

# 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
Adams	Assured Home Health	(509) 765-1856
	Tri-Cities Home Health	(509) 946-7725
Asotin	Elite Home Health	(509) 758-2568
Benton	Tri-Cities Home Health	(509) 946-7725
Clark	Assured Home Health And Hospice	(360) 330-2640
	Touchmark At Fairway Village Home Health	(360) 253-3855
Columbia	Providence St Mary Medical Center Home Health	(509) 522-5710
Cowlitz	Assured Home Health And Hospice	(360) 330-2640
Ferry	Assured Home Health	(509) 747-2462
Franklin	Tri-Cities Home Health	(509) 946-7725
Garfield	Elite Home Health	(509) 758-2568
Grant	Assured Home Health	(509) 765-1856
Grays Harbor	Assured Home Health And Hospice	(360) 330-2640
Island	Assured Home Health	(206) 364-1484
	Eden Home Health	(360) 734-5410
	Whidbeyhealth Home Health	(360) 678-7605
King	Assured Home Health	(206) 364-1484
	Chi Franciscan Health At Home	(253) 543-7026
	Eden Home Health	(360) 734-5410
	Emerald Healthcare Inc	(253) 735-4282
	Puget Sound Home Health	(253) 581-9410

County Served	Name of Home Health Agency	Contact Information
King	Signature Home Health	(253) 661-5166
	Wesley Homes At Home, LLC	(206) 870-1127
	Whidbeyhealth Home Health	(360) 678-7605
Kitsap	Chi Franciscan Health At Home	(253) 543-7026
	Signature Home Health	(253) 661-5166
Lewis	Assured Home Health And Hospice	(360) 330-2640
Lincoln	Assured Home Health	(509) 326-2300
	Providence VNA Home Health	(509) 534-4300
Mason	Assured Home Health And Hospice	(360) 330-2640
Pacific	Assured Home Health And Hospice	(360) 330-2640
Pend Oreille	Assured Home Health	(509) 747-2462
Pierce	Assured Home Health	(206) 364-1484
Pierce	Chi Franciscan Health At Home	(253) 543-7026
	Emerald Healthcare Inc	(253) 735-4282
	Puget Sound Home Health	(253) 581-9410
	Signature Home Health	(253) 661-5166
Skagit	Wesley Homes At Home, LLC	(206) 870-1127
	Eden Home Health	(360) 734-5410
	Whidbeyhealth Home Health	(360) 678-7605
Snohomish	Assured Home Health	(206) 364-1484
	Eden Home Health	(360) 734-5410
	Whidbeyhealth Home Health	(360) 678-7605

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County Served	Name of Home Health Agency	Contact Information
Spokane	Sunshine Home Health Care	(509) 321-9050
	Assured Home Health	(509) 326-2300
	Assured Home Health	(509) 747-2462
	Gentiva Health Services	(509) 464-4970
	Providence VNA Home Health	(509) 534-4300
	Waterford On South Hill Home Health	(509) 321-8149
Stevens	Assured Home Health	(509) 326-2300
	Gentiva Health Services	(509) 464-4970
	Providence VNA Home Health	(509) 534-4300

County Served	Name of Home Health Agency	Contact Information
Thurston	Assured Home Health And Hospice	(360) 330-2640
Wahkiakum	Assured Home Health And Hospice	(360) 330-2640
Walla Walla	Providence St Mary Medical Center Home Health	(509) 522-5710
Whatcom	Eden Home Health	(360) 734-5410
Whitman	Providence VNA Home Health	(509) 534-4300
Yakima	Mountainview Home Health	(509) 576-0800
	Tri-Cities Home Health	(509) 946-7725

# 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.