

# 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 North Carolina

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Alamance	Advanced Home Care	(336) 878-8824	Buncombe	Carepartners Home Health Services	(828) 252-2255
	Caswell County Home Health Age	(336) 694-9592		Encompass Health Home Health	(828) 659-6901
	Transitions Lifecare	(919) 828-0890		Home Care Services Of Haywood Regional Medical Ct	(828) 452-8292
	Well Care Home Health Inc	(336) 751-8770		Madison Home Care	(828) 649-9566
Alexander	Guardian Home Health	(828) 324-3025		Pardee Home Care	(828) 692-1846
	Well Care Home Health Inc	(336) 751-8770		Park Ridge Home Health	(828) 687-5261
Yadkin Valley Home Health	Yadkin Valley Home Health	(336) 526-6460		Burke	Carolina Home Care
	Yadkin Valley Home Health	(336) 526-6460	Encompass Health Home Health		(828) 659-6901
Alleghany	Yadkin Valley Home Health	(336) 526-6460	Guardian Home Health		(828) 324-3025
Anson	Healthkeeperz	(910) 277-2484	Cabarrus	Interim Healthcare Of The Tria	(704) 372-8230
Ashe	Yadkin Valley Home Health	(336) 526-6460		Liberty Home Care	(910) 815-3122
Avery	Encompass Health Home Health	(828) 659-6901		PHC Home Health	(704) 522-6144
Beaufort	Kindred At Home	(252) 353-3300	Caldwell	Well Care Home Health Inc	(336) 751-8770
	Liberty Home Care Vii LLC	(252) 926-3715		Guardian Home Health	(828) 324-3025
	Vidant Home Health And Hospice	(252) 847-7830	Carteret	Assistedcare Home Health Inc	(910) 332-2341
Bertie	Kindred At Home	(252) 353-3300		Well Care Home Health	(910) 362-9405
	Liberty Home Care Vii LLC	(252) 926-3715	Caswell	Advanced Home Care	(336) 878-8824
Bladen	Assistedcare Home Health Inc	(910) 332-2341		Caswell County Home Health Age	(336) 694-9592
	Healthkeeperz	(910) 277-2484		Encompass Health Home Health	(828) 659-6901
	Nhrmc Home Care	(910) 259-1224	Guardian Home Health	(828) 324-3025	
	Well Care Home Health	(910) 362-9405	Catawba	Healthy At Home-Lincoln	(704) 512-5215
Brunswick	Assistedcare Home Health Inc	(910) 332-2341		Interim Healthcare Of The Tria	(704) 372-8230
	Liberty Home Care	(910) 815-3122			
	Nhrmc Home Care	(910) 259-1224			
Well Care Home Health	(910) 362-9405				

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County Served	Name of Home Health Agency	Contact Information
Chatham	Intrepid USA Healthcare Services	(919) 821-9299
	Transitions Lifecare	(919) 828-0890
	Well Care Home Health Inc	(336) 751-8770
Cherokee	Mountain Home Health	(828) 389-8106
Chowan	Vidant Home Health And Hospice	(252) 847-7830
Clay	Mountain Home Health	(828) 389-8106
Cleveland	Carolina Home Care	(828) 245-3575
	Encompass Health Home Health	(828) 659-6901
	Guardian Home Health	(828) 324-3025
	Healthy At Home - Cleveland County Healthcare Syst	(704) 487-5225
	Interim Healthcare Of The Tria	(704) 372-8230
Columbus	PHC Home Health	(704) 522-6144
	Assistedcare Home Health Inc	(910) 332-2341
	Healthkeeperz	(910) 277-2484
	Nhrmc Home Care	(910) 259-1224
Craven	Well Care Home Health	(910) 362-9405
	Kindred At Home	(252) 353-3300
	Nhrmc Home Care	(910) 259-1224
	Vidant Home Health And Hospice	(252) 847-7830
Cumberland	Well Care Home Health, Inc	(919) 846-1018
	Assistedcare Home Health Inc	(910) 332-2341
	Liberty Home Care	(910) 815-3122
	Wakemed Home Health	(919) 350-0100
Davidson	Well Care Home Health	(910) 362-9405
	Advanced Home Care	(336) 878-8824
	Amedisys Home Health Care	(336) 472-4449
Davie	Well Care Home Health Inc	(336) 751-8770
	Well Care Home Health	(910) 362-9405
Duplin	Yadkin Valley Home Healt	(336) 526-6460
	Assistedcare Home Health Inc	(910) 332-2341
	Liberty Home Care	(910) 815-3122
	Nhrmc Home Care	(910) 259-1224
	Vidant Home Health And Hospice	(252) 847-7830
Durham	Well Care Home Health	(910) 362-9405
	Intrepid USA Healthcare Services	(919) 821-9299
	Transitions Lifecare	(919) 828-0890
	Wakemed Home Health	(919) 350-0100
	Well Care Home Health	(910) 362-9405

