

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 Virginia

County Of SNF	SNF Name	Contact Information	County Of SNF	SNF Name	Contact Information
Alleghany	Alleghany Health And Rehab	(540) 862-5791	Roanoke	Brandon Oaks Nursing And Rehabilitation Center	(540) 776-2616
Arlington	The Brian Center	(540) 862-3610		Friendship Health And Rehab Center - South	(540) 265-2117
Augusta	Manorcare Health Services-arlington	(703) 379-7200		South Roanoke Nursing Home Inc	(540) 344-4325
Bath	Augusta Medical Ctr Skilled Ca	(540) 332-4020	Roanoke City	Raleigh Court Health And Rehabilitation Center	(540) 342-9525
Botetourt	Shenandoah Nursing Home	(540) 949-8665		Springtree Healthcare & Rehab Center	(540) 981-2790
Bristol City	The Springs Nursing Center	(540) 839-2299	Salem City	Richfield Recovery & Care Center	(540) 380-4500
Buckingham	Carrington Place At Botetourt Commons	(540) 966-0056	Spotsylvania	Carriage Hill Health And Rehab Center	(540) 785-1120
Campbell	Nhc Healthcarebristol	(276) 669-4711	Tazewell	Heritage Hall Tazewell	(276) 988-2515
Chesterfield	Heritage Hall Dillwyn	(434) 983-2050	Virginia Beach City	Bayside Health & Rehabilitation Center	(757) 464-4058
Fairfax	Heritage Hall - Brookneal	(434) 376-3717	Washington	Va Beach Healthcare And Rehab	(757) 481-3500
	Tyler's Retreat At Iron Bridge	(804) 706-1023		Abingdon Health Care Llc	(540) 597-6923
	Burke Health And Rehabilitation Center	(703) 425-9765	York	York Convalescent And Rehabilitation Center	(757) 898-1491
	Greenspring Village	(703) 923-4663			
	Iliff Nursing And Rehab Center	(703) 560-1000			
Fairfax City	Manorcare Health Services-alexandria	(703) 765-6107			
Giles	Manorcare Health Services-fair Oaks	(703) 352-7172			
Hampton City	Mount Vernon Healthcare Center	(703) 360-4000			
Harrisonburg City	Leewood Healthcare Center	(703) 256-9770			
Henrico	Fairfax Rehabilitation And Nursing Center	(703) 273-7705			
Loudoun	Heritage Hall-rich Creek	(540) 726-2328			
	Northampton Convalescent And Rehabilitation Center	(757) 826-4922			
	Sunnyside Presbyterian Retirement Community	(540) 568-8200			
Louisa	Henrico Health & Rehabilitation Center	(804) 737-0172			
Lynchburg City	Manorcare Health Services-imperial	(804) 262-7364			
	Manorcare Health Services-richmond	(804) 266-9666			
Manassas City	Ashby Ponds Inc	(571) 291-6200			
Newport News City	Heritage Hall Leesburg	(703) 777-8700			
Norfolk City	Loudoun Nursing And Rehab Cntr	(703) 771-2841			
Patrick	Louisa Health & Rehabilitation Center	(540) 967-2250			
Pittsylvania	Summit Health & Rehabilitation Center	(434) 845-6045			
Prince William	Heartland Health Care Center - Lynchburg	(434) 846-4626			
Pulaski	Virginia Baptist Hospital Division / Guggenheimer	(434) 947-5103			
	Manassas Health And Rehab Center	(703) 257-9770			
	The Newport	(757) 595-3733			
	Bon Secours Depaultcc	(757) 889-5020			
	Blue Ridge Nursing Therapy Connection	(276) 694-7161			
	Gretna Health And Rehabilitation Center	(434) 656-1206			
	Lake Manassas Health & Rehabilitation Center	(703) 743-3999			
	Pulaski Hlth & Rehab Cntr	(540) 980-3111			

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.