

Colorado Medicaid eConsult

PIAC

April 17, 2024



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Agenda

- eConsult Overview
- Safety Net Connect Introductions
- Colorado Medicaid eConsult Update
- Available Specialties
- Provider Experience
- How to Participate
- Questions and Answers



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eConsult Overview

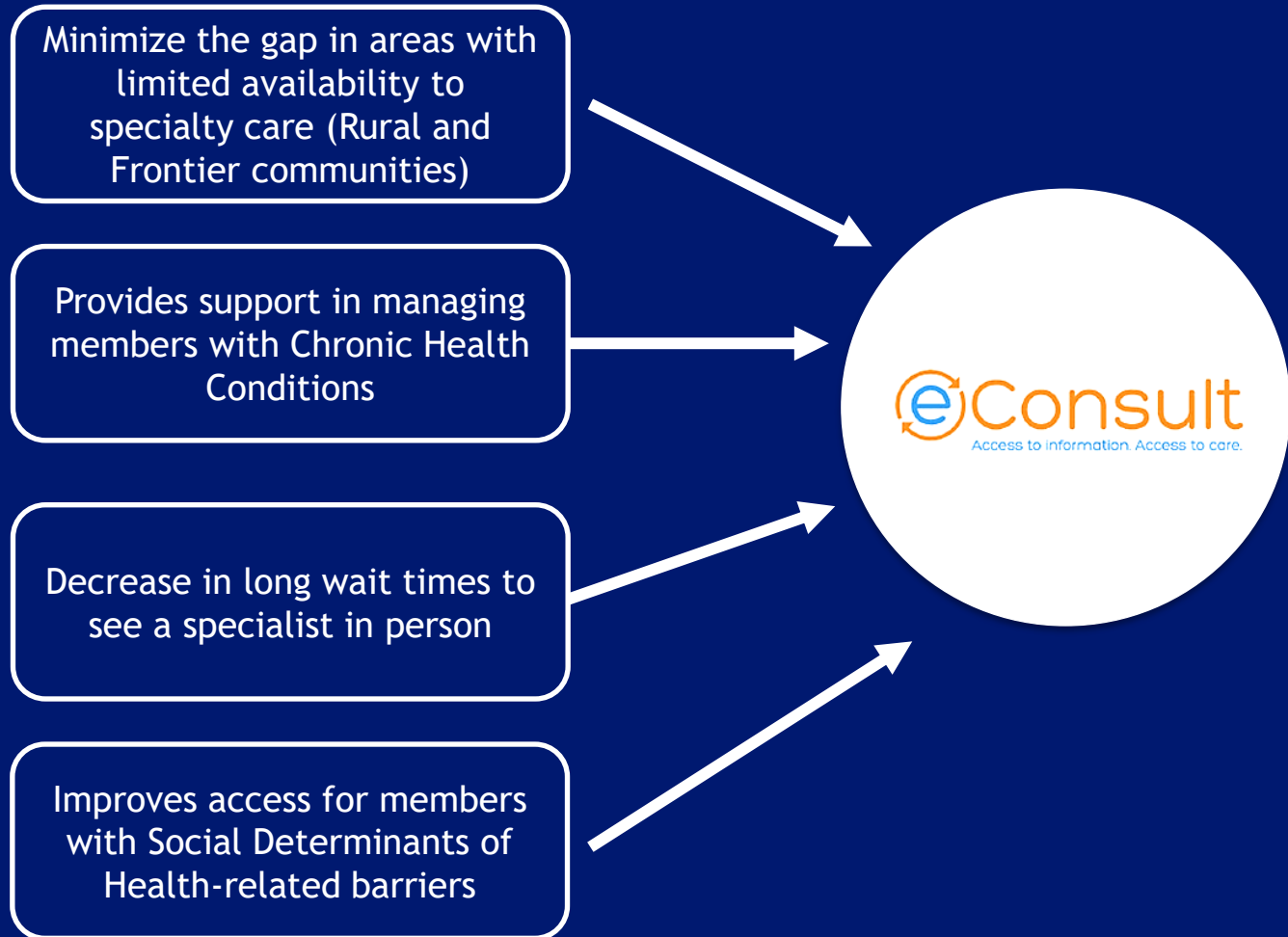
- Colorado Medicaid eConsult is Live as of 2/1/24
- eConsults provide asynchronous (store and forward) communications between a Primary Care Medical Provider (PCMP) and a Specialty Provider
- Safety Net Connect (SNC) is the selected vendor for the development and implementation of the eConsult Platform
- Free to Health First Colorado Providers at ColoradoMedicaideConsult.com



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Increasing Access to Specialty Care



Member Impact

- Improved ability for Primary Care Provider to meet Members needs:
 - Less travel and fewer days off work
 - Improved care coordination between PCP and Specialist
 - Reduced wait times for needed specialty care
 - Fewer specialty visits required to develop treatment plan



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Safety Net Connect (SNC) Introductions