County Served	Name of Home Health Agency	Contact Information
Edgecombe	Kindred At Home	(252) 353-3300
	Vidant Home Health And Hospice	(252) 847-7830
	Well Care Home Health, Inc	(919) 846-1018
Forsyth	Advanced Home Care	(336) 878-8824
	Amedisys Home Health Care	(336) 472-4449
	Kindred At Home	(252) 353-3300
	Well Care Home Health Inc	(336) 751-8770
Franklin	Yadkin Valley Home Healt	(336) 526-6460
	Intrepid USA Healthcare Services	(919) 821-9299
	Kindred At Home	(919) 554-2279
	Transitions Lifecare	(919) 828-0890
	Wakemed Home Health	(919) 350-0100
Gaston	Well Care Home Health	(910) 362-9405
	Encompass Health Home Health	(828) 659-6901
	Healthy At Home - Cleveland County Healthcare Syst	(704) 487-5225
	Healthy At Home -Carolinas Medical Center	(704) 512-2300
	Healthy At Home-Lincoln	(704) 512-5215
	Interim Healthcare Of The Tria	(704) 372-8230
Gates	PHC Home Health	(704) 522-6144
	Liberty Home Care Vii LLC	(252) 926-3715
Graham	Harris Home Health	(828) 586-7410
	Mountain Home Health	(828) 389-8106
Granville	Intrepid USA Healthcare Services	(919) 821-9299
	Kindred At Home	(252) 353-3300
	Transitions Lifecare	(919) 828-0890
Greene	Well Care Home Health Inc	(336) 751-8770
	Kindred At Home	(252) 353-3300
	Vidant Home Health And Hospice	(252) 847-7830
Guilford	Well Care Home Health, Inc	(919) 846-1018
	Advanced Home Care	(336) 878-8824
	Amedisys Home Health Care	(336) 472-4449
	Liberty Home Care	(910) 815-3122
	Well Care Home Health Inc	(336) 751-8770
Halifax	Kindred At Home	(252) 353-3300
	Liberty Home Care Vii LLC	(252) 926-3715
	Vidant Home Health And Hospice	(252) 847-7830

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County Served	Name of Home Health Agency	Contact Information
<b>Harnett</b>	Healthkeeperz	(910) 277-2484
	Intrepid USA Healthcare Services	(919) 821-9299
	Liberty Home Care	(910) 815-3122
	Transitions Lifecare	(919) 828-0890
	Wakemed Home Health	(919) 350-0100
	Well Care Home Health	(910) 362-9405
<b>Haywood</b>	Carepartners Home Health Services	(828) 252-2255
	Home Care Services Of Haywood Regional Medical Ct	(828) 452-8292
<b>Henderson</b>	Carepartners Home Health Services	(828) 252-2255
	Encompass Health Home Health	(828) 659-6901
	Pardee Home Care	(828) 692-1846
	Park Ridge Home Health	(828) 687-5261
	Well Care Home Health, Inc	(919) 846-1018
<b>Hertford</b>	Liberty Home Care Vii LLC	(252) 926-3715
<b>Hoke</b>	Healthkeeperz	(910) 277-2484
<b>Hyde</b>	Liberty Home Care	(910) 815-3122
	Liberty Home Care Vii LLC	(252) 926-3715
<b>Iredell</b>	Guardian Home Health	(828) 324-3025
	Healthy At Home-Lincoln	(704) 512-5215
	Interim Healthcare Of The Tria	(704) 372-8230
	PHC Home Health	(704) 522-6144
	Well Care Home Health Inc	(336) 751-8770
	Yadkin Valley Home Health	(336) 526-6460
<b>Jackson</b>	Carepartners Home Care & Hospice	(828) 369-4206
	Carepartners Home Health Services	(828) 252-2255
	Harris Home Health	(828) 586-7410
	Home Care Services Of Haywood Regional Medical Ct	(828) 452-8292
<b>Johnston</b>	Intrepid USA Healthcare Services	(919) 821-9299
	Kindred At Home	(252) 353-3300
	Liberty Home Care	(910) 815-3122
	Transitions Lifecare	(919) 828-0890
	Wakemed Home Health	(919) 350-0100
	Well Care Home Health	(910) 362-9405
<b>Jones</b>	Assistedcare Home Health Inc	(910) 332-2341
	Well Care Home Health	(910) 362-9405
<b>Lee</b>	Liberty Home Care	(910) 815-3122
	Transitions Lifecare	(919) 828-0890
	Well Care Home Health	(910) 362-9405

