

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 Tennessee

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Anderson	University Of TN Medical Center Home Care Services	(865) 544-6200	Carroll	Extendicare Home Health Of West TN	(731) 668-1372
Bedford	Amedisys Home Health	(615) 893-0214		Extendicare Home Health Of Western TN	(731) 885-0866
	Deaconess Homecare	(931) 433-7026		Medical Center Home Health	(731) 984-2000
	Adoration Home Health, LLC	(615) 733-3600	Carter	Ballad Health Homecare	(423) 431-6146
Benton	Extendicare Home Health Of West TN	(731) 668-1372		Procure Home Health Services	(423) 638-1994
Bledsoe	Erlanger Continucare Home Health	(423) 386-1152	Cheatham	Deaconess Homecare 1	(615) 453-8550
	Home Care Solutions	(423) 238-7878		Lifeline Home Health Care	(615) 384-4644
	Kindred At Home	(423) 892-1122		Tennova Home Health-Clarksville	(931) 552-9551
	Adoration Home Health And Hospice Care East TN	(423) 479-6892		Adoration Home Health, LLC	(615) 733-3600
Blount	University Of TN Medical Center Home Care Services	(865) 544-6200	Chester	Guardian Home Care Of Nashville, LLC	(615) 771-2080
Bradley	Erlanger Continucare Home Health	(423) 386-1152		Deaconess Homecare	(731) 925-6626
	Home Care Solutions	(423) 238-7878		Extendicare Home Health Of West TN	(731) 668-1372
	Kindred At Home	(423) 892-1122		HMC Home Health, LLC	(731) 925-0276
	Tennova Home Health - Cleveland	(423) 559-6092	Medical Center Home Health	(731) 984-2000	
	Adoration Home Health And Hospice Care East TN	(423) 479-6892	Claiborne	University Of TN Medical Center Home Care Services	(865) 544-6200
	Ballad Health Homecare	(423) 431-6146		University Of TN Medical Center Home Health Serv	(423) 586-9291
Campbell	Guardian Home Care, LLC	(423) 855-6233	Clay	Deaconess Homecare 1	(615) 453-8550
	University Of TN Medical Center Home Care Services	(865) 544-6200		Adoration Home Health, LLC	(615) 733-3600
Cannon	Amedisys Home Health	(615) 893-0214		Highland Rim Home Health	(931) 528-5578
	Adoration Home Health, LLC	(615) 733-3600			

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Cocke	University Of TN Medical Center Home Care Services	(865) 544-6200
	University Of TN Medical Center Home Health Serv	(423) 586-9291
	Ballad Health Homecare	(423) 431-6146
Coffee	Amedisys Home Health	(615) 893-0214
	Deaconess Homecare	(931) 433-7026
	Adoration Home Health, LLC	(615) 733-3600
Crockett	Extencicare Home Health Of West TN	(731) 668-1372
	Medical Center Home Health	(731) 984-2000
Cumberland	Deaconess Homecare 1	(615) 453-8550
	Highland Rim Home Health	(931) 528-5578
Davidson	Amedisys Home Health Services	(731) 736-3700
	Deaconess Homecare 1	(615) 453-8550
	Lifeline Home Health Care	(615) 384-4644
	Adoration Home Health, LLC	(615) 733-3600
	Guardian Home Care Of Nashville, LLC	(615) 771-2080
Decatur	Deaconess Homecare	(731) 925-6626
	Extencicare Home Health Of West TN	(731) 668-1372
	HMC Home Health, LLC	(731) 925-0276
	Medical Center Home Health	(731) 984-2000
DeKalb	Amedisys Home Health	(615) 893-0214
	Deaconess Homecare 1	(615) 453-8550
	Adoration Home Health, LLC	(615) 733-3600
	Highland Rim Home Health	(931) 528-5578
Dickson	Tennova Home Health-Clarksville	(931) 552-9551
	Adoration Home Health, LLC	(615) 733-3600
	Guardian Home Care Of Nashville, LLC	(615) 771-2080
Dyer	Extencicare Home Health Of West TN	(731) 668-1372
	Extencicare Home Health Of Western TN	(731) 885-0866
Fayette	Baptist Trinity Homecare & Hospice	(901) 767-6767
	Extencicare Home Health Of West TN	(731) 668-1372
Fentress	Highland Rim Home Health	(931) 528-5578
Franklin	Deaconess Homecare	(931) 433-7026
	Kindred At Home	(423) 892-1122
	Adoration Home Health And Hospice Care East TN	(423) 479-6892
	Adoration Home Health, LLC	(615) 733-3600

