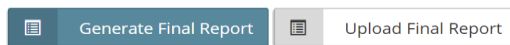


Version 2017Q1

Quest Cloud Services – NYSDOH Network Management Suite™ – Quick Reference Guide

Welcome to the Quest Analytics Quest Cloud Services – Network Management Suite™. To streamline your experience, this quick reference guide should help you navigate through the features and capabilities. The Quest Cloud Services™ requires more current browsers; therefore, we recommend I.E. 10 or above or Google Chrome.

From the **Deficiency Tracker** in the Provider Network Data System (PNDS) portal, you will have an option to **View Report**, this will bring you to the Quest Cloud Services™.



Health Plan

PNDS: 00
Schedule: Managed Care & Commercial non-MCO Q3 2016
Imported: 12/15/2016 10:00:16 AM

 [View Report](#) 

Once in the Quest Cloud Services™, you will select from the two dropdowns below: First, the submission schedule you want to review, and second the product you want to review. Please note that full submissions for all issuers and all products does not begin until mid-2017.



Project Dashboard

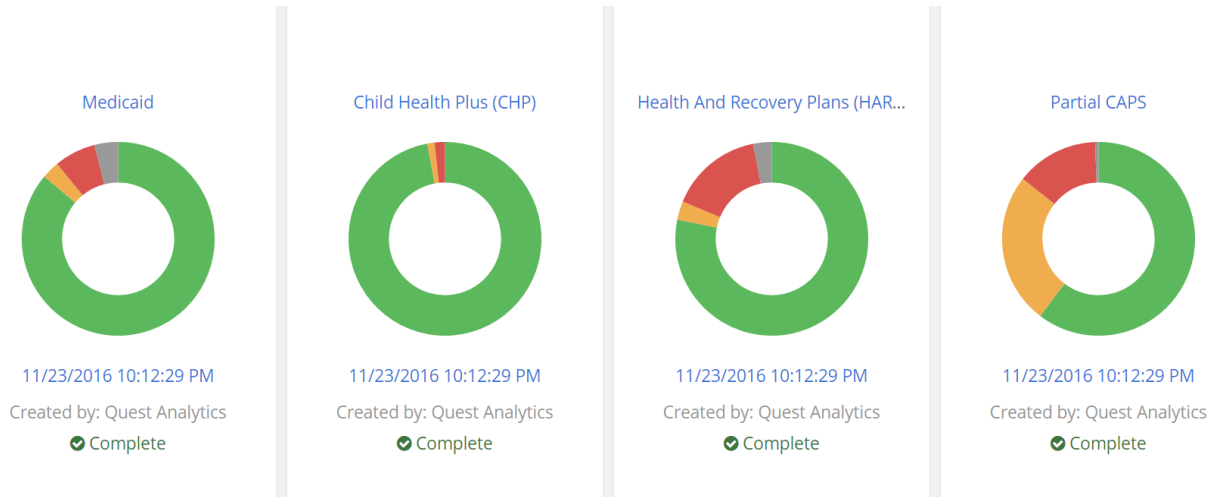
Schedule

Managed Care & Commercial non- ▼

Product

▼


- Child Health Plus (CHP)
- Commercial Non-MCO Medical
- FIDA
- Health And Recovery Plans (HARP)
- MAP
- Medicaid
- Partial CAPS



Network Adequacy – there are various views to monitor the status of the issuer networks.

- **Executive Summary** - allows for the review of the overall status of the network. This is represented by a donut chart. A network meeting all requirements is represented by an all green circle. The donut charts are visual aids created by Quest Analytics and *are not used* by the Department of Health/Department of Financial Services in compiling final network adequacy reports.

Network Adequacy ⊞



The current network service area consists of:
10 counties

- > 68.1% meet the adequacy requirements
- > 4.4% deficiencies (with adequate access to care)
- > 14.3% deficiencies
- > 13.2% no-gap deficiencies

VIEW DETAILS BY COUNTY

VIEW DETAILS BY SPECIALTY

Data Summaries ⊞

Data Validation ⊞

- **View Details by County** – this view provides the ability to review how each county is performing. A county meeting all requirements is reflected with a full green bar line.

Tip – the Status column indicates if the county is active or pending for your service area.

