

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 Virginia

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Accomack	Personal Touch Homecare Of VA	(757) 595-8005	Arlington	Five Star Home Health Care	(703) 661-4555
	Generations Home Health LLC	(757) 822-6991		National Home Health Care Inc	(703) 787-3060
Albemarle	All About Home Health	(434) 202-8339		Revival Homecare Agency	(703) 341-6670
	At Home Care	(804) 359-3400	Augusta	All About Home Health	(434) 202-8339
	Shenandoah Valley Home Health	(540) 324-2360		At Home Care	(804) 359-3400
Alexandria City	Horizons Healthcare Services LLC	(703) 537-0107	Bath	Shenandoah Valley Home Health	(540) 324-2360
	Personal Touch Homecare Of VA	(757) 595-8005		All About Home Health	(434) 202-8339
	Tristate Quality Care, Corp	(703) 660-1366	Bedford	Shenandoah Valley Home Health	(540) 324-2360
	Best Health Care Services, LLC	(703) 440-1131		Advanced Health Services	(540) 994-9811
	Cavalier Healthcare Services Inc	(703) 872-7520	Bland	Carilion Home Care Franklin	(540) 489-6383
	Countryside Home Health Care LLC	(571) 934-8408		Advanced Health Services	(540) 994-9811
	Five Star Home Health Care	(703) 661-4555		Carilion Home Care Services Tazewell	(276) 988-8714
	Alleghany	National Home Health Care Inc	(703) 787-3060	Botetourt	Russell County Medical Center Home Health
Revival Homecare Agency		(703) 341-6670	Advanced Health Services		(540) 994-9811
Amelia	All About Home Health	(434) 202-8339	Bristol City	Carilion Home Care Franklin	(540) 489-6383
	At Home Care	(804) 359-3400		Home Nursing Services Of Southwest VA Inc	(276) 628-2666
	CMH Home Health & Community Hospice	(434) 774-2457	Brunswick	Russell County Medical Center Home Health	(276) 883-8484
Generations Home Health LLC	(757) 822-6991	Personal Touch Homecare Of VA		(757) 595-8005	
Horizons Healthcare Services LLC	(703) 537-0107	At Home Care		(804) 359-3400	
Arlington	Tristate Quality Care, Corp	(703) 660-1366	CMH Home Health & Community Hospice	(434) 774-2457	
	Best Health Care Services, LLC	(703) 440-1131			
	Cavalier Healthcare Services Inc	(703) 872-7520			
	Countryside Home Health Care LLC	(571) 934-8408			

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County Served	Name of Home Health Agency	Contact Information
Buchanan	Buchanan General Hospital Home Health Agency	(276) 935-1509
	Carilion Home Care Services Tazewell	(276) 988-8714
Buckingham	At Home Care	(804) 359-3400
Caroline	At Home Care	(804) 359-3400
	Home & Heart Health, Inc	(540) 899-3666
	Revival Homecare Agency	(703) 341-6670
Carroll	Southeastern Home Health Services	(804) 769-1380
	Access Home Health Care And Rehabilitation	(276) 266-3149
	Advanced Health Services	(540) 994-9811
	Carilion Home Care Franklin	(540) 489-6383
	Carilion Home Care Services Tazewell	(276) 988-8714
Charles City	Twin County Regional Home Health	(276) 236-7935
	Personal Touch Homecare Of VA	(757) 595-8005
	At Home Care	(757) 220-2112
	Southeastern Home Health Services	(804) 769-1380
Charlotte	CMH Home Health & Community Hospice	(434) 774-2457
Charlottesville City	All About Home Health	(434) 202-8339
	At Home Care	(804) 359-3400
Chesapeake City	Personal Touch Homecare Of VA	(757) 595-8005
	At Heart Homecare	(757) 961-4077
	Generations Home Health LLC	(757) 822-6991
	Jewish Family Service Of Tidewater, Inc	(757) 489-3111
	At Home Care	(804) 359-3400
Chesterfield	CMH Home Health & Community Hospice	(434) 774-2457
	Generations Home Health LLC	(757) 822-6991
	Revival Homecare Agency	(703) 341-6670
	Southeastern Home Health Services	(804) 769-1380
	The Cardiac Connection Home Health Care	(804) 454-0854
Clarke	Horizons Healthcare Services LLC	(703) 537-0107
	Countryside Home Health Care LLC	(571) 934-8408
	Five Star Home Health Care	(703) 661-4555
	National Home Health Care Inc	(703) 787-3060

