

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 Upstate New York

County Of SNF	SNF Name	Contact Information	County Of SNF	SNF Name	Contact Information
Albany	Our Lady Of Mercy Life Center	(518) 464-8100	Montgomery	Capstone Center For Rehabilitation And Nursing	(518) 842-6790
	St Peters Nursing And Rehabilitation Center	(518) 525-7600		Niagara	Schoellkopf Health Center
Allegany	Highland Park Rehabilitation And Nursing Center	(585) 593-3750	Niagara		Degraff Memorial Hospital-skilled Nursing Facility
Broome	Elizabeth Church Manor Nursing Home	(607) 722-3463		Niagara	North Gate Health Care Facility
	James G Johnston Memorial Nursing Home	(607) 798-7818	Niagara		Our Lady Of Peace Nursing Care Residence
Cattaraugus	Absolut Ctr For Nursing & Rehab Allegany L L C	(716) 373-2238		Oneida	Katherine Luther Residential Hlth Care & Rehab
	The Pines Healthcare & Rehab Ctrs Machias Campus	(716) 353-8516	Oneida		Charles T Sitrin Health Care Center Inc
Cayuga	Finger Lakes Center For Living	(315) 255-7188		Oneida	Mvhs Rehabilitation And Nursing Center
Chautauqua	Chautauqua Nursing And Rehabilitation Ceneter	(716) 366-6400	Oneida		Sunset Nursing And Rehabilitation Center Inc
	Dunkirk Rehabilitation & Nursing Center	(716) 366-6710		Onondaga	Waterville Residential Care Center
Chautauqua	Heritage Green Rehab & Skilled Nursing	(716) 483-5000	Onondaga		Masonic Care Community Of New York
	Heritage Park Rehab & Skilled Nursing	(716) 488-1921		Onondaga	The Cottages At Garden Grove A Skilled Nrsng Comm
Chautauqua	Heritage Village Rehab And Skilled Nursing Inc.	(716) 985-4612	Ontario		Elm Manor Nursing And Rehabilitation Center
	Lutheran Retirement Home - Chautauqua	(716) 665-4905		Ontario	Finger Lakes Health
Chemung	St Joseph's Hospital - Skilled Nursing Facility	(607) 733-6541	Orleans		Orchard Rehabilitation & Nursing Center
	Erie	Autumn View Health Care Facility L L C		(716) 648-2450	Oswego
Garden Gate Health Care Facility		(716) 668-8100	Oswego	St Luke Residential Health Care Facility Inc	
Erie	Harris Hill Nursing Facility L L C	(716) 632-3700		Rensselaer	The Center For Nursing And Rehab At Hoosick Falls
	Highpointe On Michigan Health Care Facility	(716) 748-3101	Saratoga		Wesley Health Care Center Inc
Essex	Seneca Health Care Center	(716) 828-0500		Schenectady	Glendale Home-schdy Cnty Dept Social Services
	Essex Center For Rehabilitation And Healthcare	(518) 873-3570	Schenectady		Kingsway Arms Nursing Center Inc
Greene	The Pines At Catskill Center For Nursing & Rehab	(518) 943-5151		Schenectady	Pathways Nursing And Rehabilitation Center
	Madison	Oneida Healthcare	(315) 363-6000		Schenectady
Monroe	Aaron Manor Rehabilitation And Nursing Center	(585) 377-4000	Schuylar	Schuylar Hospital Inc & Long Term Care Unit	
	Monroe	Church Home Of The Protestant Episcopal Church	(585) 546-8400	St. Lawrence	Maplewood Health Care And Rehabilitation Center
Monroe		Crest Manor Living And Rehabilitation Center	(585) 223-3633		St. Lawrence
	Monroe	Latta Road Nursing Home East	(585) 225-0920	Sullivan	
Monroe		Latta Road Nursing Home West	(585) 225-0910		Sullivan
	Monroe	St Anns Community - Rochester	(585) 697-6000	Warren	
Monroe		St Anns Community - Webster	(585) 697-6800		Warren
	Washington	Slate Valley Center For Rehabilitation And Nursing	(518) 642-2346	Washington	
Wyoming	East Side Nursing Home	(585) 786-8151	Wyoming	East Side Nursing Home	(585) 786-8151
Yates	Soldiers & Sailors Memorial Hospital ECU	(315) 531-2731	Yates	Soldiers & Sailors Memorial Hospital ECU	(315) 531-2731

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.