	Name of Home Health Agency	Contact Information
<b>Richardson</b>	Good Samaritan Society Home Care Of Southeast NE	(402) 274-5541
<b>Saline</b>	Good Samaritan Society Home Care Of Southeast NE	(402) 274-5541
	Interim Healthcare	(402) 421-7920
<b>Sarpy</b>	Home Nursing With Heart	(402) 614-4622
	HRS of Nebraska, Inc.	(402) 999-6297
	Chi Health At Home - Omaha	(402) 898-8000
	Comper Care Rehab, Inc	(402) 932-0703
	Good Samaritan Society - Omaha Metro Home Care	(402) 399-1700
<b>Saunders</b>	Hillcrest Home Care	(402) 682-4808
	Home Nursing With Heart	(402) 614-4622
	HRS of Nebraska, Inc.	(402) 999-6297
	Chi Health At Home - Omaha	(402) 898-8000
	Comper Care Rehab, Inc	(402) 932-0703
<b>Scotts Bluff</b>	Good Samaritan Society - Omaha Metro Home Care	(402) 399-1700
	Hillcrest Home Care	(402) 682-4808
	Hospice And Home Healthcare Of Saunders County	(402) 443-4798
<b>Sherman</b>	Hillcrest Home Care	(402) 682-4808
	Chi Health At Home - Grand Island	(308) 398-2600
	Evangelical Lutheran GSS Home Care Of Central NE	(308) 698-5080
<b>Thayer</b>	Hillcrest Home Care	(402) 682-4808
	Good Samaritan Society Home Health	(308) 382-4054
<b>Thurston</b>	HRS of Nebraska, Inc.	(402) 999-6297
	Hospice And Home Healthcare Of Saunders County	(402) 443-4798
<b>Valley</b>	Evangelical Lutheran GSS Home Care Of Central NE	(308) 698-5080
<b>Washington</b>	Home Nursing With Heart	(402) 614-4622
	HRS of Nebraska, Inc.	(402) 999-6297
	Chi Health At Home - Omaha	(402) 898-8000
	Comper Care Rehab, Inc	(402) 932-0703
	Good Samaritan Society - Omaha Metro Home Care	(402) 399-1700
<b>Webster</b>	Hillcrest Home Care	(402) 682-4808
	Good Samaritan Society Home Health	(308) 382-4054

# 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.