County Served	Name of Home Health Agency	Contact Information
Colonial Heights City	At Home Care	(804) 359-3400
	CMH Home Health & Community Hospice	(434) 774-2457
	Generations Home Health LLC	(757) 822-6991
	Southeastern Home Health Services	(804) 769-1380
Craig	The Cardiac Connection Home Health Care	(804) 454-0854
	Advanced Health Services	(540) 994-9811
Culpeper	All About Home Health	(434) 202-8339
	At Home Care	(804) 359-3400
Cumberland	Home & Heart Health, Inc	(540) 899-3666
	At Home Care	(804) 359-3400
Danville City	Carilion Home Care Franklin	(540) 489-6383
	Buchanan General Hospital Home Health Agency	(276) 935-1509
Dickenson	Norton Community Hospital Home Health	(276) 973-9481
	Russell County Medical Center Home Health	(276) 883-8484
	Personal Touch Homecare Of VA	(757) 595-8005
Dinwiddie	At Home Care	(804) 359-3400
	The Cardiac Connection Home Health Care	(804) 454-0854
Essex	At Home Care	(757) 220-2112
Fairfax	Horizons Healthcare Services LLC	(703) 537-0107
	Tristate Quality Care, Corp	(703) 660-1366
	Best Health Care Services, LLC	(703) 440-1131
	Cavalier Healthcare Services Inc	(703) 872-7520
	Countryside Home Health Care LLC	(571) 934-8408
	Five Star Home Health Care	(703) 661-4555
	Greenspring Village Home Support Services	(703) 923-3123
	National Home Health Care Inc	(703) 787-3060
	Revival Homecare Agency	(703) 341-6670
	Fairfax City	Horizons Healthcare Services LLC
Tristate Quality Care, Corp		(703) 660-1366
Best Health Care Services, LLC		(703) 440-1131
Cavalier Healthcare Services Inc		(703) 872-7520
Five Star Home Health Care		(703) 661-4555
National Home Health Care Inc		(703) 787-3060
Revival Homecare Agency	(703) 341-6670	

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County Served	Name of Home Health Agency	Contact Information
Falls Church City	Horizons Healthcare Services LLC	(703) 537-0107
	Tristate Quality Care, Corp	(703) 660-1366
	Cavalier Healthcare Services Inc	(703) 872-7520
	Countryside Home Health Care LLC	(571) 934-8408
	Five Star Home Health Care	(703) 661-4555
	National Home Health Care Inc	(703) 787-3060
	Revival Homecare Agency	(703) 341-6670
Fauquier	Horizons Healthcare Services LLC	(703) 537-0107
	At Home Care	(804) 359-3400
	Cavalier Healthcare Services Inc	(703) 872-7520
	Countryside Home Health Care LLC	(571) 934-8408
	Five Star Home Health Care	(703) 661-4555
	National Home Health Care Inc	(703) 787-3060
Floyd	Access Home Health Care And Rehabilitation	(276) 266-3149
	Advanced Health Services	(540) 994-9811
	Twin County Regional Home Health	(276) 236-7935
Fluvanna	All About Home Health	(434) 202-8339
	At Home Care	(804) 359-3400
Franklin	Advanced Health Services	(540) 994-9811
	Carilion Home Care Franklin	(540) 489-6383
Franklin City	Personal Touch Homecare Of VA	(757) 595-8005
Frederick	Horizons Healthcare Services LLC	(703) 537-0107
	Five Star Home Health Care	(703) 661-4555
Fredericksburg City	At Home Care	(804) 359-3400
	Home & Heart Health, Inc	(540) 899-3666
	Revival Homecare Agency	(703) 341-6670
Galax City	Access Home Health Care And Rehabilitation	(276) 266-3149
	Carilion Home Care Services Tazewell	(276) 988-8714
	Twin County Regional Home Health	(276) 236-7935
Giles	Advanced Health Services	(540) 994-9811
Gloucester	Personal Touch Homecare Of VA	(757) 595-8005
	At Home Care	(757) 220-2112
	Generations Home Health LLC	(757) 822-6991
	Southeastern Home Health Services	(804) 769-1380
Goochland	At Home Care	(804) 359-3400
	Generations Home Health LLC	(757) 822-6991
	Southeastern Home Health Services	(804) 769-1380
	The Cardiac Connection Home Health Care	(804) 454-0854

