

# 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 Wisconsin

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Adams	Recover Health	(608) 274-8193	Calumet	St Nicholas Hsptl Home Health And Hospice	(920) 457-5770
	Recover Health of Wisconsin Inc	(608) 356-7570		St Vincent Hsptl Home Health	(920) 448-7000
	Recover Health	(715) 258-2130	Chippewa	St Josephs Hospital HHA	(715) 726-3485
Barron	St Josephs Hospital HHA	(715) 726-3485		Adoray Home Health And Hospice	(715) 629-1888
	Adoray Home Health And Hospice	(715) 629-1888		Recover Health of Wisconsin Inc	(715) 598-5600
	Recover Health of Wisconsin Inc	(715) 598-5600	Clark	St Josephs Hospital HHA	(715) 726-3485
Brown	Bellin Home Health Agency	(920) 432-5434		Recover Health	(715) 258-2130
	Amedisys Home Health	(920) 497-1234		Recover Health of Wisconsin Inc	(715) 598-5600
	Ascension At Home	(920) 695-3150	Columbia	Recover Health	(608) 274-8193
	Aurora At Home	(920) 288-5100		Recover Health of Wisconsin Inc	(608) 356-7570
	Recover Health	(715) 258-2130		Hillside Home Care	(920) 887-4050
Buffalo	St Vincent Hsptl Home Health	(920) 448-7000	Crawford	Grant County Home Nursing Service	(608) 723-6416
	St Josephs Hospital HHA	(715) 726-3485		Recover Health	(608) 274-8193
Recover Health of Wisconsin Inc	(715) 598-5600	Dane	Recover Health of Wisconsin Inc	(608) 356-7570	
Burnett	Adoray Home Health And Hospice		(715) 629-1888	Hillside Home Care	(920) 887-4050
	Bellin Home Health Agency		(920) 432-5434	Dodge	Bridges Home Healthcare
Calumet	St Agnes Hsptl Home Care Svc	(920) 923-7950	St Agnes Hsptl Home Care Svc		(920) 923-7950
	Amedisys Home Health	(920) 497-1234	Allay Home & Hospice		(262) 787-2980
	Ascension At Home	(920) 727-2000	Ascension At Home		(414) 455-9500
	Aurora At Home	(414) 327-2295	Aurora At Home		(414) 327-2295
	Recover Health	(715) 258-2130	Recover Health of Wisconsin Inc		(608) 356-7570
	Cedar Community Home Health Agency	(262) 306-2691	Recover Health		(715) 258-2130
			Cedar Community Home Health Agency		(262) 306-2691

