

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 West Virginia

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Barbour	Beckley Arh Home Health	(304) 255-3373	Clay	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864
	Care Partners Home Health	(304) 285-5500		Home Care Plus, Incorporated (LHC)	(304) 645-1706
	Homeplus	(304) 637-3628		Roane Homecare (LHC)	(304) 927-6091
	West Virginia Home Health (LHC)	(304) 473-6802		Stonerise At Home	(304) 757-9333
Berkeley	Panhandle Home Health, Inc.	(304) 263-5680		West Virginia Home Health (LHC)	(304) 473-6802
	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864		Doddridge	Care Partners Home Health
	Caring Angels Home Health, LLC	(304) 350-8658	West Virginia Home Health (LHC)		(304) 473-6802
Wetzel County Homecare (LHC)	(304) 455-5515				
Boone	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864	Fayette	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864
	Beckley Arh Home Health	(304) 255-3373		Beckley Arh Home Health	(304) 255-3373
	Logan Arh Home Health Agency	(304) 752-2535		Home Care Plus, Incorporated (LHC)	(304) 645-1706
Stonerise At Home	(304) 757-9333	Stonerise At Home		(304) 757-9333	
Braxton	Home Care Plus, Incorporated (LHC)	(304) 645-1706	Gilmer	Roane Homecare (LHC)	(304) 927-6091
	Roane Homecare (LHC)	(304) 927-6091		West Virginia Home Health (LHC)	(304) 473-6802
	West Virginia Home Health (LHC)	(304) 473-6802	Grant	Caring Angels Home Health, LLC	(304) 350-8658
Brooke	Care Partners Home Health	(304) 285-5500		Grant Memorial Homecare (LHC)	(304) 257-1015
	Wetzel County Homecare (LHC)	(304) 455-5515		Homeplus	(304) 637-3628
Cabell	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864	Greenbrier	Beckley Arh Home Health	(304) 255-3373
	Pleasant Valley Home Health (LHC)	(304) 675-7400		Home Care Plus, Incorporated (LHC)	(304) 645-1706
	Stonerise At Home	(304) 757-9333	Hampshire	Panhandle Home Health, Inc.	(304) 263-5680
Calhoun	Roane Homecare (LHC)	(304) 927-6091		Caring Angels Home Health, LLC	(304) 350-8658
	Stonerise At Home	(304) 757-9333	Hardy	Grant Memorial Homecare (LHC)	(304) 257-1015
West Virginia Home Health (LHC)	(304) 473-6802				

High-performing home health agencies in West Virginia (cont.)