County Served	Name of Home Health Agency	Contact Information
Grayson	Access Home Health Care And Rehabilitation	(276) 266-3149
	Advanced Health Services	(540) 994-9811
	Home Nursing Services Of Southwest VA Inc	(276) 628-2666
	Twin County Regional Home Health	(276) 236-7935
	All About Home Health	(434) 202-8339
Greene	At Home Care	(804) 359-3400
	Personal Touch Homecare Of VA	(757) 595-8005
Greensville	At Home Care	(804) 359-3400
	The Cardiac Connection Home Health Care	(804) 454-0854
Hampton City	Personal Touch Homecare Of VA	(757) 595-8005
	At Heart Homecare	(757) 961-4077
	At Home Care	(757) 220-2112
	Generations Home Health LLC	(757) 822-6991
Hanover	Southeastern Home Health Services	(804) 769-1380
	At Home Care	(804) 359-3400
	Generations Home Health LLC	(757) 822-6991
Henrico	Revival Homecare Agency	(703) 341-6670
	Southeastern Home Health Services	(804) 769-1380
	The Cardiac Connection Home Health Care	(804) 454-0854
	At Home Care	(804) 359-3400
Henry	Generations Home Health LLC	(757) 822-6991
	Revival Homecare Agency	(703) 341-6670
	Southeastern Home Health Services	(804) 769-1380
	The Cardiac Connection Home Health Care	(804) 454-0854
Hopewell City	Carilion Home Care Franklin	(540) 489-6383
	At Home Care	(804) 359-3400
Isle of Wight	Southeastern Home Health Services	(804) 769-1380
	The Cardiac Connection Home Health Care	(804) 454-0854
	Personal Touch Homecare Of VA	(757) 595-8005
James City	At Home Care	(757) 220-2112
	Generations Home Health LLC	(757) 822-6991
	Personal Touch Homecare Of VA	(757) 595-8005
	Southeastern Home Health Services	(804) 769-1380

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County Served	Name of Home Health Agency	Contact Information
King and Queen	Personal Touch Homecare Of VA	(757) 595-8005
	At Home Care	(757) 220-2112
	Generations Home Health LLC	(757) 822-6991
	Southeastern Home Health Services	(804) 769-1380
King George	At Home Care	(804) 359-3400
	Home & Heart Health, Inc	(540) 899-3666
King William	Personal Touch Homecare Of VA	(757) 595-8005
	At Home Care	(757) 220-2112
	Generations Home Health LLC	(757) 822-6991
	Southeastern Home Health Services	(804) 769-1380
Lancaster	At Home Care	(757) 220-2112
Lee	Norton Community Hospital Home Health	(276) 973-9481
Loudoun	Horizons Healthcare Services LLC	(703) 537-0107
	Tristate Quality Care, Corp	(703) 660-1366
	Cavalier Healthcare Services Inc	(703) 872-7520
	Countryside Home Health Care LLC	(571) 934-8408
	Five Star Home Health Care	(703) 661-4555
	Generations Home Health LLC	(757) 822-6991
	National Home Health Care Inc	(703) 787-3060
	Revival Homecare Agency	(703) 341-6670
Louisa	All About Home Health	(434) 202-8339
	At Home Care	(804) 359-3400
	Generations Home Health LLC	(757) 822-6991
	Home & Heart Health, Inc	(540) 899-3666
Lunenburg	CMH Home Health & Community Hospice	(434) 774-2457
Madison	All About Home Health	(434) 202-8339
	At Home Care	(804) 359-3400
Manassas Park City	Horizons Healthcare Services LLC	(703) 537-0107
	Tristate Quality Care, Corp	(703) 660-1366
	Cavalier Healthcare Services Inc	(703) 872-7520
	Countryside Home Health Care LLC	(571) 934-8408
	Five Star Home Health Care	(703) 661-4555
	National Home Health Care Inc	(703) 787-3060
	Revival Homecare Agency	(703) 341-6670
Martinsville City	Access Home Health Care And Rehabilitation	(276) 266-3149
	Carilion Home Care Franklin	(540) 489-6383
Mathews	Personal Touch Homecare Of VA	(757) 595-8005
	At Home Care	(757) 220-2112
	Generations Home Health LLC	(757) 822-6991

