

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 Connecticut

County Of SNF	SNF Name	Contact Information	County Of SNF	SNF Name	Contact Information
Fairfield	Apple Rehab Shelton Lakes	(203) 924-2635	Middlesex	Aaron Manor Nursing & Rehabilitation	(860) 526-5316
	Autumn Lake Healthcare At Norwalk	(203) 847-9686		Autumn Lake Healthcare At Cromwell	(860) 635-5613
	Bethel Health Care Center - Fairfield	(203) 830-4180		Gladeview Health Care Center	(860) 388-6696
	Bishop Wicke Health & Rehab Ct	(203) 929-5321	New Haven	Apple Rehab Cocomo	(203) 238-1606
	Carolton Chronic & Conv Hosp	(203) 255-3573		Apple Rehab Guilford	(203) 453-3725
	Gardner Heights Health Care Center Inc	(203) 929-1481		Autumn Lake Healthcare At Bucks Hill	(203) 757-0731
	Glen Hill Rehabilitation & Nursing Center	(203) 744-2840		Branford Hills Healthcare Ctr	(203) 481-6221
	Jewish Senior Services	(203) 365-6400		Cheshire House Health Care Fac	(203) 754-2161
	Lord Chamberlain Manor	(203) 375-5894		Grimes Ynhcc	(203) 867-8300
	Lord Chamberlain Nursing & Rehabilitation Center	(203) 375-5894		Hamden Rehabilitation & Health Care Center	(203) 281-7555
	Maefair Health Care Center	(203) 459-5152		Lutheran Home Of Southbury Inc	(203) 264-9135
	Wilton Meadows Health Care Cen	(203) 834-0199		Milford Health Care Center Inc	(203) 878-5958
	Witherell Nathaniel	(203) 618-4200		Quinnipac Valley Center	(203) 265-6771
Hartford	Apple Rehab Farmington Valley	(860) 747-1637	Regency House Nursing And Rehabilitation Center	(203) 265-1661	
	Avon Health Center	(860) 673-2521	River Glen Health Care Ctr	(203) 264-9600	
	Bel Air Manor	(860) 666-5689	Westfield Care & Rehab Center	(203) 238-1291	
	Ingraham Manor	(860) 584-3400	New London	Apple Rehab Colchester	(860) 537-4606
	Jefferson House	(860) 667-4453		Beechwood	(860) 442-4363
	Jerome Home	(860) 229-3707		Bride Brook Health & Rehabilitation Center	(860) 739-4007
	Kimberly Hall North	(860) 688-6443	Fairview	(860) 445-7478	
	Kimberly Hall-south Center	(860) 688-6443	Windham	Mystic Healthcare & Rehabilitation Center Llc	(860) 536-6070
	Ledgecrest Health Care	(860) 828-0583		Norwich Sub-acute And Nursing	(860) 889-2614
	Manchester Manor	(860) 647-7828		Davis Place	(860) 774-9540
	Marlborough Health Care Center	(860) 295-9531	St Josephs Living Center	(860) 456-1107	
	Newington Rapid Recovery Rehab Center	(860) 667-2256	Villa Maria Nursing & Rehab Community Inc	(860) 564-3387	
	Pines At Bristol For Nursing & Rehabilitation The	(860) 589-1682	Westview Nursing Care & Rehab	(860) 774-8574	
	St Mary Home	(860) 570-8200			
	The Reservoir	(860) 561-7022			
Touchpoints At Bloomfield	(860) 243-9591				
Touchpoints At Chestnut	(860) 292-5394				
Touchpoints At Farmington	(860) 677-7707				
Touchpoints At Manchester	(860) 533-3086				
West Hartford Health & Rehabilitation Center	(860) 521-8700				
Litchfield	Apple Rehab Watertown	(860) 274-5428			
	Candlewood Valley Health & Rehabilitation Center	(860) 355-0971			
	Noble Horizons	(860) 435-9851			
	Valerie Manor	(860) 489-1008			
	Village Crest Center For Health & Rehabilitation	(860) 354-9365			



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.