## High-performing home health agencies in Wisconsin (cont.)

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
Dodge	Hannah Home Health Care	(262) 363-2500	Iowa	Recover Health	(608) 274-8193
	Heartland Home Health Care And Hospice	(414) 944-2000		Recover Health of Wisconsin Inc	(608) 356-7570
	Hillside Home Care	(920) 887-4050		Grant County Home Nursing Service	(608) 723-6416
	Miracle Home Health Of Wisconsin	(414) 797-2254	Iron	Ascension At Home	(715) 301-7210
	Prohealth Home Care	(262) 928-7444	Jackson	Recover Health	(715) 258-2130
Door	Bellin Home Health Agency	(920) 432-5434		Recover Health of Wisconsin Inc	(715) 598-5600
	Amedisys Home Health	(920) 497-1234	Jefferson	Bridges Home Healthcare	(262) 673-6600
	Ascension At Home	(920) 695-3150		Ascension At Home	(414) 455-9500
	Aurora At Home	(920) 288-5100		Aurora At Home	(414) 327-2295
	St Vincent Hsptl Home Health	(920) 448-7000		Recover Health	(608) 274-8193
St Josephs Hospital HHA	(715) 726-3485	Recover Health of Wisconsin Inc		(608) 531-8880	
Adoray Home Health And Hospice	(715) 629-1888	Hannah Home Health Care		(262) 363-2500	
Recover Health of Wisconsin Inc	(715) 598-5600	Heartland Home Health Care And Hospice		(414) 944-2000	
St Josephs Hospital HHA	(715) 726-3485	Hillside Home Care		(920) 887-4050	
Eau Claire	Recover Health of Wisconsin Inc	(715) 598-5600	Prohealth Home Care	(262) 928-7444	
Florence	Aurora At Home	(920) 288-5100	Juneau	Recover Health	(608) 274-8193
Fond du Lac	St Agnes Hsptl Home Care Svc	(920) 923-7950		Recover Health of Wisconsin Inc	(608) 356-7570
	Allay Home & Hospice	(262) 787-2980		Recover Health	(715) 258-2130
	Amedisys Home Health	(920) 497-1234	Kenosha	Bridges Home Healthcare	(262) 673-6600
	Ascension At Home	(920) 727-2000		Allay Home & Hospice	(262) 787-2980
	Aurora At Home	(414) 327-2295		Ascension At Home	(414) 455-9500
	Recover Health	(715) 258-2130		Aurora At Home	(414) 327-2295
	Cedar Community Home Health Agency	(262) 306-2691		Hannah Home Health Care	(262) 363-2500
	Hillside Home Care	(920) 887-4050		Heartland Home Health Care And Hospice	(414) 944-2000
	Miracle Home Health Of Wisconsin	(414) 797-2254		Kenosha Vna	(262) 656-8400
	St Nicholas Hsptl Home Health And Hospice	(920) 457-5770		Prohealth Home Care	(262) 928-7444
Forest	Aurora At Home	(920) 288-5100	Kewaunee	Bellin Home Health Agency	(920) 432-5434
	Ascension At Home	(715) 301-7210		Amedisys Home Health	(920) 497-1234
Grant	Grant County Home Nursing Service	(608) 723-6416		Ascension At Home	(920) 695-3150
Green	Recover Health	(608) 274-8193		Aurora At Home	(920) 288-5100
	Recover Health of Wisconsin Inc	(608) 531-8880	St Vincent Hsptl Home Health	(920) 448-7000	
Green Lake	St Agnes Hsptl Home Care Svc	(920) 923-7950	Lafayette	Recover Health	(608) 274-8193
	Ascension At Home	(920) 727-2000	Langlade	Grant County Home Nursing Service	(608) 723-6416
	Aurora At Home	(920) 288-5100		Recover Health	(715) 258-2130
	Recover Health of Wisconsin Inc	(608) 356-7570	Lincoln	Ascension At Home	(715) 301-7210
	Recover Health	(715) 258-2130	Manitowoc	Bellin Home Health Agency	(920) 432-5434
	Hillside Home Care	(920) 887-4050		St Agnes Hsptl Home Care Svc	(920) 923-7950