County Served	Name of Home Health Agency	Contact Information
Mecklenburg	Personal Touch Homecare Of VA	(757) 595-8005
	CMH Home Health & Community Hospice	(434) 774-2457
Middlesex	Personal Touch Homecare Of VA	(757) 595-8005
	At Home Care	(757) 220-2112
Montgomery	Advanced Health Services	(540) 994-9811
	Carilion Home Care Franklin	(540) 489-6383
Nelson	All About Home Health	(434) 202-8339
	At Home Care	(804) 359-3400
New Kent	Personal Touch Homecare Of VA	(757) 595-8005
	At Home Care	(757) 220-2112
	At Home Care	(804) 359-3400
	Generations Home Health LLC	(757) 822-6991
Newport News City	Southeastern Home Health Services	(804) 769-1380
	Personal Touch Homecare Of VA	(757) 595-8005
	At Heart Homecare	(757) 961-4077
	At Home Care	(757) 220-2112
	Generations Home Health LLC	(757) 822-6991
Norfolk City	Southeastern Home Health Services	(804) 769-1380
	Personal Touch Homecare Of VA	(757) 595-8005
	At Heart Homecare	(757) 961-4077
	Generations Home Health LLC	(757) 822-6991
	Jewish Family Service Of Tidewater, Inc	(757) 489-3111
Northampton	Personal Touch Homecare Of VA	(757) 595-8005
Northumberland	At Home Care	(757) 220-2112
Norton City	Norton Community Hospital Home Health	(276) 973-9481
Nottoway	CMH Home Health & Community Hospice	(434) 774-2457
Orange	All About Home Health	(434) 202-8339
	At Home Care	(804) 359-3400
	Home & Heart Health, Inc	(540) 899-3666
Patrick	Access Home Health Care And Rehabilitation	(276) 266-3149
	Carilion Home Care Franklin	(540) 489-6383
	Twin County Regional Home Health	(276) 236-7935

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County Served	Name of Home Health Agency	Contact Information
Petersburg City	At Home Care	(804) 359-3400
	Southeastern Home Health Services	(804) 769-1380
	The Cardiac Connection Home Health Care	(804) 454-0854
Pittsylvania	Carilion Home Care Franklin	(540) 489-6383
Poquoson City	Personal Touch Homecare Of VA	(757) 595-8005
	At Home Care	(757) 220-2112
	Generations Home Health LLC	(757) 822-6991
	Southeastern Home Health Services	(804) 769-1380
Portsmouth City	Personal Touch Homecare Of VA	(757) 595-8005
	At Heart Homecare	(757) 961-4077
	Generations Home Health LLC	(757) 822-6991
	Jewish Family Service Of Tidewater, Inc	(757) 489-3111
Powhatan	At Home Care	(804) 359-3400
	Generations Home Health LLC	(757) 822-6991
	Southeastern Home Health Services	(804) 769-1380
	The Cardiac Connection Home Health Care	(804) 454-0854
Prince Edward	CMH Home Health & Community Hospice	(434) 774-2457
Prince George	Personal Touch Homecare Of VA	(757) 595-8005
	At Home Care	(804) 359-3400
	Southeastern Home Health Services	(804) 769-1380
	The Cardiac Connection Home Health Care	(804) 454-0854
Prince William	Horizons Healthcare Services LLC	(703) 537-0107
	Tristate Quality Care, Corp	(703) 660-1366
	Best Health Care Services, LLC	(703) 440-1131
	Cavalier Healthcare Services Inc	(703) 872-7520
	Countryside Home Health Care LLC	(571) 934-8408
	Five Star Home Health Care	(703) 661-4555
	Home & Heart Health, Inc	(540) 899-3666
	National Home Health Care Inc	(703) 787-3060
	Revival Homecare Agency	(703) 341-6670
Pulaski	Advanced Health Services	(540) 994-9811
	Carilion Home Care Services Tazewell	(276) 988-8714
	Advanced Health Services	(540) 994-9811
Radford City	Advanced Health Services	(540) 994-9811

