

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 New York

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Albany	Eddy Visiting Nurse & Rehab Association	(518) 274-6200	Broome	St Josephs Hosp Health Center CHHA	(315) 458-2800
	Personal Touch Home Aides Of New York Inc	(718) 375-6111	Cattaraugus	Mcauley Seton Home Care Corp CHHA	(716) 685-4870
Allegany	Lifetime Care CHHA	(585) 214-1000	Cayuga	Willcare CHHA (Buffalo)	(716) 856-7500
	Willcare CHHA (Buffalo)	(716) 856-7500		Nascentia Health At Home	(315) 476-3101
Bronx	Bethel N H Company Certified Home Health Agency	(914) 941-1300	Chautauqua	St Camillus Home Care Agency	(315) 488-2831
	Cabrini Certified Home Health Agency	(914) 693-6800		Chemung	Lifetime Care CHHA
	Four Seasons Nursing & Rehabilitation CHHA	(718) 307-5460	Clinton		St Josephs Hosp Health Center CHHA
	Prime Home Health Services, LLC	(718) 646-1900		Columbia	Willcare CHHA (Buffalo)
	Americare Certified Special Services, Inc CHHA	(718) 535-3100	Cortland		Chemung Co Dept Health CHHA
	Excellent Home Care Services LLC	(718) 387-1800		Delaware	Lifetime Care CHHA
	Extended Home Care	(212) 563-9639	Eddy Visiting Nurse & Rehab Association		(518) 274-6200
	Good Samaritan Hospital Home Care Department CHHA	(845) 368-5277	Essex County Nursing Service	(518) 873-3500	
	HHC Health And Home Care	(646) 458-6100	Eddy Visiting Nurse & Rehab Association	(518) 274-6200	
	Long Island Jewish MC CHHA	(516) 326-6500	Nascentia Health At Home	(315) 476-3101	
	North Shore Home Care CHHA	(516) 876-5300	St Camillus Home Care Agency	(315) 488-2831	
	Personal Touch Home Aides Of New York Inc	(718) 375-6111	Lifetime Care CHHA	(585) 214-1000	
	Rebekah Certified Home Health Agency	(718) 863-6200	St Josephs Hosp Health Center CHHA	(315) 458-2800	
	The New Jewish Home, Home Care (CHHA)	(212) 273-2500	Eddy Visiting Nurse & Rehab Association	(518) 274-6200	
	Wartburg Home Care	(914) 513-5860	Long Island Jewish MC CHHA	(516) 326-6500	

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Dutchess	Prime Home Health Services, LLC	(718) 646-1900
	Americare Certified Special Services, Inc CHHA	(718) 535-3100
	Eddy Visiting Nurse & Rehab Association	(518) 274-6200
	Evercare At Home	(855) 485-6697
	North Shore Home Care CHHA	(516) 876-5300
Erie	Lifetime Care CHHA	(585) 214-1000
	Mcauley Seton Home Care Corp CHHA	(716) 685-4870
	Willcare CHHA (Buffalo)	(716) 856-7500
Essex	Essex County Nursing Service	(518) 873-3500
Franklin	Essex County Nursing Service	(518) 873-3500
Fulton	Community Health Center CHHA	(518) 762-8215
	Eddy Visiting Nurse & Rehab Assoc	(518) 274-6200
	Kindred At Home (Ballston Lake)	(518) 899-1158
Genesee	Lifetime Care CHHA	(585) 214-1000
	VNS Rochester Monroe Co CHHA	(585) 787-2233
Greene	Eddy Visiting Nurse & Rehab Assoc	(518) 274-6200
	Good Samaritan Hospital Home Care Department CHHA	(845) 368-5277
Hamilton	Community Health Center CHHA	(518) 762-8215
Herkimer	Nascentia Health At Home	(315) 476-3101
	Acacia Certified Home Care Co	(315) 266-0614
	Community Health Center CHHA	(518) 762-8215
Jefferson	Lewis County General Hospital CHHA	(315) 376-5308
Kings	Four Seasons Nursing & Rehabilitation CHHA	(718) 307-5460
	Girling Health Care Of New York	(718) 748-7447
	Prime Home Health Services, LLC	(718) 646-1900
	Your Choice At Home, Inc	(718) 855-7080
	Americare Certified Special Services, Inc CHHA	(718) 535-3100
	Excellent Home Care Services LLC	(718) 387-1800
	Extended Home Care	(212) 563-9639
	Family Care Certified Services CHHA (Brooklyn)	(718) 745-7508
	HHC Health And Home Care	(646) 458-6100
	Long Island Jewish MC CHHA	(516) 326-6500
	North Shore Home Care CHHA	(516) 876-5300
	Nyu Langone Health Home Care	(516) 663-8000
	Personal Touch Home Aides Of New York Inc	(718) 375-6111