Active and Pending Service Areas				
State	County	Network Adequacy		Status
New York	001 - Albany	<div style="width: 95%; height: 10px; background-color: green;"></div>	<div style="width: 5%; height: 10px; background-color: red;"></div>	Active
New York	007 - Broome	<div style="width: 95%; height: 10px; background-color: green;"></div>	<div style="width: 5%; height: 10px; background-color: red;"></div>	Active
New York	021 - Columbia	<div style="width: 95%; height: 10px; background-color: green;"></div>	<div style="width: 5%; height: 10px; background-color: red;"></div>	Active
New York	035 - Fulton	<div style="width: 95%; height: 10px; background-color: green;"></div>	<div style="width: 5%; height: 10px; background-color: red;"></div>	Active
New York	039 - Greene	<div style="width: 95%; height: 10px; background-color: green;"></div>	<div style="width: 5%; height: 10px; background-color: red;"></div>	Active
New York	057 - Montgomery	<div style="width: 95%; height: 10px; background-color: green;"></div>	<div style="width: 5%; height: 10px; background-color: red;"></div>	Active
New York	083 - Rensselaer	<div style="width: 95%; height: 10px; background-color: green;"></div>	<div style="width: 5%; height: 10px; background-color: red;"></div>	Active
New York	091 - Saratoga	<div style="width: 95%; height: 10px; background-color: green;"></div>	<div style="width: 5%; height: 10px; background-color: red;"></div>	Active
New York	093 - Schenectady	<div style="width: 95%; height: 10px; background-color: green;"></div>	<div style="width: 5%; height: 10px; background-color: red;"></div>	Active

To drill into the specifics of any county, simply click on the county name. This provides the specialty details to pinpoint any potential deficiencies.

Active Service Area															
107 - Tioga, New York															
Specialty	In-County Provider Requirements					Surrounding Area Provider Requirements					Access Requirements			Overall	
	Required	Servicing	Market	% of Market	Met	Required	Servicing	Market	% of Market	Met	With %	Without %	Market %	Met	Met
Primary Care Providers															
Internal Medicine	3	2	4	50.0	N	0	75	144	52.1	---	100.0	0.0	100.0	Y	N
Obstetric/Gynecology Care															
Nurse Midwife/Certified Midwife	2	0	1	0.0	N	1*	5	20	25.0	Y	99.1	0.9	100.0	Y	N
Behavioral Health Providers															
Psychiatry	2	1	2	50.0	N	0	16	37	43.2	---	100.0	0.0	100.0	Y	N
Child Psychiatry	2	1	1	100.0	N	1*	0	4	0.0	N	89.7	10.3	98.2	N	N
Dental Care Providers															
Oral Surgery	2	0	0	0.0	N	2*	1	1	100.0	N	87.0	13.0	87.0	N	N
Pedodontics	2	0	0	0.0	N	2*	0	1	0.0	N	0.0	100.0	76.4	N	N
Orthodontics	2	0	0	0.0	N	2*	0	0	0.0	N	0.0	100.0	0.0	N	N
Crossover Specialties															
Pathology	2	0	1	0.0	N	1*	23	34	67.6	Y	100.0	0.0	100.0	Y	N
Infectious Disease	2	0	1	0.0	N	1*	4	7	57.1	Y	99.4	0.6	100.0	Y	N
Specialists															
Non-PCP Nurse Practitioners	2	0	3	0.0	N	0	86	144	59.7	---	100.0	0.0	100.0	Y	N
Pediatric Surgery	2	0	0	0.0	N	2*	0	0	0.0	N	0.0	100.0	0.0	N	N
Nephrology	2	0	1	0.0	N	1*	7	16	43.8	Y	100.0	0.0	100.0	Y	N
Ancillary/Tertiary Care Services															

In County Provider Requirements:

- **Required:** This is the minimum in-county provider count requirement as set forth by the State of New York Department of Health (NYSDOH)/New York State Department of Financial Services (NYSDFS).
- **Servicing:** This is the unique number of providers in the county, based on NPI, in the issuer's network.
- **Market:** This is the unique number of providers in the county, based on NPI of ALL issuer submitted data for this product.
- **% of Market:** The calculation of servicing divided by market.
- **Met:** Does the minimum-in county provider requirement exceed the required (Y/N).