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Harrison	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864	Mason	Pleasant Valley Home Health (LHC)	(304) 675-7400
	Care Partners Home Health	(304) 285-5500		Stonerise At Home	(304) 757-9333
	Homeplus	(304) 637-3628	McDowell	Logan Arh Home Health Agency	(304) 752-2535
	West Virginia Home Health (LHC)	(304) 473-6802	Mercer	Beckley Arh Home Health	(304) 255-3373
Jackson	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864	Mineral	Caring Angels Home Health, LLC	(304) 350-8658
	Jackson Home Health (LHC)	(304) 372-5913		Grant Memorial Homecare (LHC)	(304) 257-1015
	Pleasant Valley Home Health (LHC)	(304) 675-7400	Mingo	Logan Arh Home Health Agency	(304) 752-2535
	Roane Homecare (LHC)	(304) 927-6091	Monongalia	Panhandle Home Health, Inc.	(304) 263-5680
	Stonerise At Home	(304) 757-9333		Personal Touch Home Care of W. Va, Inc.	(304) 202-3864
		Care Partners Home Health		(304) 285-5500	
Jefferson	Panhandle Home Health, Inc.	(304) 263-5680		Wetzel County Homecare (LHC)	(304) 455-5515
	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864	Monroe	Beckley Arh Home Health	(304) 255-3373
	Caring Angels Home Health, LLC	(304) 350-8658		Home Care Plus, Incorporated (LHC)	(304) 645-1706
Kanawha	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864	Morgan	Panhandle Home Health, Inc.	(304) 263-5680
	Beckley Arh Home Health	(304) 255-3373		Personal Touch Home Care of W. Va, Inc.	(304) 202-3864
	Home Care Plus, Incorporated (LHC)	(304) 645-1706		Caring Angels Home Health, LLC	(304) 350-8658
	Jackson Home Health (LHC)	(304) 372-5913	Nicholas	Beckley Arh Home Health	(304) 255-3373
	Roane Homecare (LHC)	(304) 927-6091		Home Care Plus, Incorporated (LHC)	(304) 645-1706
	Stonerise At Home	(304) 757-9333		Stonerise At Home	(304) 757-9333
				West Virginia Home Health (LHC)	(304) 473-6802
Lewis	Beckley Arh Home Health	(304) 255-3373	Ohio	Care Partners Home Health	(304) 285-5500
	Care Partners Home Health	(304) 285-5500		Wetzel County Homecare (LHC)	(304) 455-5515
	Homeplus	(304) 637-3628	Pendleton	Grant Memorial Homecare (LHC)	(304) 257-1015
	West Virginia Home Health (LHC)	(304) 473-6802		Pleasants	Wetzel County Homecare (LHC)
Lincoln	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864	Pocahontas	Home Care Plus, Incorporated (LHC)	(304) 645-1706
	Logan Arh Home Health Agency	(304) 752-2535		Homeplus	(304) 637-3628
	Stonerise At Home	(304) 757-9333		West Virginia Home Health (LHC)	(304) 473-6802
Logan	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864	Preston	Care Partners Home Health	(304) 285-5500
	Logan Arh Home Health Agency	(304) 752-2535		Homeplus	(304) 637-3628
	Stonerise At Home	(304) 757-9333	Putnam	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864
Marion	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864		Jackson Home Health (LHC)	(304) 372-5913
	Care Partners Home Health	(304) 285-5500		Pleasant Valley Home Health (LHC)	(304) 675-7400
Marshall	Wetzel County Homecare (LHC)	(304) 455-5515	Stonerise At Home	(304) 757-9333	
	Care Partners Home Health	(304) 285-5500	Raleigh	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864
Wetzel County Homecare (LHC)	(304) 455-5515	Beckley Arh Home Health		(304) 255-3373	
Mason	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864			
	Jackson Home Health (LHC)	(304) 372-5913			

High-performing home health agencies in West Virginia (cont.)

County Served	Name of Home Health Agency	Contact Information
Raleigh	Home Care Plus, Incorporated (LHC)	(304) 645-1706
	Logan Arh Home Health Agency	(304) 752-2535
	Stonerise At Home	(304) 757-9333
Randolph	Homeplus	(304) 637-3628
	West Virginia Home Health (LHC)	(304) 473-6802
Ritchie	Jackson Home Health (LHC)	(304) 372-5913
	Roane Homecare (LHC)	(304) 927-6091
	Wetzel County Homecare (LHC)	(304) 455-5515
Roane	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864
	Jackson Home Health (LHC)	(304) 372-5913
	Roane Homecare (LHC)	(304) 927-6091
	Stonerise At Home	(304) 757-9333
Summers	Beckley Arh Home Health	(304) 255-3373
	Home Care Plus, Incorporated (LHC)	(304) 645-1706
Taylor	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864
	Care Partners Home Health	(304) 285-5500
Tucker	Homeplus	(304) 637-3628
	West Virginia Home Health (LHC)	(304) 473-6802
Tyler	Wetzel County Homecare (LHC)	(304) 455-5515
Upshur	Beckley Arh Home Health	(304) 255-3373
	Homeplus	(304) 637-3628
	West Virginia Home Health (LHC)	(304) 473-6802
Wayne	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864
	Logan Arh Home Health Agency	(304) 752-2535
	Stonerise At Home	(304) 757-9333
Webster	Home Care Plus, Incorporated (LHC)	(304) 645-1706
	Homeplus	(304) 637-3628
	West Virginia Home Health (LHC)	(304) 473-6802
Wetzel	Care Partners Home Health	(304) 285-5500
	Wetzel County Homecare (LHC)	(304) 455-5515
Wirt	Jackson Home Health (LHC)	(304) 372-5913
	Roane Homecare (LHC)	(304) 927-6091
Wood	Jackson Home Health (LHC)	(304) 372-5913
Wyoming	Personal Touch Home Care of W. Va, Inc.	(304) 202-3864
	Logan Arh Home Health Agency	(304) 752-2535

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.