- Heather Steele - Provider Relations Manager
- Teresa Lin - Project Lead



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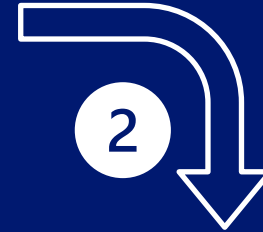
eConsult Workflow



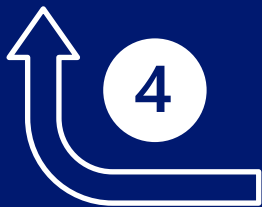
PCP acknowledges and signs off on eConsult



PCP Submits an eConsult with a Clinical Question



Specialist responds with guidance within 3 business days



eConsult is closed with recommendation



PCMP Enrollment

- 20 PCMP Practice Sites are currently moving through the Enrollment process
- 25 PCMP Practice Sites have completed onboarding and are active on the Platform
- 64 PCMP Providers have completed training



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Training Feedback

100% of participating providers reported they know where to access training materials and support assistance within the eConsult Platform

4.3 Average Confidence level post training (scale 1-5)

Very thorough,
thank you!

Great job at demonstrating
how to use the eConsult.
Feel confident in using this.

Great job on this
rollout and the
trainings!

I thought it was
great! Short and
simple.

Genuinely, I want to give you and your team a
massive compliment. This training was
interactive and informative, I feel confident in
using the platform.



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Specialist Enrollment

Qualifications

- Must be enrolled, or willing to enroll, as a Colorado Medicaid Provider - Need Medicaid Provider ID
- Must be licensed to practice in the State of Colorado.
- Interest in sharing expertise with Primary Care Providers

Colorado-based specialist participation inquiries

- Email SNC at Coloradosupport@safetynetconnect.com to connect with specialty network partner, ConferMED, for contracting, credentialing and training

Available Specialties

Adult and Pediatric Specialties (12)	Adult Specialties Only (9)	Pediatric Specialties Only (1)
Allergy/Immunology Cardiology Dermatology Endocrinology Hematology/Medical Oncology Infectious Disease Neurology Orthopedics Otolaryngology (ENT) Psychiatry Pulmonology Urology	Addiction Medicine Gastroenterology Hepatology Nephrology OB/GYN Ophthalmology Pain Medicine Physical Med/Rehab Rheumatology	Developmental Pediatrics



eConsult Specialties Accessed Since Go Live

Adult Specialties	Pediatric Specialties
Allergy/Immunology Dermatology Hematology/Oncology Orthopedics Pulmonology Rheumatology Urology	Dermatology Psychiatry





Case Study Example: Allergy and Immunology

PCP Clinical Question

- 43yo female with a several year history of unilateral knee pain and swelling without clear injury/trigger cause. Patient is interested in food allergy testing as possible systemic cause of ongoing knee edema and pain. No known allergies or history of allergies.
- She has had imaging (XR and MRI) which showed mild chondral generation and synovitis in left knee. Does have family history of rheumatoid arthritis in father but workup for that in 2021 was negative. PT is helping but continues to have random flares of knee pain and swelling. She is not taking any regular medications. She uses ibuprofen prn for flares. No specific diet/food avoidance.

Clinical Question to Specialist Reviewer

- Does she have an indication to see an allergist for in person care/consult?



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Case Study Example: Allergy and Immunology

Specialist Response:

- These cases are so hard because patients really want an underlying cause for their symptoms and food often gets blamed - everyone eats of course! With this case, I would not recommend any food allergy testing. Symptoms of isolated joint pain and swelling are not consistent with an IgE mediated food allergy.
- I try to explain that there are not "hidden food allergies" leading to generalized inflammation or non-specific symptoms, and a true food allergy presents with immediate onset hives, swelling, vomiting, difficulty breathing, etc every time the food is ingested. We do not have any good testing for food sensitivity or foods that are "inflammatory".

Diagnostic Clues/Education:

- The AAAAI has some good resources including a brief video on the Choosing Wisely section on IgE testing. I frequently hand out the AAAAI information pages to patients I see to help them understand what is an is not a food allergy. I hope this helps!

Closed as PCMP Management



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Provider Experience

Specialist feedback:

- This is a great type of question to send as an eConsult - this type of question is easy for an allergist to answer and may save the patient cost and time and frustration by having an answer quickly vs waiting to see an allergist in person.

PCMP general feedback:

- I really like the system and find it to be easy to use and overall great. The content of responses I have received so far have all been excellent. Big fan.



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How to Participate

Step 1

Practice emails SNC at Coloradosupport@safetynetconnect.com to begin enrollment process.

Step 2

SNC sends practice enrollment and user creation form for completion.

Step 3

Once completed forms are returned, SNC will confirm enrollment.

Step 4

SNC will send training session times and registration to practice.



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Onboarding Activities

Training is required for all users to access the platform

- Live, interactive web-based training sessions
- Video training sessions
- Written user guides for all user roles

Once training is complete, SNC will send the login credentials via email to begin using the Colorado Medicaid eConsult platform



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Questions?

Thank You!

For more information:
hcpf_econsult@state.co.us

