

# 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 Rhode Island

County Of SNF	SNF Name	Contact Information	County Of SNF	SNF Name	Contact Information
Bristol	Silver Creek Manor - Bristol	(401) 253-3000	Providence	Pawtucket Skilled Nursing & Rehabilitation	(401) 722-7900
	Warren Skilled Nursing And Rehabilitation	(401) 245-2860		Steere House Nursing And Rehabilitation Ctr	(401) 454-7970
Kent	Greenwood Center - Kent	(401) 739-6600		Summit Commons Rehabilitation And Health Care Cnt	(401) 574-4800
	Kent Regency Center	(401) 739-4241		Trinity Health And Rehabilitation Center - Providence	(401) 765-5844
	Respiratory And Rehabilitation Center Of Ri	(401) 826-2000		Waterview Villa Rehabilitation And Health Care Cen	(401) 438-7020
	Riverview Healthcare Community - Kent	(401) 821-6837		Woonsocket Health Centre	(401) 765-2100
	West Shore Health Center	(401) 739-9440	Washington	Apple Rehab Clipper	(401) 322-8081
	Woodpecker Hill Health Center	(401) 397-7504		Roberts Health Centre Inc	(401) 294-3587
Newport	Grand Islander Center	(401) 849-7100		South County Nursing And Rehabilitation Center	(401) 294-4545
	St Clare Home	(401) 849-3204		South Kingstown Nursing And Rehab Ctr	(401) 783-8568
	Village House Nursing and Rehab Center	(401) 849-5222	Westerly Health Center	(401) 348-0020	
Providence	Bayberry Commons	(401) 568-0600			
	Berkshire Place - Providence	(401) 553-8600			
	Briarcliffe Manor	(401) 944-2450			
	Cedar Crest Nursing Centre Inc	(401) 944-8500			
	Cortland Place	(401) 949-3880			
	Elmhurst Rehabilitation & Healthcare Center	(401) 456-2600			
	Elmwood Nursing And Rehabilitation Center	(401) 272-0600			
	Evergreen House Health Center	(401) 438-3250			
	Friendly Home Inc The	(401) 769-7220			
	Golden Crest Nursing Centre	(401) 353-1710			
	Grandview Center	(401) 724-7500			
	Greenville Skilled Nursing And Rehabilitation	(401) 949-1200			
	Holiday Retirement Home Inc	(401) 765-1440			
	Hopkins Manor Ltd	(401) 353-6300			
	Morgan Health Center	(401) 944-7800			
	Oakland Grove Health Care Center	(401) 769-0800			
	Orchard View Manor	(401) 438-2250			

# 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.