

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 Mexico

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Bernalillo	Advantage Home Care, Inc Dba Corus Home Health	(505) 828-0232	Grant	Ambercare Home Health	(505) 231-2690
	Armada Skilled Homecare of New Mexico, LLC	(505) 821-1200		Armada Skilled Homecare of New Mexico, LLC	(505) 821-1200
	Heritage Home Healthcare & Hospice, Inc	(505) 366-2344		Encompass Health Home Health	(575) 532-1358
	Harmony Home Health Services, LLC	(505) 828-2273	Guadalupe	Professional Home Health Care, Inc	(505) 982-8581
	Kindred At Home	(505) 345-3754	Harding	Professional Home Health Care, Inc	(505) 982-8581
	Professional Home Health Care, Inc	(505) 982-8581	Lea	Tlc Home Health Care, LLC	(575) 885-9199
	Compassus Home Health Albuquerque Nm	(505) 881-0425		Elite Home Health, LLC	(575) 393-9281
	Encompass Health Home Health	(505) 563-4005		Interim Healthcare of Hobbs	(575) 391-0121
Chaves	Ambercare Home Health	(505) 231-2690	Lincoln	Ambercare Home Health	(505) 231-2690
	Tlc Home Health Care, LLC	(575) 885-9199		Interim Healthcare Of Roswell	(575) 625-8885
	Interim Healthcare	(575) 769-0049	Los Alamos	Armada Skilled Homecare of New Mexico, LLC	(505) 821-1200
	Interim Healthcare Of Roswell	(575) 625-8885		Heritage Home Healthcare & Hospice, Inc	(505) 366-2344
Advantage Home Care, Inc Dba Corus Home Health	(505) 828-0232	Kindred At Home		(505) 345-3754	
Cibola	Advantage Home Care, Inc Dba Corus Home Health	(505) 828-0232	Professional Home Health Care, Inc	(505) 982-8581	
Curry	Interim Healthcare	(575) 769-0049	Compassus Home Health Albuquerque Nm	(505) 881-0425	
DeBaca	Interim Healthcare	(575) 769-0049	Luna	Ambercare Home Health	(505) 231-2690
Dona Ana	Ambercare Home Health	(505) 231-2690		Encompass Health Home Health	(575) 532-1358
	Encompass Health Home Health	(575) 532-1358		Kindred At Home	(575) 528-5620
	Kindred At Home	(575) 528-5620	McKinley	Advantage Home Care, Inc Dba Corus Home Health	(505) 828-0232
Eddy	Tlc Home Health Care, LLC	(575) 885-9199		Mora	Professional Home Health Care, Inc
	Interim Healthcare Of Roswell	(575) 625-8885			

High-performing home health agencies in New Mexico (cont.)

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Otero	Ambercare Home Health	(505) 231-2690	Santa Fe	Heritage Home Healthcare & Hospice, Inc	(505) 366-2344
	Encompass Health Home Health	(575) 532-1358		Harmony Home Health Services, LLC	(505) 828-2273
	Kindred At Home	(575) 528-5620		Kindred At Home	(505) 345-3754
Quay	Interim Healthcare	(575) 769-0049		Professional Home Health Care, Inc	(505) 982-8581
Rio Arriba	Armada Skilled Homecare of New Mexico, LLC	(505) 821-1200		Compassus Home Health Albuquerque Nm	(505) 881-0425
	Basin Home Health Inc	(505) 325-8231		Encompass Health Home Health	(505) 563-4005
	Heritage Home Healthcare & Hospice, Inc	(505) 366-2344		Sierra	Ambercare Home Health
	Kindred At Home	(505) 345-3754	Encompass Health Home Health		(575) 532-1358
	Professional Home Health Care, Inc	(505) 982-8581	Socorro	Armada Skilled Homecare of New Mexico, LLC	(505) 821-1200
	Compassus Home Health Albuquerque Nm	(505) 881-0425		Compassus Home Health Albuquerque Nm	(505) 881-0425
Roosevelt	Elite Home Health, LLC	(575) 393-9281	Torrance	Advantage Home Care, Inc Db	(505) 828-0232
	Interim Healthcare	(575) 769-0049		Corus Home Health	(505) 828-0232
	Interim Healthcare of Hobbs	(575) 391-0121		Armada Skilled Homecare of New Mexico, LLC	(505) 821-1200
	Interim Healthcare Of Roswell	(575) 625-8885		Heritage Home Healthcare & Hospice, Inc	(505) 366-2344
San Juan	Basin Home Health Inc	(505) 325-8231		Harmony Home Health Services, LLC	(505) 828-2273
	Advantage Home Care, Inc Db	(505) 828-0232		Kindred At Home	(505) 345-3754
San Miguel	Corus Home Health	(505) 828-0232	Valencia	Armada Skilled Homecare of New Mexico, LLC	(505) 821-1200
	Armada Skilled Homecare of New Mexico, LLC	(505) 821-1200		Heritage Home Healthcare & Hospice, Inc	(505) 366-2344
	Heritage Home Healthcare & Hospice, Inc	(505) 366-2344		Harmony Home Health Services, LLC	(505) 828-2273
	Harmony Home Health Services, LLC	(505) 828-2273		Kindred At Home	(505) 345-3754
	Kindred At Home	(505) 345-3754		Compassus Home Health Albuquerque Nm	(505) 881-0425
	Professional Home Health Care, Inc	(505) 982-8581		Encompass Health Home Health	(505) 563-4005
	Compassus Home Health Albuquerque Nm	(505) 881-0425	Sandoval	Advantage Home Care, Inc Db	(505) 828-0232
Advantage Home Care, Inc Db	(505) 828-0232	Corus Home Health		(505) 828-0232	
Armada Skilled Homecare of New Mexico, LLC	(505) 821-1200	Armada Skilled Homecare of New Mexico, LLC		(505) 821-1200	
Heritage Home Healthcare & Hospice, Inc	(505) 366-2344	Heritage Home Healthcare & Hospice, Inc		(505) 366-2344	
Harmony Home Health Services, LLC	(505) 828-2273	Harmony Home Health Services, LLC		(505) 828-2273	
Kindred At Home	(505) 345-3754	Kindred At Home		(505) 345-3754	
Compassus Home Health Albuquerque Nm	(505) 881-0425	Compassus Home Health Albuquerque Nm		(505) 881-0425	
Encompass Health Home Health	(505) 563-4005	Encompass Health Home Health		(505) 563-4005	
Santa Fe	Advantage Home Care, Inc Db	(505) 828-0232	Santa Fe	Advantage Home Care, Inc Db	(505) 828-0232
	Corus Home Health	(505) 828-0232		Armada Skilled Homecare of New Mexico, LLC	(505) 821-1200
	Armada Skilled Homecare of New Mexico, LLC	(505) 821-1200			

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.