

# 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. 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 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
COCONINO	HAVEN OF FLAGSTAFF	(928) 779-6931	MARICOPA	ACACIA HEALTH CENTER	(480) 384-5600
	HAVEN OF SEDONA	(928) 284-1000		CENTER AT ARROWHEAD, LLC	(623) 773-6100
	THE PEAKS HEALTH & REHABILITATION	(928) 774-7106	MOHAVE	HAVEN OF LAKE HAVASU	(928) 505-5552
GILA	PAYSON CARE CENTER	(928) 474-6896	THE GARDENS REHAB & CARE CENTER	(928) 718-0718	
	HERITAGE HEALTH CARE CENTER - GILA	(928) 425-3118	PIMA	SANTA ROSA CARE CENTER	(520) 795-1610
GRAHAM	HAVEN OF SAFFORD	(928) 428-4910		HANDMAKER HOME FOR THE AGING	(520) 881-2323
MARICOPA	HAVEN OF SCOTTSDALE	(480) 947-7443		PUEBLO SPRINGS REHABILITATION CENTER	(520) 296-2306
	DESERT HAVEN CARE CENTER	(602) 956-8000		CASAS ADOBES POST ACUTE REHAB CENTER	(520) 297-8311
	MISSION PALMS POST ACUTE	(480) 832-5160		SANTA RITA NURSING & REHABILITATION CENTER	(520) 625-0178
	TEMPE POST ACUTE	(480) 831-8660		SAPPHIRE OF TUCSON NURSING AND REHAB, LLC	(520) 294-0005
	LAKE PLEASANT POST ACUTE REHABILITATION CENTER	(623) 566-0642		VILLA MARIA CARE CENTER	(520) 323-9351
	RIDGECREST HEALTHCARE	(602) 482-6671		LA CANADA CARE CENTER	(520) 797-1191
	LIFESTREAM AT COOK HEALTH CARE	(623) 933-4683		THE CENTER AT TUCSON	(520) 347-5555
	ALTA MESA HEALTH AND REHABILITATION	(480) 981-0098		YAVAPAI	HAVEN OF CAMP VERDE
	CHRISTIAN CARE NURSING CENTER - MARICOPA	(602) 443-5412	GRANITE CREEK HEALTH & REHABILITATION CENTER		(928) 778-9603
	SUNCREST HEALTHCARE CENTER	(602) 305-7134	GOOD SAMARITAN SOCIETY-PRESCOTT VILLAGE		(928) 778-2450
	SCOTTSDALE VILLAGE SQUARE	(480) 946-6571	GOOD SAMARITAN SOCIETY-PRESCOTT VALLEY	(928) 775-0045	
	SUN CITY HEALTH AND REHABILITATION CENTER	(623) 933-0022	YUMA	HAVEN OF SANDPOINTE, LLC	(928) 783-8831
	MARYLAND GARDENS CARE CENTER	(602) 265-7484		LIFE CARE CENTER OF YUMA	(928) 344-0425
	IMMANUEL CAMPUS OF CARE	(623) 977-8373		HAVEN OF YUMA	(928) 344-8541
	NORTH CHANDLER PLACE - A CONTINUUM OF CARE COMMUN	(480) 345-8500			
FREEDOM PLAZA CARE CENTER	(623) 815-6100				
SUN HEALTH GRANDVIEW CARE CENTER	(623) 975-8100				

# 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 need 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. The SNF analysis considers the combined acute readmission rate, which is the sum of transfers from the SNF back to the acute setting, plus readmissions to the acute setting within 30 days of discharging from the SNF. Additionally, the presence of a value-based contract and on-site clinical presence were considered.

Based on analysis of UnitedHealthcare 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 Engagement Representative 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.