

Colorado Medicaid eConsults

November 2023



COLORADO

Department of Health Care
Policy & Financing

eConsult Highlights

- **May 2023** - CMS approved Contract
- Contract awarded to **Safety Net Connect, Inc.**
- **Early July 2023** - Start of Platform Implementation Activities
- **February 1, 2024** - Anticipated Go-Live
- eConsult Platform Name - **Colorado Medicaid eConsult**
- URL- ColoradoMedicaideConsult.com



Provider Compensation

- Platform will be **free** to all qualified providers and practices that are in the State of Colorado and are enrolled as Health First Colorado Providers
- For reimbursement, **all** providers are required to use HCPF's eConsult Platform

Primary Care Medical Providers

- Compensated in accordance with the Department's billing criteria for a successfully completed eConsult
- ~\$17 for a completed eConsult (eConsult entered, results reviewed and eConsult closed)
- Reimbursement will be Fee-For-Service (FFS) via interchange (iC)

Specialty Providers

- Contractor will receive a fixed payment for every eConsult completed by a Specialty Provider.
- Contractor is responsible for making direct payments to Specialty Providers upon the completion of an eConsult.
- ~\$35/completed eConsult



Specialty Provider Participation

- All Specialty Providers must be (National Network and Colorado-Based Specialty Providers)
 - Enrolled as a Health First Colorado Provider
 - Licensed to practice in Colorado
- Specialty Providers must contract with the Contractor to participate in the eConsult program
- Contractor is responsible for training and the quality performance of Specialty Providers
- Contractor is responsible for making direct payments to Specialty Providers upon the completion of an eConsult.
- Specialty Providers who are interested can contact HCPF at:
hcpf_econsult@state.co.us

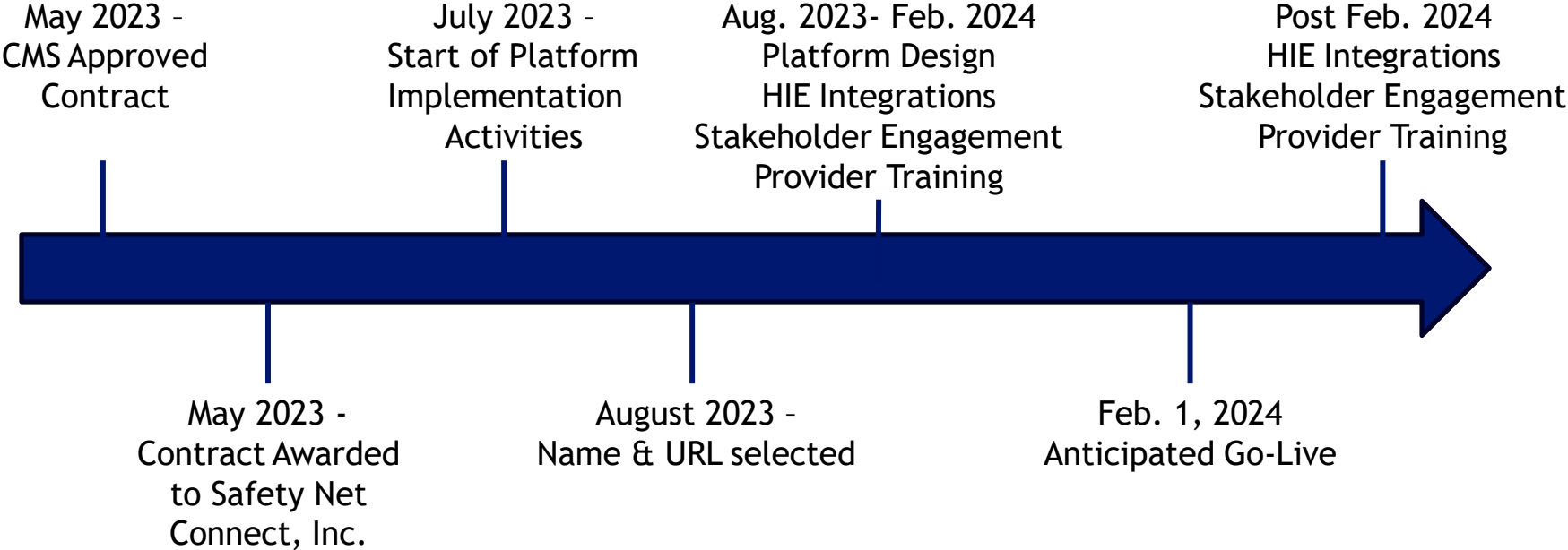


Provider Training

- Contractor will provide several different types of training options as part of the onboarding process that may include the following:
 - Live, interactive web-based training sessions
 - Recorded videos by topic or other recorded e-learning tools
 - Simulation trainings
 - Written documentation
- Training is essential and will be required for providers who enroll to use the platform
 - Contractor will provide robust training to enhance user adoption for long-term eConsult submission success
- The time to submit an eConsult varies for each provider
 - We estimate that it will take about fifteen minutes to create and submit an eConsult



Timeline



Routing of eConsults

- PCMPs have priority in selecting a Specialty Provider of their choice, if the chosen provider is available
 - If the chosen Specialty Provider is at capacity, eConsults will be sent to the next available Specialty Provider
- This approach fosters provider relationships and widens our network to benefit Member access to specialty services
- PCMPs can review Specialty Provider contact cards before selection
 - Contact cards can include the following:
 - Picture, specialty, name, title, resume/cv, links



Recent Policy Updates

- Allowing FFS billing outside the eConsult platform
- Increase reimbursement rates
- Allow between specialty eConsults





Questions?

Thank You!

For more information:
hcpf_econsult@state.co.us

