

# 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 Maine

County Of SNF	SNF Name	Contact Information
Androscoggin	Russell Park Rehabilitation & Living Center	(207) 786-0691
Aroostook	Borderview Rehab & Living Ctr	(207) 868-5211
	Gardiner Health Care Facility	(207) 532-3323
	High View Manor	(207) 728-3338
Cumberland	Barron Center	(207) 774-2623
	Brentwood Center For Health & Rehabilitation Llc	(207) 846-9021
	Falmouth By The Sea	(207) 781-4714
	Seaside Rehab & Health Care	(207) 774-7878
	Springbrook Center	(207) 856-1230
Franklin	St Joseph's Rehabilitation And Residence	(207) 797-0600
	Edgewood Rehab & Living Ctr	(207) 778-3386
	Orchard Park Rehab & Living	(207) 778-4416
Hancock	Sandy River Center	(207) 778-6591
	Courtland Rehab & Living Center	(207) 667-9036
Kennebec	Augusta Center For Health & Rehabilitation Llc	(207) 622-3121
	Heritage Rehab & Living Ctr	(207) 377-9965
Knox	Mainegeneral Rehab & Long Term Care - Glenridge	(207) 626-2600
	Knox Center For Long Term Care	(207) 921-6800
Lincoln	Windward Gardens	(207) 236-4197
	Cove's Edge	(207) 563-4608
Oxford	Market Square Health Care Center Llc	(207) 743-7086
	Norway Center For Health & Rehabilitation Llc	(207) 743-7075
	Pinnacle Health And Rehab	(207) 597-2510
Penobscot	Rumford Community Home	(207) 364-7863
	Dexter Health Care	(207) 924-5516
	Eastside Center For Health & Rehabilitation Llc	(207) 947-6131
Somerset	Westgate Center For Rehab & Alzheimers Care	(207) 942-7336
	Cedar Ridge Center - Somerset	(207) 474-9686
	Sanfield Rehab & Living Center	(207) 938-2616
Washington	Somerset Rehabilitation & Living Center	(207) 672-4041
	Marshall Health Care And Rehab	(207) 255-3387
	Narraguagus Bay Health Care Facility	(207) 546-2371
York	Greenwood Center - York	(207) 324-2273
	Kennebunk Center For Health & Rehabilitation Llc	(207) 985-7141
	Newton Center	(207) 490-7600
	Seal Rock Health Care	(207) 283-3646

# 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.