



COLORADO

Department of Health Care
Policy & Financing

303 E. 17th Avenue
Denver, CO 80203

Telehealth

December 2023

Background

In fiscal year 2017-18, The Department of Health Care Policy and Financing (HCPF) entered into an Interagency Agreement (IA) with the University of Colorado School of Medicine (CUSOM) to provide supplemental funding to improve the health of Health First Colorado (Colorado's Medicaid program) members in Colorado by increasing health care access. Five priority areas were selected to improve access to care for Health First Colorado members. These priority areas are Specialty Care Access, Evaluation, Community Engagement, Telehealth, and Collaborative Initiatives.

Introduction

Telehealth allows members across the state to access care in their homes from providers they trust. The IA focuses on telehealth visits, eConsults, and ECHO.

- Telehealth - The distribution of health-related services and information via electronic information and telecommunication technologies.
- eConsults - A web-based system that allows for an asynchronous exchange between primary care providers and specialists to securely share health information and discuss patient care.
- Extension for Community Health Outcomes (ECHO) - An online distance learning platform that uses interactive learning and case-based sharing to connect health professionals to experts and peers.

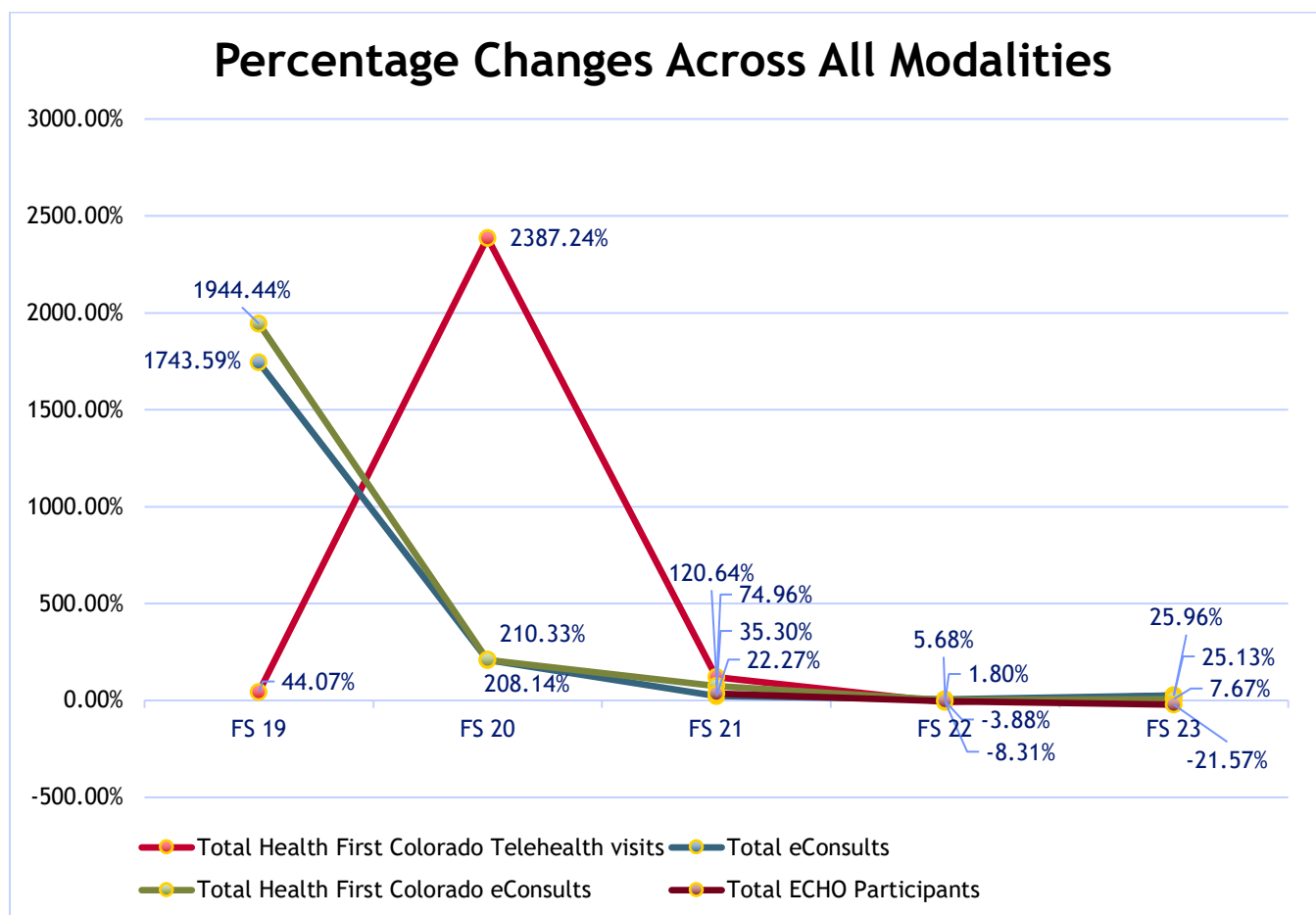
Data - Fiscal Year 2018 - 23

The table below presents the data of telehealth visits, eConsults completed and ECHO participants, starting from fiscal year 2017-18.

Telehealth Data	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23
Total Health First Colorado Telehealth visits	506	729	18,132	40,007	36,681	46,205
Total eConsults	78	1,438	4,431	5,418	5,726	7,165
Total Health First Colorado eConsults	9	184	571	999	1,017	1,095
Total ECHO Participants			2,895	3,917	3,765	2,953

Percentage Change Across All Modalities

Telehealth Data	FY 19	FY 20	FY 21	FY 22	FY 23
Total Health First Colorado Telehealth visits	44.07%	2387.24%	120.64%	-8.31%	25.96%
Total eConsults	1,743.59%	208.14%	22.27%	5.68%	25.13%
Total Health First Colorado eConsults	1,944.44%	210.33%	74.96%	1.80%	7.67%
Total ECHO Participants			35.30%	-3.88%	-21.57%



Fiscal Year 2022-23 and Upcoming

In Fiscal Year 2022-23, the program focused on enhancing community partnerships with the Peer Mentored Care Collaborative and ECHO series to ensure that all health care staff including social workers, care coordinators, administrators and front desk staff knew about and attended an ECHO series. A Newcomer Health ECHO series is in progress to train entire clinics on how to provide services and support to refugees in Colorado. This series has been well attended with 395 attendees from across Colorado and the nation. More information will be provided once the series is complete. Telehealth fits into the framework by increasing services and coverage while also enhancing the patient experience.