## High-performing home health agencies in Wisconsin (cont.)

County Served	Name of Home Health Agency	Contact Information	County Served	Name of Home Health Agency	Contact Information
<b>Manitowoc</b>	Amedisys Home Health	(920) 497-1234	<b>Outagamie</b>	Bellin Home Health Agency	(920) 432-5434
	Ascension At Home	(920) 695-3150		Amedisys Home Health	(920) 497-1234
	Aurora At Home	(414) 327-2295		Ascension At Home	(920) 727-2000
	Recover Health	(715) 258-2130		Aurora At Home	(920) 288-5100
	Cedar Community Home Health Agency	(262) 306-2691		Recover Health	(715) 258-2130
	Homecare Health Services	(920) 684-7155		St Vincent Hsptl Home Health	(920) 448-7000
	St Nicholas Hsptl Home Health And Hospice	(920) 457-5770		Bridges Home Healthcare	(262) 673-6600
	St Vincent Hsptl Home Health	(920) 448-7000		Allay Home & Hospice	(262) 787-2980
<b>Marathon</b>	Recover Health	(715) 258-2130	<b>Ozaukee</b>	Ascension At Home	(414) 455-9500
<b>Marinette</b>	Bellin Home Health Agency	(920) 432-5434		Aurora At Home	(414) 327-2295
	Amedisys Home Health	(920) 497-1234		Cedar Community Home Health Agency	(262) 306-2691
	Aurora At Home	(414) 327-2295		Hannah Home Health Care	(262) 363-2500
	St Vincent Hsptl Home Health	(920) 448-7000		Heartland Home Health Care And Hospice	(414) 944-2000
<b>Marquette</b>	St Agnes Hsptl Home Care Svc	(920) 923-7950		Miracle Home Health Of Wisconsin	(414) 797-2254
	Ascension At Home	(920) 727-2000		St Nicholas Hsptl Home Health And Hospice	(920) 457-5770
	Aurora At Home	(920) 288-5100		<b>Pepin</b>	St Josephs Hospital HHA
	Recover Health of Wisconsin Inc	(608) 356-7570	Adoray Home Health And Hospice		(715) 629-1888
	Recover Health	(715) 258-2130	Recover Health of Wisconsin Inc		(715) 598-5600
<b>Menominee</b>	Hillside Home Care	(920) 887-4050	<b>Pierce</b>	Adoray Home Health And Hospice	(715) 629-1888
	Bellin Home Health Agency	(920) 432-5434		Recover Health of Wisconsin Inc	(715) 598-5600
	Amedisys Home Health	(920) 497-1234	<b>Polk</b>	Adoray Home Health And Hospice	(715) 629-1888
	Recover Health	(715) 258-2130		<b>Portage</b>	Ascension At Home
St Vincent Hsptl Home Health	(920) 448-7000	Recover Health	(715) 258-2130		
<b>Milwaukee</b>	Bridges Home Healthcare	(262) 673-6600	<b>Price</b>	Ascension At Home	(715) 301-7210
	Allay Home & Hospice	(262) 787-2980	<b>Racine</b>	Bridges Home Healthcare	(262) 673-6600
	Ascension At Home	(414) 455-9500		Allay Home & Hospice	(262) 787-2980
	Aurora At Home	(414) 327-2295		Ascension At Home	(414) 455-9500
	Hannah Home Health Care	(262) 363-2500		Aurora At Home	(414) 327-2295
	Heartland Home Health Care And Hospice	(414) 944-2000		Cedar Community Home Health Agency	(262) 306-2691
	Miracle Home Health Of Wisconsin	(414) 797-2254		Hannah Home Health Care	(262) 363-2500
	Prohealth Home Care	(262) 928-7444		Heartland Home Health Care And Hospice	(414) 944-2000
<b>Monroe</b>	Recover Health of Wisconsin Inc	(608) 356-7570		Kenosha Vna	(262) 656-8400
<b>Oconto</b>	Bellin Home Health Agency	(920) 432-5434	Miracle Home Health Of Wisconsin	(414) 797-2254	
	Amedisys Home Health	(920) 497-1234	Prohealth Home Care	(262) 928-7444	
	Aurora At Home	(414) 327-2295			
	Recover Health	(715) 258-2130			
	St Vincent Hsptl Home Health	(920) 448-7000			
<b>Oneida</b>	Ascension At Home	(715) 301-7210			