County Served	Name of Home Health Agency	Contact Information
Lewis	Nascentia Health At Home	(315) 476-3101
	Lewis County General Hospital CHHA	(315) 376-5308
Livingston	Americare Certified Special Services, Inc CHHA	(718) 535-3100
	Lifetime Care CHHA	(585) 214-1000
	VNS Rochester Monroe Co CHHA	(585) 787-2233
Madison	Willcare CHHA (Buffalo)	(716) 856-7500
	Nascentia Health At Home	(315) 476-3101
	Royal Care Certified Home Health Care, LLC	(718) 475-1000
	St Camillus Home Care Agency	(315) 488-2831
Monroe	Acacia Certified Home Care Co	(315) 266-0614
	St Josephs Hosp Health Center CHHA	(315) 458-2800
	Lifetime Care CHHA	(585) 214-1000
Montgomery	VNS Rochester Monroe Co CHHA	(585) 787-2233
	Community Health Center CHHA	(518) 762-8215
Nassau	Eddy Visiting Nurse & Rehab Association	(518) 274-6200
	Kindred At Home (Ballston Lake)	(518) 899-1158
	Girling Health Care Of New York	(718) 748-7447
Nassau	Prime Home Health Services, LLC	(718) 646-1900
	Royal Care Certified Home Health Care, LLC	(718) 475-1000
	Your Choice At Home, Inc	(718) 855-7080
	Americare Certified Special Services, Inc CHHA	(718) 535-3100
	Constellation Home Care	(631) 246-4100
	Excellent Home Care Services LLC	(718) 387-1800
	Extended Home Care	(212) 563-9639
	HHC Health And Home Care	(646) 458-6100
	Long Island Jewish MC CHHA	(516) 326-6500
	North Shore Home Care CHHA	(516) 876-5300
	Nyu Langone Health Home Care	(516) 663-8000
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New York	Cabrini Certified Home Health Agency	(914) 693-6800
	Girling Health Care Of New York	(718) 748-7447
	Prime Home Health Services, LLC	(718) 646-1900
	Royal Care Certified Home Health Care, LLC	(718) 475-1000
	Your Choice At Home, Inc	(718) 855-7080
	Americare Certified Special Services, Inc CHHA	(718) 535-3100
	Constellation Home Care	(631) 246-4100
	Excellent Home Care Services LLC	(718) 387-1800
	Extended Home Care	(212) 563-9639
	HHC Health And Home Care	(646) 458-6100
	Long Island Jewish MC CHHA	(516) 326-6500
	North Shore Home Care CHHA	(516) 876-5300
	Nyu Langone Health Home Care	(516) 663-8000
	Personal Touch Home Aides Of New York Inc	(718) 375-6111
	The New Jewish Home, Home Care (CHHA)	(212) 273-2500
Niagara	Mcauley Seton Home Care Corp CHHA	(716) 685-4870
Oneida	Nascentia Health At Home	(315) 476-3101
	Acacia Certified Home Care Co	(315) 266-0614
	Community Health Center CHHA	(518) 762-8215
	Lewis County General Hospital CHHA	(315) 376-5308
Onondaga	Lifetime Care CHHA	(585) 214-1000
	Nascentia Health At Home	(315) 476-3101
	St Camillus Home Care Agency	(315) 488-2831
	Lifetime Care CHHA	(585) 214-1000
Ontario	St Josephs Hosp Health Center CHHA	(315) 458-2800
	Lifetime Care CHHA	(585) 214-1000
Orange	VNS Rochester Monroe Co CHHA	(585) 787-2233
	Americare Certified Special Services, Inc CHHA	(718) 535-3100
Orleans	Evercare At Home	(855) 485-6697
	Good Samaritan Hospital Home Care Department CHHA	(845) 368-5277
Oswego	Lifetime Care CHHA	(585) 214-1000
	VNS Rochester Monroe Co CHHA	(585) 787-2233
	Nascentia Health At Home	(315) 476-3101
	St Camillus Home Care Agency	(315) 488-2831
	Lifetime Care CHHA	(585) 214-1000
	St Josephs Hosp Health Center CHHA	(315) 458-2800

County Served	Name of Home Health Agency	Contact Information
Otsego	Community Health Center CHHA	(518) 762-8215
Putnam	Bethel N H Company Certified Home Health Agency	(914) 941-1300
	Prime Home Health Services, LLC	(718) 646-1900
	Good Samaritan Hospital Home Care Department CHHA	(845) 368-5277
Queens	North Shore Home Care CHHA	(516) 876-5300
	Four Seasons Nursing & Rehabilitation CHHA	(718) 307-5460
	Girling Health Care Of New York	(718) 748-7447
	Prime Home Health Services, LLC	(718) 646-1900
	Royal Care Certified Home Health Care, LLC	(718) 475-1000
	Your Choice At Home, Inc	(718) 855-7080
	Americare Certified Special Services, Inc CHHA	(718) 535-3100
	Constellation Home Care	(631) 246-4100
	Excellent Home Care Services LLC	(718) 387-1800
	Extended Home Care	(212) 563-9639
	Family Care Certified Services CHHA (Brooklyn)	(718) 745-7508
	HHC Health And Home Care	(646) 458-6100
	Long Island Jewish MC CHHA	(516) 326-6500
	North Shore Home Care CHHA	(516) 876-5300
	Nyu Langone Health Home Care	(516) 663-8000
Personal Touch Home Aides Of New York Inc	(718) 375-6111	
The New Jewish Home, Home Care (CHHA)	(212) 273-2500	
Rensselaer	Eddy Visiting Nurse & Rehab Assoc	(518) 274-6200
Richmond	Prime Home Health Services, LLC	(718) 646-1900
	Americare Certified Special Services, Inc CHHA	(718) 535-3100
	Extended Home Care	(212) 563-9639
	Long Island Jewish MC CHHA	(516) 326-6500
	North Shore Home Care CHHA	(516) 876-5300
	Nyu Langone Health Home Care	(516) 663-8000
Personal Touch Home Aides Of New York Inc	(718) 375-6111	

