Quest Analytics
Dental Provider Network Access Analysis
RFP # 31786-00159
Data Requirements & File Layouts

The State would like to know the potential of your organization's current network(s) to service the accessibility needs of its members. To measure that potential, this RFP requires each Respondent to submit a Quest Analytics Network Access Analysis report. Each network's relative potential will be measured by 1) the number of eligible employees/retirees and dependents with access to In-Network General Dentists and In-Network Specialists in the Respondent's current network(s) to be used for this contract; and 2) the average distance to two (2) In-Network General Dentists and one (1) In-Network Specialist for all eligible employees/retirees and dependents.

> **DEFINITION: For the purpose of this accessibility analysis, "Network Provider" ("In-Network General Dentist Provider" or "In-Network Specialist") shall be defined as any General Dentist or Specialist who is currently operating under a fully executed and in force contract for participation as a Provider in the Respondent's DPPO Plan.**

Data Items

To analyze the accessibility of Respondent's current dental network(s) 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 in Appendix 7.2, tab labeled 'TN ZIP Codes'. 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 Respondents. This will enable the State to compare, on a consistent basis, the accessibility of each Respondent'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 toreceive 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 eligible employee/retiree and dependent access to both In-Network General Dentists and In-Network Specialists for urban, suburban, and rural, 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
In-Network 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
In-Network Specialists	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 currently 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**):

Page	Content/Display
Cover	Report title, Proposing organization's name, Date
1	**Access Detail by Zip Code Classification** (for employees/retirees and dependents **with and without desired access**): Detail the *Average Distance to a the 1st and 2nd closest In-Network* General Dentist and In-Network Specialists *for Employees/Retirees/Depen with Desired A*ccess and *without Desired Access* Separately.
2	**Access Overview** – include the following: • Overall Access by pie chart the employees/retirees/dependents with and without access. • Average Distances to the 1st - 5th closest In-Network General Dentist and In-Network Specialist. • Access Standard Comparison graph indicating the percentage of ALL employees/retirees/dependents having access to one, two, three, four, and five In-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 *Access analysis specifications* and *Average Distance to the 1st and 2nd closet In-Network Dentist*.
4	**Access Detail Page for ZIP codes not meeting the access standard:** Report the accessibility detail of all employees/retirees/dependents **without desired access** at the ZIP code level, including Zip Code Classification, State, City along with employee/retiree/dependent counts without access and the average distance to the 1st and 2nd closest In-Network 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: a. Title Page: • Company name should appear on the title page. • The date of the report should appear on the title page. b. Accessibility analysis specifications: • Employee Group – The total number of State employees/retirees/dependents <u>MUST MATCH EXACTLY</u> the number contained in Appendix 7.2, tab labeled 'TN ZIP Codes' • Access Standard – The Analysis report <u>MUST MATCH EXACTLY</u> standard required by the State (see page 2 of these instructions)