

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 Washington

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Adams	Assured Home Health (LHC)	(509) 765-1856	Franklin	Assured Home Health (LHC)	(509) 765-1856
	Columbia River Home Health	(509) 582-2273		Columbia River Home Health	(509) 582-2273
	Kindred At Home	(509) 473-4900		Providence St Mary Medical Center Home Health	(509) 522-5710
	Tri-Cities Home Health	(509) 946-7725		Providence VNA Home Health	(509) 534-4300
Asotin	Elite Home Health	(509) 758-2568		Tri-Cities Home Health	(509) 946-7725
Benton	Astria Home Health	(509) 575-5093		Garfield	Elite Home Health
	Columbia River Home Health	(509) 582-2273	Grant	Assured Home Health (LHC)	(509) 765-1856
	Tri-Cities Home Health	(509) 946-7725		Tri-Cities Home Health	(509) 946-7725
Clallam	Chi Franciscan Health At Home	(253) 543-7026	Grays Harbor	Assured Home Health And Hospice (LHC)	(360) 330-2640
Clark	Healthy Living At Home - Vancouver LLC	(480) 495-5474		Harbors Home Health / Hospice	(360) 532-5454
	Assured Home Health And Hospice (LHC)	(360) 330-2640	Island	Evergreenhealth Home Care	(425) 899-3300
	Providence St Mary Medical Center Home Health	(509) 522-5710		Providence Hospice And Home Care of Snohomish Co	(425) 261-4800
	Touchmark At Fairway Village Home Health	(360) 253-3855	Jefferson	Assured Home Health And Hospice (LHC)	(360) 330-2640
Columbia	Elite Home Health	(509) 758-2568		Harbors Home Health / Hospice	(360) 532-5454
	Kindred At Home	(509) 473-4900	King	Evergreenhealth Home Care	(425) 899-3300
	Providence St Mary Medical Center Home Health	(509) 522-5710		Chi Franciscan Health At Home	(253) 543-7026
Cowlitz	Healthy Living At Home - Vancouver LLC	(480) 495-5474		Providence Home Services - King County	(425) 525-6800
	Assured Home Health And Hospice (LHC)	(360) 330-2640		Providence Hospice And Home Care of Snohomish Co	(425) 261-4800
Douglas	Assured Home Health (LHC)	(509) 765-1856		Puget Sound Home Health	(253) 581-9410
Ferry	Assured Home Health (LHC)	(509) 747-2462		Emerald Healthcare Inc	(253) 735-4282
				Wesley Homes At Home, LLC	(206) 870-1127

High-performing home health agencies in Washington (cont.)

