

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 Rhode Island

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Bristol	Nurse On Call	(401) 726-7744	Newport	Nurse On Call	(401) 726-7744
	Assisted Daily Living, Inc.	(401) 738-5470		Assisted Daily Living, Inc.	(401) 738-5470
	Capitol Home Care Network, Inc	(401) 941-0002		Cathleen Naughton Associates	(401) 773-7401
	Cathleen Naughton Associates	(401) 773-7401		Concord Health Services	(401) 725-8400
	Cedar Home Health, LLC	(401) 944-2100		Hopehealth Visiting Nurse	(401) 769-5670
	Concord Health Services	(401) 725-8400		Prospect Chartercare Home Health And Hospice, LLC	(401) 456-2273
	Hopehealth Visiting Nurse	(401) 769-5670		South County Home Health	(401) 782-0500
	Pinnacle Home Care LLC	(401) 921-3133		VNA Of Care New England	(401) 737-6050
	Prospect Chartercare Home Health And Hospice, LLC	(401) 456-2273			
	VNA Of Care New England	(401) 737-6050			
Kent	Nurse On Call	(401) 726-7744	Providence	Nurse On Call	(401) 726-7744
	Assisted Daily Living, Inc.	(401) 738-5470		Assisted Daily Living, Inc.	(401) 738-5470
	Capitol Home Care Network, Inc	(401) 941-0002		Capitol Home Care Network, Inc	(401) 941-0002
	Cathleen Naughton Associates	(401) 773-7401		Cathleen Naughton Associates	(401) 773-7401
	Cedar Home Health, LLC	(401) 944-2100		Cedar Home Health, LLC	(401) 944-2100
	Concord Health Services	(401) 725-8400		Concord Health Services	(401) 725-8400
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	Prospect Chartercare Home Health And Hospice, LLC	(401) 456-2273		Prospect Chartercare Home Health And Hospice, LLC	(401) 456-2273
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VNA Of Care New England	(401) 737-6050	VNA Of Care New England	(401) 737-6050		

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Washington	Nurse On Call	(401) 726-7744
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	Capitol Home Care Network, Inc	(401) 941-0002
	Cathleen Naughton Associates	(401) 773-7401
	Cedar Home Health, LLC	(401) 944-2100
	Concord Health Services	(401) 725-8400
	Hopehealth Visiting Nurse	(401) 769-5670
	Pinnacle Home Care LLC	(401) 921-3133
	Prospect Chartercare Home Health And Hospice, LLC	(401) 456-2273
	South County Home Health	(401) 782-0500
	VNA Of Care New England	(401) 737-6050

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.