

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 Massachusetts

County Of SNF	SNF Name	Contact Information
Berkshire	Berkshire Place - Berkshire	(413) 445-4056
	Kimball Farms Nursing Care Center	(413) 637-5011
	Mt Greylock Extended Care Facility	(413) 499-7186
Bristol	Clifton Rehabilitation Nursing Center	(508) 675-7589
	Fall River Jewish Home Inc	(508) 679-6172
	Life Care Center Of Attleboro	(508) 222-4182
	Life Care Center Of Raynham	(508) 821-5700
	Longmeadow Of Taunton	(508) 824-1467
	Our Ladys Haven Of Fairhaven Inc	(508) 999-4561
	Academy Manor	(978) 475-0944
Essex	Alliance Health At Abbott	(781) 595-5500
	Alliance Health At Devereux	(781) 631-6120
	Country Center For Health & Rehabilitation	(978) 465-5361
	Gloucester Healthcare	(978) 281-0333
	Jeffrey & Susan Brudnick Center For Living	(781) 598-5310
	Seacoast Nursing & Rehabilitation Center Inc	(978) 283-0300
Franklin	Charlene Manor Extended Care Facility	(413) 774-3724
Hampden	Care One At Holyoke	(413) 538-9733
	Heritage Hall North	(413) 786-8000
	Mont Marie Rehabilitation & Healthcare Center	(413) 538-6050
	Westfield Center - Hampden	(413) 562-5121
	Wingate At Springfield	(413) 796-7511
Hampshire	Wingate At Hampden	(413) 566-5511
	Linda Manor Extended Care Facility	(413) 586-7700
Middlesex	Neville Center At Fresh Pond For Nursing & Rehab	(617) 497-0600
	Bethany Skilled Nursing Facility	(508) 872-6750
	D'youville Center For Advance Therapy	(978) 569-1071
	Lasell House	(617) 663-7000
	Life Care Center Of Stoneham	(781) 662-2545
	Riverbend Of South Natick	(508) 653-8330
Norfolk	Wingate At Reading	(781) 942-1210
	Alliance Health At Marina Bay	(617) 769-5100
	Copley At Stoughton - Baystate Consolidated Proper	(781) 341-2300
	Elizabeth Seton	(781) 237-2161
	Newton Wellesley Center For Alzheimer's Care	(781) 237-6400
	South Cove Manor Nursing & Rehabilitation Center	(617) 423-0590
Plymouth	Walpole Healthcare	(508) 660-3080
	Life Care Center Of The South Shore	(781) 545-1370
	Life Care Center Of Plymouth	(508) 747-9800
	Sachem Center For Health & Rehabilitation	(508) 378-7227
	Guardian Center (The)	(508) 587-6556
Suffolk	Armenian Nursing & Rehabilitation Center	(617) 522-2600
	Don Orione Nursing Home	(617) 569-2100
	German Center For Extended Care	(617) 325-1230
Worcester	Highlands The	(978) 343-4411
	Jewish Healthcare Center	(508) 798-8653
	Keystone Center	(978) 537-9327
	Life Care Center Of Leominster	(978) 537-0771
	Oakdale Rehabilitation & Skilled Nursing Center	(508) 835-6076

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.