Surrounding Area Provider Requirements:

- **Required:** Only if the in-county provider requirement is not achievable based on all issuers' aggregate data per product, will NYSDOH/NYSDFS **consider** provider counts outside of the county. If providers outside of the county will be considered, it will be noted with an asterisk (*).
- **Servicing:** This is the unique number of providers, based on NPI, in the surrounding area and within the time or distance requirement in the issuer's network.
- **Market:** This is the unique number of providers, based on NPI, in the surrounding area and within the time or distance requirement based on ALL issuer submitted data for this product.
- **% of Market:** The calculation of servicing divided by market.
- **Met:** Only when an * is in the Required column, is the minimum surrounding area provider requirement met.

Access Requirements:

Note: Access requirements are presented as an additional metric for network review, but are not used by NYSDOH or NYSDFS in determining network gaps, and are not used in compiling final network adequacy report.

- **With %:** This is the % of population who have access to a provider/facility within the time or distance requirement.
- **Without %:** This is the % of population who do not have access to a provider/facility within the time or distance requirement.
- **Market %:** This is the attainable % with access based on ALL issuer submitted data for this product.
- **Met:** If 90% or more of the population have access to a provider/facility within the time or distance requirement.

(See Appendix A: Population Distribution Methodology for further explanation on the Access Requirement calculations).

Overall:

- **Met:** If the issuer has met the minimum required in-county provider count or only when the in-county provider requirement is not achievable based on all issuer's aggregate data per product, a met could be achieved with surrounding county providers.

Note: If you would like to review the entire results, including areas that met minimum requirements, you can change the filter from the default view of Gaps to All. Areas that meet requirements will be color coded in **Green**.

Filter: Gaps ▾
All
Gaps

Your initial view will only pull back the potential deficiencies. There are 3 color coded deficiency possibilities.

Yellow: Failed to meet minimum provider thresholds but passed access requirement (equal to or greater than 90% of the population have access to a provider/facility within the time or distance requirement).

Red: Failed to meet minimum provider thresholds and failed to meet access requirements (less than 90% of the population have access to a provider/facility within the time or distance requirement).

Gray: No gap potential deficiency; failed to meet minimum provider thresholds and the market (all issuers' aggregate data per product) fails to meet minimum provider thresholds.

View Network Providers and Market Providers:

Active Service Area														
Audiology										085 - Richmond, New York				
In-County Provider Requirements					Surrounding Area Provider Requirements					Access Requirements			Overall	
Required	Servicing	Market	% of Market	Met	Required	Servicing	Market	% of Market	Met	With %	Without %	Market %	Met	Met
2	0	20	0.0	N	0	42	182	23.1	---	100.0	0.0	100.0	Y	N
Network Providers														⊕
Market Providers (participating in this product)														⊕
Market Providers (participating in other products)														⊕

Network Providers: Providers Submitted by the Issuer for this product.

Market Providers (participating in this product): Providers Submitted by ANY issuer for this product.

Market Providers (participating in other products): Providers Submitted by ANY issuer across ALL products in the submission cycle.

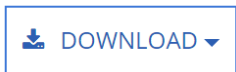
Under each of the above headings, you can apply the following filters:

- **In-County Providers:** Listing of providers within the county only.
- **Adjacent County Providers:** Listing of providers in adjacent counties that are within the time or distance requirement for the population and **MAY** help meet access requirements.

- **Other Providers:** In rare situations, there could be providers in non-adjacent counties that are within the time or distance requirement for the population. These providers will be listed here and **MAY** help meet access standards.

Network Providers				
NPI	Name	Address	County	Specialty
In-County Providers				
1609847979	PAN, TEDDY	400 PATROON CREEK BLVD ALBANY, NY 12206 5186940999	Albany	Dermatology
Adjacent County Providers				
1104865823	SCHWARTZ, JOSEPH	137 HOOSICK ST TROY, NY 12180 5182744305	Rensselaer	Dermatology
Other Providers				

Note: You are able to download the list of network providers or market providers.



