

# 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 Tennessee

County Of SNF	SNF Name	Contact Information	County Of SNF	SNF Name	Contact Information
Anderson	Christian Care Center Of Bristol	(423) 274-6191	Putnam	Signature Healthcare Of Putnam County	(931) 537-6524
	Nhc Healthcare Oak Ridge	(865) 482-7698	Rutherford	Adamsplace Llc	(615) 904-9111
	Norris Health And Rehabilitation Center	(865) 494-0986	Scott	Oneida Nursing And Rehab Center	(423) 569-8382
Blount	Blount Memorial Trans Care Ctr	(865) 273-8311	Sequatchie	Nhc Healthcare Sequatchie	(423) 949-4651
	Shannondale Of Maryville Health Care Center	(865) 982-4599	Shelby	Applingwood Health Care Center	(901) 385-1803
	Concordia Nursing And Rehabilitation-Fairpark	(865) 983-0261	Sullivan	Holston Manor	(423) 246-2411
Bradley	Signature Healthcare Of Cleveland	(423) 476-4444	Sullivan	Wexford House The	(423) 288-3988
Carter	Ivy Hall Nursing Home	(423) 542-6512	Sumner	The Waters Of Gallatin Llc	(615) 452-7132
	Signature Healthcare Of Elizabethton Rehab & Wellne	(423) 543-3202	Tipton	Ahc Covington Care	(901) 475-0027
	The Waters Of Roan Highlandsllc	(423) 772-0161	Unicoi	Christian Care Center Of Unicoi County	(423) 743-3141
Davidson	Mckendree Village	(615) 871-8200	Washington	Four Oaks Health Care Center	(423) 753-8711
	Trevecca Center For Rehabilitation And Healing Llc	(615) 244-6900		Nhc Healthcare Johnson City	(423) 282-3311
De Kalb	Nhc Healthcare Smithville	(615) 597-4284		Washington	Princeton Transitional Care & Assisted Living
Dickson	Nhc Healthcare Dickson	(615) 446-8046	Washington	The Waters Of Johnson City Llc	(423) 434-2016
Fayette	Nhc Healthcare Somerville	(901) 465-9861	Weakley	Hillview Community Living Center	(731) 364-2450
Gibson	Nhc Healthcare Milan	(731) 686-8373	White	Nhc Healthcare Sparta	(931) 836-2211
Giles	Nhc Healthcare Pulaski	(931) 363-3572	Williamson	Nhc Place At Cool Springs	(615) 778-6800
Grainger	Ridgeview Terrace Of Life Care	(865) 828-5295		Nhc Healthcare Franklin	(615) 790-0154
Greene	Signature Healthcare Of Greeneville	(423) 639-0213		Somerfield At The Heritage	(615) 564-4900
Hamilton	Nhc Healthcare Chattanooga	(423) 624-1533			
Henderson	Woodland Terrace Care And Rehab	(423) 892-1716			
	Lexington Health Care And Rehabilitation Inc	(731) 968-2004			
Jefferson	Jefferson County Nursing Home - Dandridge	(865) 397-3163			
	Jefferson City Health And Rehab Center	(865) 475-9037			
Knox	Senator Ben Atchley State Veterans' Home	(865) 862-8100			
	Wellpark At Shannondale	(865) 690-3411			
Lawrence	West Hills Health And Rehab	(865) 588-7661			
	Nhc Healthcare Scott	(931) 762-9418			
Loudon	Concordia Nursing And Rehabilitation - Loudon	(865) 458-5436			
Madison	Ahc West Tennessee Transitional Care	(731) 300-4800			
Maury	Nhc Healthcare Columbia	(931) 381-3112			
Mc Minn	Life Care Center Of Athens	(423) 745-8181			
	Nhc Healthcare Athens	(423) 745-0434			
Mc Nairy	Starr Regional Health & Rehabilitation	(423) 263-3646			
	Mcnairy County Health Care Center	(731) 645-3201			
Moore	Lynchburg Nursing Center	(931) 759-6000			

# 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.