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Gibson	Extencicare Home Health Of West TN	(731) 668-1372
	Extencicare Home Health Of Western TN	(731) 885-0866
	Medical Center Home Health	(731) 984-2000
Giles	Deaconess Homecare	(931) 433-7026
	Maury Regional Home Services	(931) 490-4600
	Quality First Home Care	(931) 540-0062
Grainger	University Of TN Medical Center Home Care Services	(865) 544-6200
	University Of TN Medical Center Home Health Serv	(423) 586-9291
Greene	University Of TN Medical Center Home Health Serv	(423) 586-9291
	Ballad Health Homecare	(423) 431-6146
	Ballad Health Homecare	(423) 787-5030
	Procure Home Health Services	(423) 638-1994
Grundy	Home Care Solutions	(423) 238-7878
	Adoration Home Health And Hospice Care East TN	(423) 479-6892
	Adoration Home Health, LLC	(615) 733-3600
Hamblen	University Of TN Medical Center Home Health Serv	(423) 586-9291
	Ballad Health Homecare	(423) 787-5030
	Erlanger Continucare Home Health	(423) 386-1152
Hamilton	Home Care Solutions	(423) 238-7878
	Kindred At Home	(423) 892-1122
	Tennova Home Health - Cleveland	(423) 559-6092
	Adoration Home Health And Hospice Care East TN	(423) 479-6892
	Guardian Home Care, LLC	(423) 855-6233
Hancock	University Of TN Medical Center Home Health Serv	(423) 586-9291
Hardeman	Deaconess Homecare	(731) 925-6626
	Extencicare Home Health Of West TN	(731) 668-1372
	Medical Center Home Health	(731) 984-2000
Hardin	Deaconess Homecare	(731) 925-6626
	HMC Home Health, LLC	(731) 925-0276
	Medical Center Home Health	(731) 984-2000
Hawkins	University Of TN Medical Center Home Health Serv	(423) 586-9291
	Ballad Health Homecare	(423) 431-6146
	Ballad Health Homecare	(423) 787-5030
Haywood	Extencicare Home Health Of West TN	(731) 668-1372
	Medical Center Home Health	(731) 984-2000

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Henderson	Deaconess Homecare	(731) 925-6626
	Extendicare Home Health Of West TN	(731) 668-1372
	HMC Home Health, LLC	(731) 925-0276
	Medical Center Home Health	(731) 984-2000
Henry	Extendicare Home Health Of West TN	(731) 668-1372
Hickman	Adoration Home Health, LLC	(615) 733-3600
	Guardian Home Care Of Nashville, LLC	(615) 771-2080
	Maury Regional Home Services	(931) 490-4600
Houston	Tennova Home Health-Clarksville	(931) 552-9551
	Guardian Home Care Of Nashville, LLC	(615) 771-2080
Humphreys	Guardian Home Care Of Nashville, LLC	(615) 771-2080
Jackson	Deaconess Homecare 1	(615) 453-8550
	Adoration Home Health, LLC	(615) 733-3600
	Highland Rim Home Health	(931) 528-5578
Jefferson	University Of TN Medical Center Home Care Services	(865) 544-6200
	University Of TN Medical Center Home Health Serv	(423) 586-9291
	Ballad Health Homecare	(423) 431-6146
Johnson	Ballad Health Homecare	(423) 431-6146
	Procare Home Health Services	(423) 638-1994
Knox	University Of TN Medical Center Home Care Services	(865) 544-6200
	University Of TN Medical Center Home Health Serv	(423) 586-9291
	Maury Regional Home Services	(931) 490-4600
Lake	Extendicare Home Health Of West TN	(731) 668-1372
	Extendicare Home Health Of Western TN	(731) 885-0866
Lauderdale	Extendicare Home Health Of West TN	(731) 668-1372
Lawrence	Deaconess Homecare	(731) 925-6626
	Deaconess Homecare	(931) 433-7026
	Maury Regional Home Services	(931) 490-4600
	Quality First Home Care	(931) 540-0062
Lewis	Maury Regional Home Services	(931) 490-4600
Lincoln	Deaconess Homecare	(931) 433-7026
	Quality First Home Care	(931) 540-0062
Loudon	University Of TN Medical Center Home Care Services	(865) 544-6200
	Adoration Home Health And Hospice Care East TN	(423) 479-6892
	Sweetwater Hosp Home Health	(865) 213-8508