County Served	Name of Home Health Agency	Contact Information
Rappahannock	Cavalier Healthcare Services Inc	(703) 872-7520
	Five Star Home Health Care	(703) 661-4555
Richmond	At Home Care	(757) 220-2112
Richmond City	Personal Touch Homecare Of VA	(757) 595-8005
	At Home Care	(804) 359-3400
	Generations Home Health LLC	(757) 822-6991
	Revival Homecare Agency	(703) 341-6670
	Southeastern Home Health Services	(804) 769-1380
Roanoke	The Cardiac Connection Home Health Care	(804) 454-0854
	Advanced Health Services	(540) 994-9811
Roanoke City	Advanced Health Services	(540) 994-9811
	Carilion Home Care Franklin	(540) 489-6383
Rockbridge	All About Home Health	(434) 202-8339
	Shenandoah Valley Home Health	(540) 324-2360
Rockingham	All About Home Health	(434) 202-8339
	Shenandoah Valley Home Health	(540) 324-2360
Russell	Buchanan General Hospital Home Health Agency	(276) 935-1509
	Carilion Home Care Services Tazewell	(276) 988-8714
	Home Nursing Services Of Southwest VA Inc	(276) 628-2666
	Norton Community Hospital Home Health	(276) 973-9481
	Russell County Medical Center Home Health	(276) 883-8484
Salem City	Advanced Health Services	(540) 994-9811
Scott	Home Nursing Services Of Southwest VA Inc	(276) 628-2666
	Norton Community Hospital Home Health	(276) 973-9481
Shenandoah	Five Star Home Health Care	(703) 661-4555
Smyth	Advanced Health Services	(540) 994-9811
	Carilion Home Care Services Tazewell	(276) 988-8714
	Home Nursing Services Of Southwest VA Inc	(276) 628-2666
Southampton	Personal Touch Homecare Of VA	(757) 595-8005
Spotsylvania	Tristate Quality Care, Corp	(703) 660-1366
	At Home Care	(804) 359-3400
	Home & Heart Health, Inc	(540) 899-3666
	Revival Homecare Agency	(703) 341-6670

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County Served	Name of Home Health Agency	Contact Information
Stafford	Horizons Healthcare Services LLC	(703) 537-0107
	Personal Touch Homecare Of VA	(757) 595-8005
	Tristate Quality Care, Corp	(703) 660-1366
	At Home Care	(804) 359-3400
	Cavalier Healthcare Services Inc	(703) 872-7520
	Five Star Home Health Care	(703) 661-4555
	Home & Heart Health, Inc	(540) 899-3666
	Revival Homecare Agency	(703) 341-6670
Staunton City	All About Home Health	(434) 202-8339
	At Home Care	(804) 359-3400
	Shenandoah Valley Home Health	(540) 324-2360
Suffolk City	Personal Touch Homecare Of VA	(757) 595-8005
	At Heart Homecare	(757) 961-4077
	Generations Home Health LLC	(757) 822-6991
Surry	Personal Touch Homecare Of VA	(757) 595-8005
	At Home Care	(804) 359-3400
	The Cardiac Connection Home Health Care	(804) 454-0854
Sussex	Personal Touch Homecare Of VA	(757) 595-8005
	At Home Care	(804) 359-3400
	The Cardiac Connection Home Health Care	(804) 454-0854
Tazewell	Advanced Health Services	(540) 994-9811
	Buchanan General Hospital Home Health Agency	(276) 935-1509
	Carilion Home Care Services Tazewell	(276) 988-8714
	Home Nursing Services Of Southwest VA Inc	(276) 628-2666
	Russell County Medical Center Home Health	(276) 883-8484
Virginia Beach City	Personal Touch Homecare Of VA	(757) 595-8005
	At Heart Homecare	(757) 961-4077
	At Home Care	(757) 220-2112
	Generations Home Health LLC	(757) 822-6991
	Jewish Family Service Of Tidewater, Inc	(757) 489-3111

County Served	Name of Home Health Agency	Contact Information
Warren	Horizons Healthcare Services LLC	(703) 537-0107
	Five Star Home Health Care	(703) 661-4555
	National Home Health Care Inc	(703) 787-3060
Washington	Home Nursing Services Of Southwest VA Inc	(276) 628-2666
Waynesboro City	All About Home Health	(434) 202-8339
	At Home Care	(804) 359-3400
	Shenandoah Valley Home Health	(540) 324-2360
Westmoreland	At Home Care	(757) 220-2112
	Home & Heart Health, Inc	(540) 899-3666
Williamsburg City	Personal Touch Homecare Of VA	(757) 595-8005
	At Home Care	(757) 220-2112
	Generations Home Health LLC	(757) 822-6991
Winchester City	Southeastern Home Health Services	(804) 769-1380
	Five Star Home Health Care	(703) 661-4555
Wise	Home Nursing Services Of Southwest VA Inc	(276) 628-2666
	Norton Community Hospital Home Health	(276) 973-9481
	Russell County Medical Center Home Health	(276) 883-8484
Wythe	Access Home Health Care And Rehabilitation	(276) 266-3149
	Advanced Health Services	(540) 994-9811
	Carilion Home Care Services Tazewell	(276) 988-8714
	Twin County Regional Home Health	(276) 236-7935
York	Personal Touch Homecare Of VA	(757) 595-8005
	At Home Care	(757) 220-2112
	Generations Home Health LLC	(757) 822-6991
	Southeastern Home Health Services	(804) 769-1380

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.