## High-performing home health agencies in Wisconsin (cont.)

County Served	Name of Home Health Agency	Contact Information
Richland	Recover Health	(608) 274-8193
	Recover Health of Wisconsin Inc	(608) 356-7570
	Grant County Home Nursing Service	(608) 723-6416
Rock	Aurora At Home	(414) 327-2295
	Recover Health	(608) 274-8193
	Recover Health of Wisconsin Inc	(608) 531-8880
	Hannah Home Health Care	(262) 363-2500
	Prohealth Home Care	(262) 928-7444
Rusk	St Josephs Hospital HHA	(715) 726-3485
	Recover Health of Wisconsin Inc	(715) 598-5600
Sauk	Recover Health	(608) 274-8193
	Recover Health of Wisconsin Inc	(608) 356-7570
Sawyer	Ascension At Home	(715) 301-7210
Shawano	Bellin Home Health Agency	(920) 432-5434
	Amedisys Home Health	(920) 497-1234
	Ascension At Home	(920) 727-2000
	Aurora At Home	(920) 288-5100
	Recover Health of Wisconsin Inc	(608) 356-7570
	Recover Health	(715) 258-2130
Sheboygan	St Vincent Hsptl Home Health	(920) 448-7000
	St Agnes Hsptl Home Care Svc	(920) 923-7950
	Allay Home & Hospice	(262) 787-2980
	Ascension At Home	(920) 727-2000
	Aurora At Home	(414) 327-2295
	Cedar Community Home Health Agency	(262) 306-2691
	Miracle Home Health Of Wisconsin	(414) 797-2254
	St Nicholas Hsptl Home Health And Hospice	(920) 457-5770
	St Vincent Hsptl Home Health	(920) 448-7000
St. Croix	Adoray Home Health And Hospice	(715) 629-1888
	Recover Health of Wisconsin Inc	(715) 598-5600
Taylor	St Josephs Hospital HHA	(715) 726-3485
	Recover Health of Wisconsin Inc	(715) 598-5600
	Ascension At Home	(715) 301-7210
Trempealeau	St Josephs Hospital HHA	(715) 726-3485
	Recover Health of Wisconsin Inc	(715) 598-5600
Vilas	Ascension At Home	(715) 301-7210
Walworth	Bridges Home Healthcare	(262) 673-6600
	Allay Home & Hospice	(262) 787-2980

County Served	Name of Home Health Agency	Contact Information
Walworth	Ascension At Home	(414) 455-9500
	Aurora At Home	(414) 327-2295
	Recover Health of Wisconsin Inc	(608) 531-8880
	Hannah Home Health Care	(262) 363-2500
	Heartland Home Health Care And Hospice	(414) 944-2000
	Kenosha Vna	(262) 656-8400
	Miracle Home Health Of Wisconsin	(414) 797-2254
	Prohealth Home Care	(262) 928-7444
	Bridges Home Healthcare	(262) 673-6600
	St Agnes Hsptl Home Care Svc	(920) 923-7950
Washington	Allay Home & Hospice	(262) 787-2980
	Ascension At Home	(414) 455-9500
	Aurora At Home	(920) 288-5100
	Cedar Community Home Health Agency	(262) 306-2691
	Hannah Home Health Care	(262) 363-2500
	Heartland Home Health Care And Hospice	(414) 944-2000
	Hillside Home Care	(920) 887-4050
	Miracle Home Health Of Wisconsin	(414) 797-2254
	Prohealth Home Care	(262) 928-7444
	St Nicholas Hsptl Home Health And Hospice	(920) 457-5770
Waukesha	Bridges Home Healthcare	(262) 673-6600
	Allay Home & Hospice	(262) 787-2980
	Ascension At Home	(414) 455-9500
	Aurora At Home	(414) 327-2295
	Cedar Community Home Health Agency	(262) 306-2691
	Hannah Home Health Care	(262) 363-2500
	Heartland Home Health Care And Hospice	(414) 944-2000
	Miracle Home Health Of Wisconsin	(414) 797-2254
Waupaca	Prohealth Home Care	(262) 928-7444
	Bellin Home Health Agency	(920) 432-5434
	Ascension At Home	(920) 727-2000
Waushara	Aurora At Home	(920) 288-5100
	Recover Health	(715) 258-2130
	Bellin Home Health Agency	(920) 432-5434
Waushara	St Agnes Hsptl Home Care Svc	(920) 923-7950
	Amedisys Home Health	(920) 497-1234

## High-performing home health agencies in Wisconsin (cont.)

County Served	Name of Home Health Agency	Contact Information
Waushara	Ascension At Home	(920) 727-2000
	Aurora At Home	(920) 288-5100
	Recover Health of Wisconsin Inc	(608) 356-7570
	Recover Health	(715) 258-2130
Winnebago	St Agnes Hsptl Home Care Svc	(920) 923-7950
	Amedisys Home Health	(920) 497-1234
	Ascension At Home	(920) 727-2000
	Aurora At Home	(920) 288-5100
	Recover Health	(715) 258-2130
Wood	Recover Health of Wisconsin Inc	(608) 356-7570
	Recover Health	(715) 258-2130

# 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.