County Served	Name of Home Health Agency	Contact Information
Macon	Amedisys Home Health Services	(731) 736-3700
	Lifeline Home Health Care	(615) 384-4644
	Adoration Home Health, LLC	(615) 733-3600
Madison	Deaconess Homecare	(731) 925-6626
	Extendicare Home Health Of West TN	(731) 668-1372
Marion	Medical Center Home Health	(731) 984-2000
	Erlanger Continucare Home Health	(423) 386-1152
	Home Care Solutions	(423) 238-7878
	Kindred At Home	(423) 892-1122
	Adoration Home Health And Hospice Care East TN	(423) 479-6892
Marshall	Adoration Home Health, LLC	(615) 733-3600
	Maury Regional Home Services	(931) 490-4600
	Quality First Home Care	(931) 540-0062
Maury	Amedisys Home Health	(615) 893-0214
	Deaconess Homecare	(931) 433-7026
	Adoration Home Health, LLC	(615) 733-3600
	Guardian Home Care Of Nashville, LLC	(615) 771-2080
McMinn	Maury Regional Home Services	(931) 490-4600
	Quality First Home Care	(931) 540-0062
	Erlanger Continucare Home Health	(423) 386-1152
	Home Care Solutions	(423) 238-7878
	Kindred At Home	(423) 892-1122
	Tennova Home Health - Cleveland	(423) 559-6092
McNairy	University Of TN Medical Center Home Care Services	(865) 544-6200
	Adoration Home Health And Hospice Care East TN	(423) 479-6892
	Guardian Home Care, LLC	(423) 855-6233
	Sweetwater Hosp Home Health	(865) 213-8508
McNairy	Deaconess Homecare	(731) 925-6626
	Extendicare Home Health Of West TN	(731) 668-1372
	HMC Home Health, LLC	(731) 925-0276
	Medical Center Home Health	(731) 984-2000

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Meigs	Erlanger Continucare Home Health	(423) 386-1152
	Home Care Solutions	(423) 238-7878
	Kindred At Home	(423) 892-1122
	Tennova Home Health - Cleveland	(423) 559-6092
	University Of TN Medical Center Home Care Services	(865) 544-6200
	Adoration Home Health And Hospice Care East TN	(423) 479-6892
	Guardian Home Care, LLC	(423) 855-6233
	Sweetwater Hosp Home Health	(865) 213-8508
Monroe	Kindred At Home	(423) 892-1122
	Tennova Home Health - Cleveland	(423) 559-6092
	University Of TN Medical Center Home Care Services	(865) 544-6200
	Adoration Home Health And Hospice Care East TN	(423) 479-6892
	Guardian Home Care, LLC	(423) 855-6233
	Sweetwater Hosp Home Health	(865) 213-8508
Montgomery	Lifeline Home Health Care	(615) 384-4644
	Tennova Home Health-Clarksville	(931) 552-9551
	Adoration Home Health, LLC	(615) 733-3600
	Guardian Home Care Of Nashville, LLC	(615) 771-2080
Moore	Deaconess Homecare	(931) 433-7026
Morgan	University Of TN Medical Center Home Care Services	(865) 544-6200
	Adoration Home Health And Hospice Care East TN	(423) 479-6892
Obion	Extendicare Home Health Of West TN	(731) 668-1372
	Extendicare Home Health Of Western TN	(731) 885-0866
Overton	Deaconess Homecare	(931) 433-7026
	Deaconess Homecare 1	(615) 453-8550
	Highland Rim Home Health	(931) 528-5578
Perry	Deaconess Homecare	(731) 925-6626
Pickett	Highland Rim Home Health	(931) 528-5578
Polk	Erlanger Continucare Home Health	(423) 386-1152
	Home Care Solutions	(423) 238-7878
	Kindred At Home	(423) 892-1122
	Tennova Home Health - Cleveland	(423) 559-6092
	Adoration Home Health And Hospice Care East TN	(423) 479-6892
	Guardian Home Care, LLC	(423) 855-6233
	Sweetwater Hosp Home Health	(865) 213-8508

