

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 Oregon

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information	
Benton	Cascade Health Solutions	(541) 228-3050	Linn	Cascade Health Solutions	(541) 228-3050	
	Healthy Living At Home - Salem	(503) 766-3124		Good Samaritan Society Eugene Home Health	(541) 684-6719	
	Salem Home Care, LLC	(503) 561-5999		Healthy Living At Home - Salem	(503) 766-3124	
Clackamas	Connected Home Health	(503) 261-8599		Salem Home Care, LLC	(503) 561-5999	
	Adventist Health Home Care Services	(503) 251-6301		Marion	Connected Home Health	(503) 261-8599
	Golden Touch Home Healthcare	(503) 954-2197			Golden Touch Home Healthcare	(503) 954-2197
	Healthy Living At Home - Portland, LLC	(888) 743-4979	Healthy Living At Home - Portland, LLC		(888) 743-4979	
	Healthy Living At Home - Salem	(503) 766-3124	Healthy Living At Home - Salem		(503) 766-3124	
	Salem Home Care, LLC	(503) 561-5999	Salem Home Care, LLC		(503) 561-5999	
Columbia	Connected Home Health	(503) 261-8599	Multnomah		Connected Home Health	(503) 261-8599
	Golden Touch Home Healthcare	(503) 954-2197		Adventist Health Home Care Services	(503) 251-6301	
	Healthy Living At Home - Portland, LLC	(888) 743-4979		Cascade Health Solutions	(541) 228-3050	
Coos	Cascade Health Solutions	(541) 228-3050		Golden Touch Home Healthcare	(503) 954-2197	
	Cascade Health Solutions	(541) 228-3050		Healthy Living At Home - Portland, LLC	(888) 743-4979	
Douglas	Good Samaritan Society Eugene Home Health	(541) 684-6719		Healthy Living At Home - Salem	(503) 766-3124	
	Three Rivers Homecare	(541) 476-6224		Salem Home Care, LLC	(503) 561-5999	
	Three Rivers Homecare	(541) 476-6224		Polk	Healthy Living At Home - Portland, LLC	(888) 743-4979
Jackson	Three Rivers Homecare	(541) 476-6224			Healthy Living At Home - Salem	(503) 766-3124
	Three Rivers Homecare	(541) 476-6224			Salem Home Care, LLC	(503) 561-5999
Josephine	Cascade Health Solutions	(541) 228-3050	Polk		Healthy Living At Home - Portland, LLC	(888) 743-4979
	Good Samaritan Society Eugene Home Health	(541) 684-6719		Healthy Living At Home - Salem	(503) 766-3124	
	Healthy Living At Home - Salem	(503) 766-3124		Salem Home Care, LLC	(503) 561-5999	
Lane	Cascade Health Solutions	(541) 228-3050				
	Good Samaritan Society Eugene Home Health	(541) 684-6719				
	Healthy Living At Home - Salem	(503) 766-3124				

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County Served	Name of Home Health Agency	Contact Information
Tillamook	Healthy Living At Home - Portland, LLC	(888) 743-4979
Wasco	Healthy Living At Home - Portland, LLC	(888) 743-4979
Washington	Connected Home Health	(503) 261-8599
	Adventist Health Home Care Services	(503) 251-6301
	Cascade Health Solutions	(541) 228-3050
	Golden Touch Home Healthcare	(503) 954-2197
	Healthy Living At Home - Portland, LLC	(888) 743-4979
	Salem Home Care, LLC	(503) 561-5999
Yamhill	Connected Home Health	(503) 261-8599
	Golden Touch Home Healthcare	(503) 954-2197
	Healthy Living At Home - Portland, LLC	(888) 743-4979
	Healthy Living At Home - Salem	(503) 766-3124
	Salem Home Care, LLC	(503) 561-5999

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.