

# 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 South Carolina

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Abbeville	Interim Healthcare Of The Upstate	(864) 627-1200	Clarendon	Amedisys Home Health Care	(843) 355-5103
Aiken	Trinity Home Health Of Aiken	(803) 641-8220		Mcleod Home Health Inc	(843) 777-3050
Allendale	Trinity Home Health Of Aiken	(803) 641-8220	Colleton	Intrepid USA Healthcare Services	(843) 766-2929
	Intrepid USA Healthcare Services	(843) 766-2929	Darlington	Carolinas Home Health	(843) 629-6811
Anderson	Interim Healthcare Of The Upstate	(864) 627-1200		Mcleod Home Health Inc	(843) 777-3050
	Prisma Health Home Health-Upstate	(864) 455-8140	Dillon	Carolinas Home Health	(843) 629-6811
	St Francis Hospital Home Care	(864) 233-5300		Florence Visiting Nurses Servi	(843) 667-1515
Barnwell	Trinity Home Health Of Aiken	(803) 641-8220	Mcleod Home Health Inc	(843) 777-3050	
Beaufort	Intrepid USA Healthcare Services	(843) 766-2929	Dorchester	Intrepid USA Healthcare Services	(843) 766-2929
Berkeley	Intrepid USA Healthcare Services	(843) 766-2929		Musc Health At Home, By Bayada-Charleston	(843) 792-3371
	Musc Health At Home, By Bayada-Charleston	(843) 792-3371		Phc Home Health	(843) 762-3601
	Phc Home Health	(843) 762-3601		Roper-St. Francis Home Health	(843) 402-7000
Charleston	Roper-St. Francis Home Health	(843) 402-7000	Edgefield	Trinity Home Health Of Aiken	(803) 641-8220
	Intrepid USA Healthcare Services	(843) 766-2929	Fairfield	Neighbors Care Home Health Agency, An Amedisys Co	(866) 327-3205
	Musc Health At Home, By Bayada-Charleston	(843) 792-3371		Kershawhealth Home Health	(803) 425-1182
	Phc Home Health	(843) 762-3601	Florence	Amedisys Home Health Care	(843) 355-5103
Roper-St. Francis Home Health	(843) 402-7000	Carolinas Home Health		(843) 629-6811	
Cherokee	Interim Healthcare Of The Upstate	(864) 627-1200		Florence Visiting Nurses Servi	(843) 667-1515
	Chester	Neighbors Care Home Health Agency, An Amedisys Co	(866) 327-3205	Mcleod Home Health Inc	(843) 777-3050
Chesterfield		Carolinas Home Health	(843) 629-6811	Georgetown	Amedisys Home Health Care
	Kershawhealth Home Health	(803) 425-1182	Greenville	Interim Healthcare Of The Upstate	(864) 627-1200
	Mcleod Home Health Inc	(843) 777-3050		Prisma Health Home Health-Upstate	(864) 455-8140
				St Francis Hospital Home Care	(864) 233-5300

# Choosing a Quality Home Health Agency

County Served	Name of Home Health Agency	Contact Information
<b>Horry</b>	Florence Visiting Nurses Servi	(843) 667-1515
	Mcleod Home Health Inc	(843) 777-3050
<b>Kershaw</b>	Kershawhealth Home Health	(803) 425-1182
<b>Lancaster</b>	Neighbors Care Home Health Agency, An Amedisys Co	(866) 327-3205
	Kershawhealth Home Health	(803) 425-1182
<b>Laurens</b>	Interim Healthcare Of The Upstate	(864) 627-1200
	Prisma Health Home Health-Upstate	(864) 455-8140
	St Francis Hospital Home Care	(864) 233-5300
<b>Lee</b>	Florence Visiting Nurses Servi	(843) 667-1515
	Kershawhealth Home Health	(803) 425-1182
	Mcleod Home Health Inc	(843) 777-3050
<b>Lexington</b>	Trinity Home Health Of Aiken	(803) 641-8220
<b>Marion</b>	Carolinas Home Health	(843) 629-6811
	Florence Visiting Nurses Servi	(843) 667-1515
	Mcleod Home Health Inc	(843) 777-3050
<b>Marlboro</b>	Carolinas Home Health	(843) 629-6811
	Mcleod Home Health Inc	(843) 777-3050
<b>McCormick</b>	Trinity Home Health Of Aiken	(803) 641-8220
<b>Newberry</b>	Interim Healthcare Of The Upstate	(864) 627-1200
	Kershawhealth Home Health	(803) 425-1182
<b>Oconee</b>	Interim Healthcare Of The Upstate	(864) 627-1200
	Prisma Health Home Health-Upstate	(864) 455-8140
	St Francis Hospital Home Care	(864) 233-5300

County Served	Name of Home Health Agency	Contact Information
<b>Orangeburg</b>	Trinity Home Health Of Aiken	(803) 641-8220
	Intrepid USA Healthcare Services	(843) 766-2929
	Kershawhealth Home Health	(803) 425-1182
<b>Pickens</b>	Interim Healthcare Of The Upstate	(864) 627-1200
	Prisma Health Home Health-Upstate	(864) 455-8140
	St Francis Hospital Home Care	(864) 233-5300
<b>Richland</b>	Neighbors Care Home Health Agency, An Amedisys Co	(866) 327-3205
<b>Saluda</b>	Trinity Home Health Of Aiken	(803) 641-8220
<b>Spartanburg</b>	Interim Healthcare Of The Upstate	(864) 627-1200
	St Francis Hospital Home Care	(864) 233-5300
<b>Sumter</b>	Amedisys Home Health Care	(843) 355-5103
	Florence Visiting Nurses Servi	(843) 667-1515
	Kershawhealth Home Health	(803) 425-1182
	Mcleod Home Health Inc	(843) 777-3050
<b>Union</b>	Neighbors Care Home Health Agency, An Amedisys Co	(866) 327-3205
	Interim Healthcare Of The Upstate	(864) 627-1200
<b>Williamsburg</b>	Amedisys Home Health Care	(843) 355-5103
	Carolinas Home Health	(843) 629-6811
	Mcleod Home Health Inc	(843) 777-3050
<b>York</b>	Neighbors Care Home Health Agency, An Amedisys Co	(866) 327-3205
	Interim Healthcare Of The Upstate	(864) 627-1200

# 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.