

Choosing a Quality Skilled Nursing Facility

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 skilled nursing facilities that may demonstrate improved patient outcomes based on quality and cost efficiency criteria. Skilled nursing facilities offer services to aid in patient recovery, like rehabilitation therapy and care from nurses and specialty care providers.

Quality Assessment

We've created designations based on quality and performance metrics sourced from the UnitedHealthcare Medicare Advantage population and traditional Medicare members from the Centers for Medicare & Medicaid Services (CMS) Nursing Home Compare database. Additional considerations included skilled nursing facilities in active value-based contracts or the presence of an on-site clinician, which resulted in a high-performing provider designation.

We hope this information helps you when assisting members during the discharge planning process. To help answer your questions about the high-performing skilled nursing facilities, 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 Skilled Nursing Facilities in Arizona

County Of SNF	SNF Name	Contact Information	County Of SNF	SNF Name	Contact Information
Cochise	Haven Of Douglas	(520) 364-7937	Pima	Brookdale Santa Catalina	(520) 742-6242
	Life Care Center Of Sierra Vista	(520) 458-1050		Casas Adobes Post Acute Rehab Center	(520) 297-8311
Coconino	Haven Of Flagstaff	(928) 779-6931		Catalina Post Acute And Rehabilitation	(520) 795-9574
	The Peaks Health & Rehabilitation	(928) 774-7106		Haven Of Tucson	(520) 299-7088
Gila	Haven Of Globe	(928) 425-5721		La Canada Care Center	(520) 797-1191
	Heritage Health Care Center - Gila	(928) 425-3118		Life Care Center Of Tucson	(520) 575-0900
Maricopa	Acacia Health Center	(480) 384-5600		Park Avenue Health And Rehabilitation Center	(520) 882-6151
	Alta Mesa Health And Rehabilitation	(480) 981-0098		Sabino Canyon Rehabilitation & Care Center	(520) 722-5515
	Bella Vita Health And Rehabilitation Center	(623) 931-5800		The Springs At The Hacienda Bldg 6	(520) 485-1020
	Christian Care Nursing Center - Maricopa	(602) 861-3241		Villa Maria Care Center	(520) 323-9351
	Citadel Post Acute	(480) 832-5555	Pinal	Apache Junction Hlth Center	(480) 983-0700
	Desert Blossom Health & Rehab Center	(480) 832-3903	Yavapai	Good Samaritan Society-prescott Valley	(928) 775-0045
	Fountain View Village	(480) 836-4800		Good Samaritan Society-prescott Village	(928) 778-2450
	Friendship Village Of Tempe	(480) 831-3184		Granite Creek Health & Rehabilitation Center	(928) 778-9603
	Heritage Court Post Acute Of Scottsdale	(480) 949-5400	Prescott Nursing And Rehabilitation Center	(928) 778-9667	
	Horizon Post Acute And Rehabilitation Center	(623) 247-3949	Yuma	Life Care Center Of Yuma	(928) 344-0425
	Life Care Center Of Scottsdale	(480) 860-6396			
	North Mountain Medical And Rehabilitation Center	(602) 944-1666			
	Osborn Health And Rehabilitation	(480) 994-1333			
	Plaza Healthcare	(480) 990-1904			
	Sun Health Grandview Care Center	(623) 975-8100			
	The Center At Val Vista Llc	(480) 224-9500			
	The Rehabilitation Center At The Palazzo	(602) 433-6300			
	The Terraces Of Phoenix	(602) 944-4455			
Wellsprings Therapy Center Of Phoenix	(602) 313-6000				
Mohave	Haven Of Lake Havasu	(928) 505-5552			

Frequently Asked Questions

What is the purpose of the high-performing skilled nursing facility evaluation?

We've identified high-performing skilled nursing facilities 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 skilled nursing services. These designations are reviewed on a semi-annual basis.

What are the criteria used to evaluate skilled nursing facilities?

We created designations based on quality and performance metrics of UnitedHealthcare Medicare Advantage members and traditional Medicare members from the CMS Nursing Home Compare database.

The skilled nursing facility analysis uses a combination of average length of stay, acute readmission rate, presence of a value-based contract and on-site clinical presence, based on the UnitedHealthcare Medicare Advantage membership. In addition, we consider the following metrics from the CMS Nursing Home Compare database:

- Overall CMS star rating
- CMS health inspection rating
- Registered nurse staffing hours
- Overall CMS short term quality rating
- Percentage of re-hospitalizations after a skilled nursing facility admission

Based on analysis of UnitedHealthcare and CMS data, along with local market input, providers were identified as higher-performing and will be suggested for discharge planning recommendations.

Can members select any skilled nursing facility that's part of the UnitedHealthcare network?*

Yes. Regardless of whether a skilled nursing facility is identified as high-performing, members can choose from all participating skilled nursing facilities in the UnitedHealthcare network. Just because a skilled nursing facility isn't on this list doesn't mean that the facility can't provide quality health care services. 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 skilled nursing facilities?

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 skilled nursing facility. UnitedHealthcare doesn't practice medicine or provide health care services. Healthcare professionals are solely responsible for medical judgments and treatments supplied. Selecting a skilled nursing facility from this list doesn't guarantee the quality of health care services members will receive from a skilled nursing facility and doesn't guarantee the outcome of any health care services members will receive.

Likewise, the fact that a skilled nursing facility isn't on this list doesn't mean that the skilled nursing facility doesn't provide quality health care services. *Regardless of whether a skilled nursing facility is on this list, members have access to all skilled nursing facilities in the UnitedHealthcare network, as further described under the member's benefit plan.