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Kitsap	Chi Franciscan Health At Home	(253) 543-7026	Pierce	Puget Sound Home Health	(253) 581-9410
	Puget Sound Home Health	(253) 581-9410		Emerald Healthcare Inc	(253) 735-4282
Kittitas	Evergreenhealth Home Care	(425) 899-3300	Skagit	Wesley Homes At Home, LLC	(206) 870-1127
	Astria Home Health	(509) 575-5093		Evergreenhealth Home Care	(425) 899-3300
	Chi Franciscan Health At Home	(253) 543-7026	Signature Home Health	(866) 390-3869	
	Providence Home Services - King County	(425) 525-6800	Providence Hospice And Home Care of Snohomish Co	(425) 261-4800	
	Puget Sound Home Health	(253) 581-9410	Skamania	Healthy Living At Home - Vancouver LLC	(480) 495-5474
	Emerald Healthcare Inc	(253) 735-4282		Touchmark At Fairway Village Home Health	(360) 253-3855
	Wesley Homes At Home, LLC	(206) 870-1127	Snohomish	Evergreenhealth Home Care	(425) 899-3300
Klickitat	Astria Home Health	(509) 575-5093		Providence Home Services - King County	(425) 525-6800
	Columbia River Home Health	(509) 582-2273		Providence Hospice And Home Care of Snohomish Co	(425) 261-4800
	Tri-Cities Home Health	(509) 946-7725		Emerald Healthcare Inc	(253) 735-4282
Lewis	Evergreenhealth Home Care	(425) 899-3300	Spokane	Sunshine Home Health Care	(509) 321-9050
	Assured Home Health And Hospice (LHC)	(360) 330-2640		Assured Home Health (LHC)	(509) 747-2462
	Harbors Home Health / Hospice	(360) 532-5454		Gentiva Health Services	(509) 464-4970
Lincoln	Sunshine Home Health Care	(509) 321-9050		Kindred At Home	(509) 473-4900
	Assured Home Health (LHC)	(509) 747-2462		Providence St Mary Medical Center Home Health	(509) 522-5710
	Kindred At Home	(509) 473-4900		Providence VNA Home Health	(509) 534-4300
	Providence VNA Home Health	(509) 534-4300	Waterford On South Hill Home Health	(509) 536-2929	
	Waterford On South Hill Home Health	(509) 536-2929	Stevens	Sunshine Home Health Care	(509) 321-9050
Mason	Assured Home Health And Hospice (LHC)	(360) 330-2640		Assured Home Health (LHC)	(509) 747-2462
	Chi Franciscan Health At Home	(253) 543-7026		Gentiva Health Services	(509) 464-4970
	Harbors Home Health / Hospice	(360) 532-5454		Kindred At Home	(509) 473-4900
Pacific	Assured Home Health And Hospice (LHC)	(360) 330-2640	Providence VNA Home Health	(509) 534-4300	
	Harbors Home Health / Hospice	(360) 532-5454	Waterford On South Hill Home Health	(509) 536-2929	
Pend Oreille	Sunshine Home Health Care	(509) 321-9050	Thurston	Assured Home Health And Hospice (LHC)	(360) 330-2640
	Assured Home Health (LHC)	(509) 747-2462		Chi Franciscan Health At Home	(253) 543-7026
	Gentiva Health Services	(509) 464-4970		Harbors Home Health / Hospice	(360) 532-5454
	Kindred At Home	(509) 473-4900		Providence Home Services - King County	(425) 525-6800
	Providence VNA Home Health	(509) 534-4300	Puget Sound Home Health	(253) 581-9410	
Pierce	Waterford On South Hill Home Health	(509) 536-2929	Wahkiakum	Assured Home Health And Hospice (LHC)	(360) 330-2640
	Evergreenhealth Home Care	(425) 899-3300		Harbors Home Health / Hospice	(360) 532-5454
	Assured Home Health And Hospice (LHC)	(360) 330-2640	Walla Walla	Columbia River Home Health	(509) 582-2273
	Astria Home Health	(509) 575-5093		Providence St Mary Medical Center Home Health	(509) 522-5710
	Chi Franciscan Health At Home	(253) 543-7026			
Providence Home Services - King County	(425) 525-6800				

High-performing home health agencies in Washington (cont.)

County Served	Name of Home Health Agency	Contact Information
Whatcom	Signature Home Health	(866) 390-3869
Whitman	Sunshine Home Health Care	(509) 321-9050
	Elite Home Health	(509) 758-2568
	Kindred At Home	(509) 473-4900
	Providence VNA Home Health	(509) 534-4300
	Waterford On South Hill Home Health	(509) 536-2929
Yakima	Evergreenhealth Home Care	(425) 899-3300
	Assured Home Health And Hospice (LHC)	(360) 330-2640
	Astria Home Health	(509) 575-5093
	Chi Franciscan Health At Home	(253) 543-7026
	Columbia River Home Health	(509) 582-2273
	Puget Sound Home Health	(253) 581-9410
	Emerald Healthcare Inc	(253) 735-4282
	Tri-Cities Home Health	(509) 946-7725
Wesley Homes At Home, LLC	(206) 870-1127	

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.