If you go back to the view below, you will notice a secondary option to View Details by Specialty:

Network Adequacy	
	<p>The current network service area consists of: 10 counties</p> <ul style="list-style-type: none"> > 68.1% meet the adequacy requirements > 4.4% deficiencies (with adequate access to care) > 14.3% deficiencies > 13.2% no-gap deficiencies
<p>VIEW DETAILS BY COUNTY</p> <p>VIEW DETAILS BY SPECIALTY</p>	
Data Summaries	
Data Validation	

- **View Details by Specialty** – this view provides the ability to review at a glance how many counties in your service area have gaps for each specialty.

Active and Pending Service Areas		
Specialty	Network Adequacy	Gaps
Primary Care Providers		
Primary Care Providers		0
Pediatrics		1
Nurse Practitioners		0
Internal Medicine		2
Obstetric/Gynecology Care		
Obstetric/Gynecology Care		2
Nurse Midwife/Certified Midwife		5
Behavioral Health Providers		
Child Psychiatry		6
Psychiatry		7
Certified Social Work		0
Clinical Psychology		0
Dental Care Providers		
General Dentistry		6
Orthodontics		24
Pedodontics		17
Oral Surgery		13
Crossover Specialties		
Anesthesiology		3
Audiology		3
Infectious Disease		0

If you click on the specialty name, you will be able to drill into the county listing for the specialty as shown below. From there, you can click on the county name to get to the views described above under [View Details by County](#).

Current Service Area																
Child Psychiatry																
County	In-County Provider Requirements					Surrounding Area Provider Requirements					Access Requirements				Overall	
	Required	Servicing	Market	% of Market	Met	Required	Servicing	Market	% of Market	Met	With %	Without %	Market %	Met	Met	
Albany	2	8	14	57.1	Y	0	6	10	60.0	---	100.0	0.0	100.0	Y	Y	
Broome	2	0	5	0.0	N	0	1	6	16.7	---	25.9	74.1	100.0	N	N	
Columbia	2	1	1	100.0	N	1*	15	24	62.5	Y	100.0	0.0	100.0	Y	Y	
Fulton	2	0	0	0.0	N	2*	10	17	58.8	Y	98.3	1.7	100.0	Y	Y	
Greene	2	1	0	0.0	N	2*	14	22	63.6	Y	100.0	0.0	98.7	Y	N	
Montgomery	2	0	2	0.0	N	0	12	22	54.5	---	100.0	0.0	100.0	Y	N	
Rensselaer	2	2	5	40.0	Y	0	14	19	73.7	---	100.0	0.0	100.0	Y	Y	
Saratoga	2	4	7	57.1	Y	0	10	16	62.5	---	100.0	0.0	100.0	Y	Y	
Schenectady	2	1	0	0.0	N	2*	11	22	50.0	Y	100.0	0.0	100.0	Y	N	
Schoharie	2	0	0	0.0	N	2*	12	20	60.0	Y	97.6	2.4	68.4	Y	Y	
Tioga	2	1	2	50.0	N	0	0	8	0.0	---	89.7	10.3	100.0	N	N	
Washington	2	0	0	0.0	N	2*	14	22	63.6	Y	96.3	3.7	96.3	Y	Y	

Data Summaries – in addition to the Network Adequacy review, you will find high level data summaries. Based on the product you are reviewing; you will find data summaries specific to this product. You can click through each item in the left menu to see your overall summary, provider counts by specialty, provider counts by county, and geocode results (how the latitude/longitude coordinates were assigned).

- Overall Summary

Data Summaries ☰

- OVERALL SUMMARY
- PROVIDERS BY SPECIALTY
- PROVIDERS BY COUNTY
- PROVIDERS BY GEOCODE RESULT

The associated network has a high level summary of:

Overall Summary

47,389 unique providers at 15,807 unique locations
(127,858 total access points)

- Providers by Specialty

Data Summaries ☰

- OVERALL SUMMARY
- PROVIDERS BY SPECIALTY
- PROVIDERS BY COUNTY
- PROVIDERS BY GEOCODE RESULT

The given template produces the following specialty breakdown:

Specialty	Count
AIDS Specialty Institutional Long Term Care (RHCF)	12
Adult Day Health Care	64
Allergy/Immunology	998
Anesthesiology	4,126
Audiology	636
Behavioral Intervention Specialty Institutional Long Term Care (RHCF)	116
Cardiology	11,384