County Served	Name of Home Health Agency	Contact Information
<b>Lenoir</b>	Vidant Home Health And Hospice	(252) 847-7830
	Well Care Home Health	(910) 362-9405
<b>Lincoln</b>	Encompass Health Home Health	(828) 659-6901
	Guardian Home Health	(828) 324-3025
	Healthy At Home - Cleveland County Healthcare Syst	(704) 487-5225
	Healthy At Home-Lincoln	(704) 512-5215
	Interim Healthcare Of The Tria	(704) 372-8230
	PHC Home Health	(704) 522-6144
<b>Macon</b>	Carepartners Home Care & Hospice	(828) 369-4206
	Harris Home Health	(828) 586-7410
	Kindred At Home	(252) 353-3300
	Mountain Home Health	(828) 389-8106
<b>Madison</b>	Carepartners Home Health Services	(828) 252-2255
	Encompass Health Home Health	(828) 659-6901
	Madison Home Care	(828) 649-9566
	Park Ridge Home Health	(828) 687-5261
<b>Martin</b>	Kindred At Home	(252) 353-3300
	Vidant Home Health And Hospice	(252) 847-7830
<b>McDowell</b>	Carepartners Home Health Services	(828) 252-2255
	Carolina Home Care	(828) 245-3575
	Encompass Health Home Health	(828) 659-6901
<b>Mecklenburg</b>	Healthy At Home -Carolinas Medical Center	(704) 512-2300
	Interim Healthcare Of The Tria	(704) 372-8230
	PHC Home Health	(704) 522-6144
	Well Care Home Health Inc	(336) 751-8770
<b>Mitchell</b>	Carepartners Home Health Services	(828) 252-2255
	Encompass Health Home Health	(828) 659-6901
<b>Montgomery</b>	Healthkeeperz	(910) 277-2484
	Well Care Home Health Inc	(336) 751-8770
<b>Moore</b>	Healthkeeperz	(910) 277-2484
<b>Nash</b>	Intrepid USA Healthcare Services	(919) 821-9299
	Kindred At Home	(252) 353-3300
	Transitions Lifecare	(919) 828-0890
	Vidant Home Health And Hospice	(252) 847-7830
	Well Care Home Health Inc	(336) 751-8770

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County Served	Name of Home Health Agency	Contact Information
New Hanover	Assistedcare Home Health Inc	(910) 332-2341
	Kindred At Home	(252) 353-3300
	Nhrmc Home Care	(910) 259-1224
	Well Care Home Health	(910) 362-9405
Northampton	Kindred At Home	(252) 353-3300
Onslow	Assistedcare Home Health Inc	(910) 332-2341
	Nhrmc Home Care	(910) 259-1224
	Wakemed Home Health	(919) 350-0100
	Well Care Home Health	(910) 362-9405
Orange	Caswell County Home Health Age	(336) 694-9592
	Intrepid USA Healthcare Services	(919) 821-9299
	Transitions Lifecare	(919) 828-0890
	Well Care Home Health Inc	(336) 751-8770
Pender	Assistedcare Home Health Inc	(910) 332-2341
	Nhrmc Home Care	(910) 259-1224
	Well Care Home Health	(910) 362-9405
Perquimans	Well Care Home Health, Inc	(919) 846-1018
Person	Caswell County Home Health Age	(336) 694-9592
	Transitions Lifecare	(919) 828-0890
	Well Care Home Health	(910) 362-9405
Pitt	Kindred At Home	(252) 353-3300
	Vidant Home Health And Hospice	(252) 847-7830
	Well Care Home Health, Inc	(919) 846-1018
Polk	Carepartners Home Health Services	(828) 252-2255
	Carolina Home Care	(828) 245-3575
	Encompass Health Home Health	(828) 659-6901
	Pardee Home Care	(828) 692-1846
	Park Ridge Home Health	(828) 687-5261
Randolph	Advanced Home Care	(336) 878-8824
	Amedisys Home Health Care	(336) 472-4449
	Well Care Home Health	(910) 362-9405
Richmond	Healthkeeperz	(910) 277-2484
Robeson	Healthkeeperz	(910) 277-2484
	Liberty Home Care	(910) 815-3122
	Well Care Home Health	(910) 362-9405
Rockingham	Advanced Home Care	(336) 878-8824
	Caswell County Home Health Age	(336) 694-9592
	Well Care Home Health Inc	(336) 751-8770

