Quest Enterprise Services

Smarter management for today's provider networks.

The Leading Healthcare Network Management Partner

Quest Analytics helps more than 95 percent of America's health plans measure, manage and monitor network performance across all business lines.

Our enterprise services link network adequacy and provider directory accuracy thereby reducing regulatory risk for both measures, while allowing you to integrate actionable data and insights within your workflow, including credentialing, directories, contracting, claims and more.

MEASURE
BOTH NETWORK ADEQUACY & DIRECTORY ACCURACY

MANAGE
WITH SMARTER TOOLS & ACTIONABLE INSIGHTS

MONITOR
PERFORMANCE & DRIVE IMPROVEMENT

ACROSS ALL PRODUCT LINES

MEDICARE · MEDICAID · COMMERCIAL · Rx · QHP · BEHAVIORAL · DENTAL · VISION

Network Adequacy and Provider Accuracy for Your Commercial Products

With 30 years experience in analyzing networks, we've developed the industry standards for network adequacy used by every health plan in the U.S. Now within our Quest Enterprise Services, you are able to apply these standards to your Commercial Products. You're able to measure, manage and monitor more than 80 specialties, including pediatrics, dental, vision, hearing, behavioral health and additional ancillary services.

REDUCE YOUR REGULATORY RISK. YES, IT'S COMING.

Commercial network regulations vary by state and by how you define your commercial network. But be assured (just like for MA and Medicaid networks) the regulators are taking notice, and there are dozens of bills in motion focused on requiring network adequacy and provider directory accuracy for individual and commercial plans along with eliminating surprise billing and mental health parity. Issues that brokers and benefit consultants for employers are focusing on as well.

RESPOND CONFIDENTLY TO RFPs AND ACCREDITATION REQUESTS.

Demonstrating consistency in how you measure, manage and monitor your network's adequacy and accuracy is a key component for RFPs and accreditation. Quest Enterprise Services gives you a competitive advantage when responding to RFPs as well as helps you respond to accreditation agency requests, such as URAC, by providing you with the ability to demonstrate your network's performance over time.

QUEST ANALYTICS

Quest Commercial Services

Provide access to the tools and insights your team needs to work more intelligently, more proactively, and, most importantly, remotely.

To help you ensure your members have adequate access to care, our commercial services include:

1. Competitive Advantage RFPs
Provide brokers and consultants a real-time view into your commercial product adequacy and provider data accuracy on a ongoing basis.

2. Provider Data Management Services
Validate your provider network data, while tracking and trending your progress over time.

3. Market Comparisons
Have the ability to understand the depth of your network and your market share compared to the total availability of providers by specialty. More importantly, as the nation's leading health plans incorporate Quest Commercial Services, you'll have the ability to view how you rank against your peers.

4. Network Performance Trending
Respond to accreditation agency requests, such as NCQA with confidence by demonstrating an ongoing process and providing a real-time view into network performance overtime.
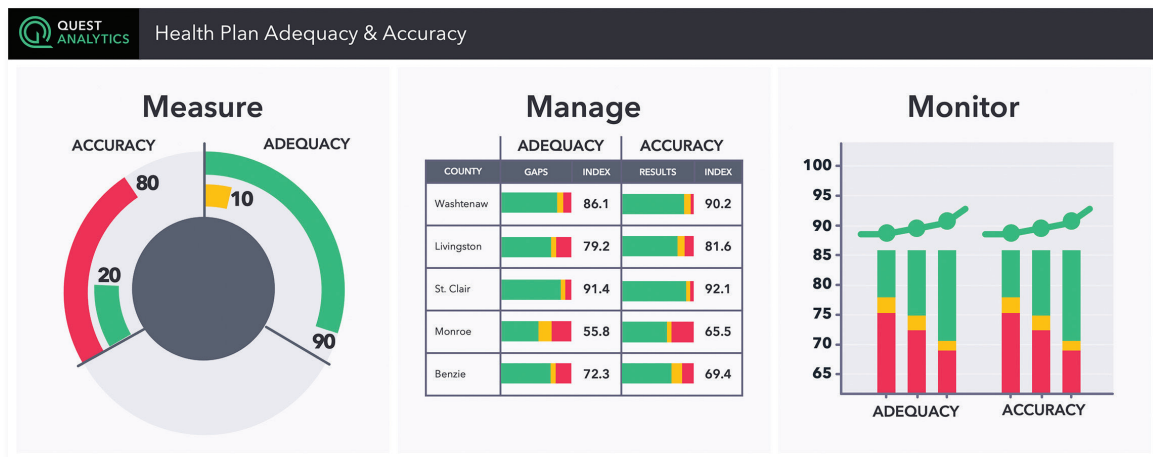
5. Adequacy Services
Measure and monitor your network adequacy score in real-time.

6. Accuracy Services
Understand what's right, wrong and missing within your provider data enabling you to remediate issues, manage any potential impact on your network adequacy and track performance over time.

7. Impact Analysis Services
Fill your gaps more efficiently. View what providers are available in the Market as well as within your other lines of business and their impact on your network adequacy by geography and specialty.

QUEST ANALYTICS — Health Plan Adequacy & Accuracy

Measure

	ADEQUACY		ACCURACY	
COUNTY	GAPS	INDEX	RESULTS	INDEX
Washtenaw		86.1		90.2
Livingston		79.2		81.6
St. Clair		91.4		92.1
Monroe		55.8		65.5
Benzie		72.3		69.4

Adequacy + Accuracy in One Platform

By running all of your networks through a single provider network management platform, you'll gain a better understanding of the strength of your network and the impact of your providers across business lines. You'll create cross-departmental efficiencies, cut costs and have a realtime lens into how your network compares to the market.

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