

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	Assisted Daily Living, Inc.	(401) 738-5470	Newport	Prospect Chartercare Home Health And Hospice, LLC	(401) 456-2273
	Concord Health Services	(401) 725-8400		Amedisys Home Health Care	(401) 273-2280
	Nurse On Call (LHC)	(401) 726-7744		Bayada Home Health Care, Inc	(401) 273-1112
	Prospect Chartercare Home Health And Hospice, LLC	(401) 456-2273		Encompass Health Home Health	(401) 431-0200
	Amedisys Home Health Care	(401) 273-2280		Hopehealth Visiting Nurse	(401) 769-5670
	Bayada Home Health Care, Inc	(401) 273-1112	Providence	Assisted Daily Living, Inc.	(401) 738-5470
	Capitol Home Care Network, Inc	(401) 941-0002		Concord Health Services	(401) 725-8400
	Cedar Home Health, Llc	(401) 944-5162		Nurse On Call (LHC)	(401) 726-7744
	Encompass Health Home Health	(401) 431-0200		Prospect Chartercare Home Health And Hospice, LLC	(401) 456-2273
	Hopehealth Visiting Nurse	(401) 769-5670		Amedisys Home Health Care	(401) 273-2280
Assisted Daily Living, Inc.	(401) 738-5470	Bayada Home Health Care, Inc		(401) 273-1112	
Concord Health Services	(401) 725-8400	Capitol Home Care Network, Inc		(401) 941-0002	
Nurse On Call (LHC)	(401) 726-7744	Cedar Home Health, Llc		(401) 944-5162	
Prospect Chartercare Home Health And Hospice, LLC	(401) 456-2273	Encompass Health Home Health		(401) 431-0200	
Amedisys Home Health Care	(401) 273-2280	Hopehealth Visiting Nurse		(401) 769-5670	
Kent	Bayada Home Health Care, Inc	(401) 273-1112	Washington	Assisted Daily Living, Inc.	(401) 738-5470
	Capitol Home Care Network, Inc	(401) 941-0002		Concord Health Services	(401) 725-8400
	Cedar Home Health, Llc	(401) 944-5162		Nurse On Call (LHC)	(401) 726-7744
	Encompass Health Home Health	(401) 431-0200		Prospect Chartercare Home Health And Hospice, LLC	(401) 456-2273
	Hopehealth Visiting Nurse	(401) 769-5670		Amedisys Home Health Care	(401) 273-2280
	Assisted Daily Living, Inc.	(401) 738-5470		Bayada Home Health Care, Inc	(401) 273-1112
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	Nurse On Call (LHC)	(401) 726-7744		Cedar Home Health, Llc	(401) 944-5162
	Assisted Daily Living, Inc.	(401) 738-5470			
	Concord Health Services	(401) 725-8400			
Nurse On Call (LHC)	(401) 726-7744				

High-performing home health agencies in Rhode Island (cont.)

County Served	Name of Home Health Agency	Contact Information
Washington	Encompass Health Home Health	(401) 431-0200
	Hopehealth Visiting Nurse	(401) 769-5670

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.