County Served	Name of Home Health Agency	Contact Information
Rowan	Amedisys Home Health Care	(336) 472-4449
	Interim Healthcare Of The Tria	(704) 372-8230
	PHC Home Health	(704) 522-6144
	Well Care Home Health Inc	(336) 751-8770
	Yadkin Valley Home Healt	(336) 526-6460
Rutherford	Carepartners Home Health Services	(828) 252-2255
	Carolina Home Care	(828) 245-3575
	Encompass Health Home Health	(828) 659-6901
	Healthy At Home - Cleveland County Healthcare Syst	(704) 487-5225
	Interim Healthcare Of The Tria	(704) 372-8230
	Pardee Home Care	(828) 692-1846
Sampson	Well Care Home Health	(910) 362-9405
	Assistedcare Home Health Inc	(910) 332-2341
	Liberty Home Care	(910) 815-3122
	Nhrmc Home Care	(910) 259-1224
Scotland	Well Care Home Health	(910) 362-9405
	Healthkeeperz	(910) 277-2484
Stanly	Interim Healthcare Of The Tria	(704) 372-8230
	PHC Home Health	(704) 522-6144
	Well Care Home Health Inc	(336) 751-8770
Stokes	Well Care Home Health Inc	(336) 751-8770
	Yadkin Valley Home Healt	(336) 526-6460
Surry	Well Care Home Health Inc	(336) 751-8770
	Yadkin Valley Home Healt	(336) 526-6460
Swain	Carepartners Home Health Services	(828) 252-2255
	Harris Home Health	(828) 586-7410
	Home Care Services Of Haywood Regional Medical Ct	(828) 452-8292
Transylvania	Carepartners Home Health Services	(828) 252-2255
	Pardee Home Care	(828) 692-1846
	Park Ridge Home Health	(828) 687-5261
Union	Healthy At Home -Carolinas Medical Center	(704) 512-2300
	Interim Healthcare Of The Tria	(704) 372-8230
	PHC Home Health	(704) 522-6144
Vance	Intrepid USA Healthcare Services	(919) 821-9299
	Kindred At Home	(919) 554-2279
	Well Care Home Health, Inc	(919) 846-1018

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County Served	Name of Home Health Agency	Contact Information
Wake	Advanced Home Care	(336) 878-8824
	Carepartners Home Health Services	(828) 252-2255
	Intrepid USA Healthcare Services	(919) 821-9299
	Kindred At Home	(919) 554-2279
	Liberty Home Care	(910) 815-3122
	Transitions Lifecare	(919) 828-0890
	Wakemed Home Health	(919) 350-0100
	Well Care Home Health	(910) 362-9405
Warren	Kindred At Home	(919) 554-2279
	Wakemed Home Health	(919) 350-0100
	Well Care Home Health, Inc	(919) 846-1018
Washington	Kindred At Home	(252) 353-3300
	Liberty Home Care Vii LLC	(252) 926-3715

County Served	Name of Home Health Agency	Contact Information
Wayne	Kindred At Home	(252) 353-3300
	Liberty Home Care	(910) 815-3122
	Vidant Home Health And Hospice	(252) 847-7830
	Well Care Home Health	(910) 362-9405
Wilkes	Guardian Home Health	(828) 324-3025
	Well Care Home Health Inc	(336) 751-8770
	Yadkin Valley Home Healt	(336) 526-6460
Wilson	Kindred At Home	(252) 353-3300
	Vidant Home Health And Hospice	(252) 847-7830
	Well Care Home Health, Inc	(919) 846-1018
Yadkin	Well Care Home Health Inc	(336) 751-8770
	Yadkin Valley Home Healt	(336) 526-6460
Yancey	Carepartners Home Health Services	(828) 252-2255
	Madison Home Care	(828) 649-9566

# 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.