



COLORADO

Department of Health Care
Policy & Financing

303 E. 17th Avenue
Denver, CO 80203

Colorado Medicaid eConsult

Frequently Asked Questions updated December 2023

What is Colorado Medicaid eConsult?

Colorado Medicaid eConsult is a platform that allows Health First Colorado Providers to communicate asynchronously (store and forward) with specialty providers. The eConsult platform will facilitate the exchange of medical guidance to determine the optimal treatment for members.

Where can I access it?

ColoradoMedicaideConsult.com

Who is the contractor for the platform?

The Contract was awarded to Safety Net Connect.

Do I have to use Colorado Medicaid eConsult?

Providers are not required to use Colorado Medicaid eConsult.

How does it work?

Health First Colorado Providers will send an electronic clinical question to a specialty provider for review. The specialty provider assists the provider in the diagnosis and management of the member's health care needs or refers the member for a face-to-face visit when clinically appropriate.

How long will it take for a specialty provider to respond?

A participating specialty provider should respond in 3 business days or less.

Can I choose the specialist I want to consult with?

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.

Can PCMPs access detailed information about specialty providers?

Yes, prior to choosing a specialty provider, PCMPs will have access to comprehensive information about the specialty provider. This information includes details such as specialty field, title, a photo, and any pertinent links, including the specialty provider's resume or CV.

Are specialty providers located in Colorado?

Not all specialty providers are located in the State of Colorado, however all participating specialty providers must be enrolled as a Health First Colorado Provider and must be licensed to practice in the state of Colorado.

How are eConsults routed to specialty providers?

Colorado Medicaid eConsult is prioritizing Health First Colorado Providers. In cases where a local specialty provider is unable to respond to an eConsult, Safety Net Connect will maintain a national network of providers. If the chosen specialty provider is at capacity, eConsults will be sent to the next available specialty provider.

What specialties are available for eConsults?

HCPF plans to add additional specialty fields over time and will offer the following specialty fields at Go-Live:

Adult Specialties: Addiction Medicine; Allergy and Immunology; Cardiology; Dermatology; Endocrinology; Gastroenterology; Hepatology; Geriatric Medicine; OB/Gynecology; Hematology; Infectious Disease; Nephrology; Neurology; Oncology; Ophthalmology; Orthopedics; Otolaryngology (Ear, Nose, and Throat (ENT)); Pain Medicine; Physical Med/Rehab; Psychiatry; Pulmonology, including Sleep Medicine; Rheumatology; Urology.

Pediatric Specialties: Allergy and Immunology; Cardiology; Dermatology; Developmental Pediatrics, Endocrinology, Gastroenterology; Infectious Disease; Nephrology; Neurology; Oncology; Ophthalmology; Orthopedics; Otolaryngology (ENT); Psychiatry; Pulmonology; Rheumatology; Urology.

How will providers be compensated for a completed eConsult?

PCMPs: PCMPs will be reimbursed for a submitted claim within HCPF's billing guidelines for a completed eConsult.

Specialty providers: The Contractor will make all payments directly to specialty providers for a completed eConsult.

Is Colorado Medicaid eConsult free?

The eConsult platform will be free to all qualified providers and practices that are located in the State of Colorado and are enrolled as Health First Colorado Providers.

What about privacy?

Sufficient Health Insurance Portability and Accountability Act (HIPAA) security controls, privacy settings and business agreements have been built into the eConsult Platform.

Are practices or providers able to access any reporting about their use of the eConsult Platform?

Yes, practices and providers will have access to reporting about their use of the eConsult Platform. Safety Net Connect will work with practices and providers to determine the levels of access.

Is Colorado Medicaid eConsult compatible with my EHR or current system?

The eConsult platform can be embedded or integrated within the provider's Electronic Health Record (EHR). The eConsult platform also includes a web portal, web-based application and acceptance of inbound Single Sign-On (SSO) requests from other systems.

What is SSO?

- SSO allows users to access multiple applications with one set of credentials.
- The credentials are typically a username and password.
- SSO streamlines the log-in process by connecting access services without having to re-enter credentials each time.

What does it cost to integrate with my EHR?

HCPF has allocated funds to help with the cost of EHR integration. Providers should consult their EHR vendor for additional information on integration costs.

My EHR is not compatible. What do I do?

Providers can access the portal directly via ColoradoMedicaideConsult.com or through their Health Information Exchange Systems (HIEs) via SSO. Providers should contact Safety Net Connect directly for more information on options.

What types of training and training materials will be offered?

As part of the onboarding process, Safety Net Connect will provide several different types of training sessions that may include the following:

- Live, interactive web-based training sessions
- Recorded videos by topic or other recorded e-learning tools
- User guide

Is training mandatory?

Training is essential and will be required for providers who enroll to use Colorado Medicaid eConsult.

Are there refresher sessions available?

Refresher sessions will be available from Safety Net Connect upon request.

What is the best way to receive technical support?

Providers may submit a ticket to coloradosupport@safetynetconnect.com.

Why do we need a statewide eConsult platform?

The eConsult platform will improve member experience and health outcomes while lowering health care costs.

Key advantages of eConsults:

- Reduced wait times to schedule appointments.
- Reduced clinical testing and/or visits.
- Enhanced care coordination for members with complex health care needs.
- Ability to provide clinically appropriate referrals.
- Earlier diagnosis and health management of chronic conditions.
- Expedited turnaround time with care management guidance.
- Reduces unnecessary or inappropriate referrals to specialists.

Where or how can I provide platform feedback to HCPF?

Individuals can provide their feedback to HCPF by using the following email address:

Hcpf_econsult@state.co.us

For more information

You can email us at Hcpf_econsult@state.co.us or visit the eConsult webpage [Telemedicine and eConsults Policy Development](#).