



**COLORADO**  
Department of Health Care  
Policy & Financing

1570 Grant Street  
Denver, CO 80203

# Department Response to Pediatric Care Network (PCN) eConsult Request

---

## Stakeholder information:

- The Department seeks stakeholder input throughout the development of the eConsult platform. Over the next several months HCPF will be presenting at many of our stakeholder groups, our next upcoming stakeholder meetings will be in October.
- **Provider and Community Experience Subcommittee:** October 12, 2023, 8:00 am - 9:30 am. To find out more about this subcommittee and to view the meeting invite information, please visit the [Provider and Community Experience Subcommittee](#) web page.
- **Program Improvement Advisory Committee:** October 18, 2023, 9:30 am - 12:15 pm. To find out more about this committee and to view the meeting invite information, please visit the [Program Improvement Advisory Committee](#) web page.
- **Webinars:** Several webinars are being hosted with the eConsult Vendor Safety Net Connect. Sign up for one of the upcoming webinars to access in-depth information about Colorado Medicaid eConsults and to have a chance to ask questions or share feedback.
  - Nov 29, 2023 08:00 AM-9:30 AM Mountain Time (US and Canada)  
Topic: Enhancing Access with eConsults: General Overview  
[Register in advance for this webinar](#)
  - Dec 6, 2023 08:00 AM-9:30 AM Mountain Time (US and Canada)  
Topic: Enhancing Access with eConsults: General Overview  
[Register in advance for this webinar](#)
  - Dec 13, 2023 08:00 AM-9:30 AM Mountain Time (US and Canada)  
Topic: Enhancing Access: eConsult's for PCMPs  
[Register in advance for this webinar](#)



- Jan 10, 2024 08:00 AM-9:30 AM Mountain Time (US and Canada)  
Topic: Enhancing Access: eConsult's for Specialty Providers  
[Register in advance for this webinar](#)
- Additional stakeholder opportunities will be listed on the [eConsult Platform](#) web page.

## **Allow payment for providers to use their current eConsult platforms or create a phase-in process by which payment shifts to the eConsult platform only after that platform provides the functionality required to be most successful.**

- At this time the Department will only be reimbursing through the platform that we are developing. However, the Department was intentional about the language used when creating the eConsult rule. The current language used is, “a web-based and application-based electronic system authorized by the Department.” This allows for the possibility of allowing providers to use their current eConsult platforms in the future.
- Providers may use their current eConsult platform. However, at this time there will be no reimbursement for eConsults provided outside of the Department's platform.

## **Align with CMS guidance to cover interprofessional consultation as a distinct covered service, reimbursed in alignment with Medicare, which pays fee-for-service on a set of covered codes**

- When a Primary Care Provider requests an interprofessional consultation (eConsult) through the platform they may bill fee-for-service Medicaid with a CPT code that will be identified in future billing guidance.
- Specialty Providers will contract through the platform to provide eConsult services. The eConsult vendor that they contract with will reimburse for the Specialty eConsult.

## **Determine the schedule for new Electronic Health Record system (EHR) interoperability by consulting with providers in an open, transparent, meaningful process.**

- See stakeholder information noted above.



**EHR/HIE integrations the State and Safety Net Connect have agreed upon the following integrations throughout the lifespan of the contract.**

- In State Fiscal year 24 the Department plans to integrate with 2 EHR/HIEs
- In State Fiscal year 25-27 the Department plans to integrate with 4 EHR/ each year
- And in State Fiscal year 28, the Department plans to integrate with an additional 2 EHRs
- Costs may arise for Providers depending on the extent of EHR integration, but the exact expenses are undetermined. Subsequent conversations regarding expenses will take place involving the EHR vendor, the organization, and Safety Net Connect.

**Allow primary care providers to select the specialty care providers that would best meet their patients' needs.**

- PCMPs will be able to choose a Specialty Provider of their preference, provided that the chosen Specialty Provider is not currently at their agreed upon capacity with pending eConsults awaiting responses. 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.

**Add these functions to the state platform:**

- **Detailed information about specialists so that primary care providers can build relationships and refer to those that best meet their patients' needs**
- **Bidirectional information flow to better coordinate care across settings**
- Contact cards for Specialty Providers can include the following: picture, specialty field, name, title, resume/cv, links.
- The platform enables a two-way flow (bidirectional asynchronous communication), allowing PCMPs and specialty providers to engage in a continuous exchange of messages until they arrive at the optimal care plan for the member. The platform is



not intended for ongoing care coordination or to be a replacement for direct specialty care