County Served	Name of Home Health Agency	Contact Information
Putnam	Deaconess Homecare 1	(615) 453-8550
	Adoration Home Health, LLC	(615) 733-3600
	Highland Rim Home Health	(931) 528-5578
Rhea	Erlanger Continucare Home Health	(423) 386-1152
	Home Care Solutions	(423) 238-7878
	Kindred At Home	(423) 892-1122
	Adoration Home Health And Hospice Care East TN	(423) 479-6892
Roane	Deaconess Homecare 1	(615) 453-8550
	University Of TN Medical Center Home Care Services	(865) 544-6200
	Adoration Home Health And Hospice Care East TN	(423) 479-6892
	Ballad Health Homecare	(423) 431-6146
	Procure Home Health Services	(423) 638-1994
	Sweetwater Hosp Home Health	(865) 213-8508
Robertson	Amedisys Home Health Services	(731) 736-3700
	Deaconess Homecare 1	(615) 453-8550
	Lifeline Home Health Care	(615) 384-4644
	Tennova Home Health-Clarksville	(931) 552-9551
	Adoration Home Health, LLC	(615) 733-3600
Rutherford	Guardian Home Care Of Nashville, LLC	(615) 771-2080
	Amedisys Home Health	(615) 893-0214
	Deaconess Homecare 1	(615) 453-8550
	Adoration Home Health, LLC	(615) 733-3600
Scott	Guardian Home Care Of Nashville, LLC	(615) 771-2080
	University Of TN Medical Center Home Care Services	(865) 544-6200
	Erlanger Continucare Home Health	(423) 386-1152
Sequatchie	Home Care Solutions	(423) 238-7878
	Adoration Home Health And Hospice Care East TN	(423) 479-6892
	University Of TN Medical Center Home Care Services	(865) 544-6200
Sevier	Ballad Health Homecare	(423) 431-6146
	Baptist Trinity Homecare & Hospice	(901) 767-6767
	Extendicare Home Health Of West TN	(731) 668-1372
Smith	Deaconess Homecare 1	(615) 453-8550
	Adoration Home Health, LLC	(615) 733-3600
	Highland Rim Home Health	(931) 528-5578

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County Served	Name of Home Health Agency	Contact Information
Stewart	Tennova Home Health-Clarksville	(931) 552-9551
	Guardian Home Care Of Nashville, LLC	(615) 771-2080
Sullivan	Ballad Health Homecare	(423) 431-6146
	Ballad Health Homecare	(423) 787-5030
	Procure Home Health Services	(423) 638-1994
Sumner	Amedisys Home Health Services	(731) 736-3700
	Deaconess Homecare 1	(615) 453-8550
	Lifeline Home Health Care	(615) 384-4644
	Adoration Home Health, LLC	(615) 733-3600
	Guardian Home Care Of Nashville, LLC	(615) 771-2080
Tipton	Baptist Trinity Homecare & Hospice	(901) 767-6767
	Extendicare Home Health Of West TN	(731) 668-1372
Trousdale	Adoration Home Health, LLC	(615) 733-3600
Unicoi	Ballad Health Homecare	(423) 431-6146
	Procure Home Health Services	(423) 638-1994
Union	University Of TN Medical Center Home Care Services	(865) 544-6200
Van Buren	Adoration Home Health, LLC	(615) 733-3600
Warren	Deaconess Homecare	(931) 433-7026
	Deaconess Homecare 1	(615) 453-8550
	Adoration Home Health, LLC	(615) 733-3600
	Highland Rim Home Health	(931) 528-5578
Washington	Ballad Health Homecare	(423) 431-6146
	Ballad Health Homecare	(423) 787-5030
	Procure Home Health Services	(423) 638-1994

County Served	Name of Home Health Agency	Contact Information
Wayne	Deaconess Homecare	(731) 925-6626
	HMC Home Health, LLC	(731) 925-0276
	Maury Regional Home Services	(931) 490-4600
	Quality First Home Care	(931) 540-0062
Weakley	Extendicare Home Health Of West TN	(731) 668-1372
	Extendicare Home Health Of Western TN	(731) 885-0866
	Medical Center Home Health	(731) 984-2000
White	Deaconess Homecare	(931) 433-7026
	Deaconess Homecare 1	(615) 453-8550
	Adoration Home Health, LLC	(615) 733-3600
	Highland Rim Home Health	(931) 528-5578
Williamson	Deaconess Homecare 1	(615) 453-8550
	Adoration Home Health, LLC	(615) 733-3600
	Ballad Health Homecare	(423) 431-6146
	Guardian Home Care Of Nashville, LLC	(615) 771-2080
	Maury Regional Home Services	(931) 490-4600
Wilson	Amedisys Home Health	(615) 893-0214
	Amedisys Home Health Services	(731) 736-3700
	Deaconess Homecare 1	(615) 453-8550
	Adoration Home Health, LLC	(615) 733-3600
	Guardian Home Care Of Nashville, LLC	(615) 771-2080
	Highland Rim Home Health	(931) 528-5578

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.