

**Quest Analytics
Dental Provider Network Access Analysis
RFP # 31786-00149
Data Requirements & File Layouts**

The State would like to know the potential of your organization's network to service the accessibility needs of its members. To measure that potential, this RFP requires each Proposer to submit a Quest Analytics Network Access Analysis report. Each network's relative potential will be measured by 1) the number of providers in the network; and 2) the average distance to one (1) provider for all State of Tennessee individuals within the pool of possible enrollees.

DEFINITION: For the purpose of this analysis, "Network Provider" shall be defined as any General or Specialty Dentist in the State of Tennessee who is currently operating under a fully executed and in force contract with the Proposer, for participation as a Preferred Provider in the Proposer's Dental Preferred Provider Organization Plan.

Data Items

To analyze the accessibility of Proposers' dental network for the State's member population, the Quest Analytics Suite™ requires both an employee data file and a provider data file. Tennessee employee data, listed with tallies by ZIP code and the ZIP code classification are included in a file accompanying the RFP. The file is in Microsoft Excel format, and has also been provided to Quest Analytics. Your dental provider files must contain the following:

- Network Provider Name (Last Name, First Name) NOTE: For Network Providers who have more than one office location, the file must contain just one entry for that Network Provider name.
- Street Address – NOTE: For Network Providers who have more than one office location, the file should contain a distinct record for each office address.
- City
- State
- Five-digit ZIP Code
- Specialty Code – please include the coding scheme used
- Accepting/Not Accepting Patients Practice Indicator (A=Accepting, N=Not Accepting)

Data Format

If you intend to have Quest Analytics conduct this analysis, you must submit your data to Quest Analytics in one of the following formats: Access, Excel, Text (Fixed Width or Delimited) and send electronically.

If you have the Quest Analytics Suite™ and need technical support on how to utilize the software, the team can be contacted at support@questanalytics.com or 920.739.4552. If you need Quest Analytics to perform the analysis on your behalf, please contact consulting@questanalytics.com.

Standards and Specifications

The standards and specifications listed are to be followed by all proposers. This will enable the State to compare, on a consistent basis, the accessibility of each Proposer's dental provider network. It is critical that each analysis meet the following data standards and report specifications.

A. Analysis Requirements

1. Use the Quest Analytics Suite™ Access Analysis Module. If you do not have the Quest Analytics Suite™, call 920.739.4552 or email consulting@questanalytics.com at Quest Analytics to receive a quote for them to perform the analyses for you.

B. Data Standards

1. Use all employee ZIP codes data contained in **Appendix 7.2**, to analyze your network relative to the State of Tennessee member population. Include all ZIP codes.
2. Your Network Provider addresses should be geocoded at the address level. For any Network Provider’s address that cannot be exactly geocoded, the ZIP-distributive address points can be used, which takes into account the population patterns to distribute locations. Placing providers at ZIP code centroids or randomly within ZIP codes is **not permissible**.
3. If more than one Network Provider is located at the same address, all of them should have the same geographic coordinates.
4. Average driving distance should be used **not** straight-line distances.
5. Analyses should include all Network Providers in your network which are delivering services **in Tennessee only**. **See the State’s boxed and bolded definition of Network Provider on page 1 of this Appendix.**

2. Report Specifications

1. Prepare a dental network access analysis for the entire State. The report should closely resemble the Sample Analysis contained in **APPENDIX 7.4 - Sample Quest Analytics Access Analysis** and should include:
 - a cover page;
 - a table of contents;
 - an access detail page by ZIP code classification
 - an access overview page;
 - an access summary page by county;
 - an access detail page, for members who will need to travel outside the standard and their average distance; and
 - a report statistics page which details the specifications utilized to conduct the analysis
2. Conduct a separate independent analysis of employee access to both General Dentists and Specialist Dentists for urban, suburban, and rural employee access to network provider, with an access standard as shown below. **See the State’s boxed and bolded definition of Network Provider on page 1 of this Appendix.**

Provider Type	Access Standard
General Dentists	Urban 2 providers within 10 miles for 95% of Members Suburban 2 providers within 15 miles for 95% of Members Rural 2 providers within 20 miles for 95% of Members
Specialist Dentists	Urban 1 provider within 15 miles for 95% of Members Suburban 1 provider within 20 miles for 95% of Members Rural 1 provider within 25 miles for 90% of Members

3. Analyses should include all Network Providers in your network which are delivering services under a fully executed and in force contract within Tennessee. **See the State’s boxed and bolded definition of Network Provider on page 1 of this Appendix.**
4. Mileage should be calculated using an estimated driving distance basis.
5. Your analysis must include the following pages (**see APPENDIX 7.4 - Sample Quest Analytics Access Analysis**):

**APPENDIX 7.8 –
Quest Analytics Analysis Instructions**

Page Cover	Content/Display
1	Access Detail by Zip Code Classification (for employees with and without desired access): Detail the <i>Average Distance the 1st and 2nd closest General Dentist and Specialist Dentist for Employees with Desired Access and without Desired Access</i> Separately.
2	Access Overview – include the following: <ul style="list-style-type: none"> • Overall Access by pie chart the members with and without access. • Average Distances to the 1st - 5th closest General Dentist and Specialist Dentist. • Access Standard Comparison graph indicating the percentage of ALL employees having access to one, two, three, four, and five network Dentists for distances up to 30 miles.
3	Access Summary by County (for employees with and without desired access): Summarize by key geographic areas with and without desired access the required <i>Access analysis specifications and Average Distance to the 1st and 2nd closest Network Dentist</i> .
4	Access Detail Page for ZIP codes not meeting the access standard: Report the accessibility detail of all employees without desired access at the ZIP code level, including Zip Code Classification, State, City along with employee counts without access and the average distance to the 1 st and 2 nd closest dentist.
5	Report Statistics Page: This is a summary page detailing, among other things, the report creation date, the software version, analysis inputs, and calculation method.
6	Checks for accuracy: Proposers are responsible for ensuring their Quest Analytics Analyses are accurate. The following items should be reviewed for accuracy: <ol style="list-style-type: none"> a. Title Page: <ul style="list-style-type: none"> • Company name should appear on the title page. • The date of the report should appear on the title page. b. Accessibility analysis specifications: <ul style="list-style-type: none"> • Employee Group – The total number of State employees MUST MATCH EXACTLY the number contained in Appendix 7.2 TN ZIP Codes • Access Standard – The Analysis report MUST MATCH EXACTLY standard required by the State (see page 2 of these instructions)