

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 Hawaii

County Of SNF	SNF Name	Contact Information
Hawaii	Hale Anuenue Restorative Care	(808) 961-6644
	Life Care Center Of Hilo	(808) 959-9151
	Life Care Center Of Kona	(808) 322-2790
	Yukio Okutsu State Veterans Home	(808) 961-1500
Honolulu	15 Craigsides	(808) 523-7000
	Aloha Nursing & Rehab Centre	(808) 247-2220
	Arcadia Retirement Residence	(808) 941-0941
	Avalon Care Center - Honolulu Llc	(808) 847-4834
	Clarence Tc Ching Villas At St Francis	(808) 547-6000
	Hale Nani Rehabilitation And Nursing Center	(808) 537-3371
	Hale Ola Kino	(808) 983-4444
	Harry And Jeanette Weinberg Care Center	(808) 247-1670
	Hi'olani Care Center At Kahala Nui	(808) 218-7052
	Ka Punawai Ola	(808) 674-9262
	Kalakaua Gardens	(808) 518-2273
	Liliha Healthcare Center	(808) 537-9557
	Maluhia	(808) 832-3000
	Maunalani Nursing And Rehabilitation Center	(808) 732-0771
	Pu'uwai 'O Makaha	(808) 695-9508
Kauai	Garden Isle Healthcare And Rehabilitation Center	(808) 245-1802
	Hale Kupuna Heritage Home Llc	(808) 742-7591

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.