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Rockland	Americare Certified Special Services, Inc CHHA	(718) 535-3100
	Evercare At Home	(855) 485-6697
	Good Samaritan Hospital Home Care Department CHHA	(845) 368-5277
	Nyack Hosp Home Care CHHA	(845) 638-8700
Saratoga	Community Health Center CHHA	(518) 762-8215
	Eddy Visiting Nurse & Rehab Association	(518) 274-6200
	Kindred At Home (Ballston Lake)	(518) 899-1158
Schenectady	Community Health Center CHHA	(518) 762-8215
	Eddy Visiting Nurse & Rehab Association	(518) 274-6200
	Kindred At Home (Ballston Lake)	(518) 899-1158
Schoharie	Community Health Center CHHA	(518) 762-8215
	Eddy Visiting Nurse & Rehab Association	(518) 274-6200
	Kindred At Home (Ballston Lake)	(518) 899-1158
Schuyler	Lifetime Care CHHA	(585) 214-1000
Seneca	Lifetime Care CHHA	(585) 214-1000
	VNS Rochester Monroe Co CHHA	(585) 787-2233
Steuben	Chemung Co Dept Health CHHA	(607) 737-2028
	Lifetime Care CHHA	(585) 214-1000
	VNS Rochester Monroe Co CHHA	(585) 787-2233
Suffolk	Prime Home Health Services, LLC	(718) 646-1900
	Americare Certified Special Services, Inc CHHA	(718) 535-3100
	Constellation Home Care	(631) 246-4100
	Extended Home Care	(212) 563-9639
	Long Island Jewish MC CHHA	(516) 326-6500
	North Shore Home Care CHHA	(516) 876-5300
	Nyu Langone Health Home Care	(516) 663-8000
Peconic Bay Homehealth Services	(631) 548-6432	
Sullivan	Americare Certified Special Services, Inc CHHA	(718) 535-3100
	Good Samaritan Hospital Home Care Department CHHA	(845) 368-5277
Tioga	Chemung Co Dept Health CHHA	(607) 737-2028
	St Josephs Hosp Health Center CHHA	(315) 458-2800
Tompkins	Lifetime Care CHHA	(585) 214-1000
	St Josephs Hosp Health Center CHHA	(315) 458-2800

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Ulster	Eddy Visiting Nurse & Rehab Association	(518) 274-6200
	Evercare At Home	(855) 485-6697
	Good Samaritan Hospital Home Care Department CHHA	(845) 368-5277
Warren	Community Health Center CHHA	(518) 762-8215
	Essex County Nursing Service	(518) 873-3500
Washington	Eddy Visiting Nurse & Rehab Association	(518) 274-6200
	Kindred At Home (Ballston Lake)	(518) 899-1158
Wayne	Nascentia Health At Home	(315) 476-3101
	Lifetime Care CHHA	(585) 214-1000
	VNS Rochester Monroe Co CHHA	(585) 787-2233
Westchester	Bethel N H Company Certified Home Health Agency	(914) 941-1300
	Cabrini Certified Home Health Agency	(914) 693-6800
	Prime Home Health Services, LLC	(718) 646-1900
	Americare Certified Special Services, Inc CHHA	(718) 535-3100
	Good Samaritan Hospital Home Care Department CHHA	(845) 368-5277
	Lawrence Home Care Of Westchester	(914) 787-6158
	Long Island Jewish MC CHHA	(516) 326-6500
	North Shore Home Care CHHA	(516) 876-5300
	Personal Touch Home Aides Of New York Inc	(718) 375-6111
	The New Jewish Home, Home Care (CHHA)	(212) 273-2500
Wartburg Home Care	(914) 513-5860	
Wyoming	Lifetime Care CHHA	(585) 214-1000
	Mcauley Seton Home Care Corp CHHA	(716) 685-4870
	VNS Rochester Monroe Co CHHA	(585) 787-2233
	Willcare CHHA (Buffalo)	(716) 856-7500
Yates	Lifetime Care CHHA	(585) 214-1000
	VNS Rochester Monroe Co CHHA	(585) 787-2233

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.