- Providers by County

Data Summaries ☰

- OVERALL SUMMARY
- PROVIDERS BY SPECIALTY
- PROVIDERS BY COUNTY
- PROVIDERS BY GEOCODE RESULT

The network is distributed across the following counties:

Show All Counties

County	Count	County	Count
Albany	33	Oneida	2
Allegany	1	Onondaga	11
Bronx	18,139	Ontario	1
Broome	1	Orange	81
Cattaraugus	0	Orleans	0
Cayuga	0	Oswego	3
Chautauqua	1	Otsego	5
Chemung	0	Putnam	17
Chenango	0	Queens	8,990
Clinton	0	Rensselaer	5
Columbia	2	Richmond	1,693

- Providers by Geocode Results

Data Summaries ☰

- OVERALL SUMMARY
- PROVIDERS BY SPECIALTY
- PROVIDERS BY COUNTY
- PROVIDERS BY GEOCODE RESULT

The network contains the following occurrences of each geocode result:

Geocode Result	Count
Address-Exact	11,127
Address-Relaxed	336
Zip-Distributive	95
Zip-Point	2

Geocode Results

- **Address-Exact** – The record was geocoded at the address level.
- **Address-Relaxed** - The record was geocoded at the address level, but a component was missing, such as directional prefixes/suffixes or street type.
- **AddressRelaxed-ZipMismatched** – While the record contained a full street address, the Zip Code was invalid or missing. Zip Code Correction replaced this record’s invalid or missing zip code with the correct zip code.
- **Zip Point** – The zip code is a point zip (PO Box, Building, Office, etc.) and the latitude and longitude are assigned based on the specific point in the zip code. An example of a Zip Point would be the Empire State Building, as it has its own zip code.
- **Zip Distributive** – These records could not locate an address and then defaulted to assume a latitude and longitude based on the population patterns of the zip code. Keep in mind that the points plotted are approximate, and are not based upon the actual street address.
- **Not Geocoded-Invalid Zip** – The zip code is not valid.

Data Validation – Here you will find some additional data inspections on the NPI, Specialty and Address. From any of these views, you can click on the counts to drill into the details.

- NPI Inspection

Data Validation ☰

- ✓ NPI INSPECTION
- ✓ ADDRESS INSPECTION
- ✓ PANEL STATUS INSPECTION

Analyzing the network's NPIs shows the following:

Status	Count
Valid	11,523
Deactivated	9
Invalid	28
Missing	0

- Address Inspection

Data Validation ☰

- ✓ NPI INSPECTION
- ✓ ADDRESS INSPECTION
- ✓ PANEL STATUS INSPECTION

The network has an address distribution of the following:

# of Addresses	# of Providers
32	1
23	1
12	1
11	1
10	8
9	9

- Panel Status Inspection

Data Validation ☰

- ✓ NPI INSPECTION
- ✓ ADDRESS INSPECTION
- ✓ PANEL STATUS INSPECTION

The network contains the following PCP provider locations servicing the following counties, as defined by the *OHIP Medicaid Review*, broken down by panel status:

County	Open Practice	Existing Patients	Closed Practice	Unknown	Total
Albany	759	69	1	0	829
Columbia	622	58	16	0	696
Genesee	1,118	236	0	0	1,354
Greene	601	63	14	0	678
Jefferson	127	20	0	0	147
Lewis	213	26	0	0	239
Livingston	844	239	0	0	1,083
Monroe	842	240	0	0	1,082
Oneida	597	77	0	0	674
Ontario	844	225	0	0	1,069
Putnam	176	4	14	0	194
Rensselaer	795	85	0	0	880
Saratoga	841	84	0	0	925
Schenectady	725	67	0	0	792
Warren	364	24	0	0	388
Washington	788	71	0	0	859

Please note - These are counts of provider *locations*, as panel status may vary by location, while the servicing counts in the analysis are unique by NPI.

Appendix A: Population Distribution Methodology

The Network Adequacy review includes a file of distributive points throughout each county based on population patterns to accurately measure provider access consistently across issuers. When calculating Network Adequacy, the % with and without access is based on the measurement from each of these points within each county. Below is a visual display of these population patterns at the state level as well as a drill down to the 5 counties shown below:



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