

Colorado Medicaid eConsult

Performance Measurement and Member
Engagement Committee
December 18, 2025

Presented by:

Andi Bradley, Program Operations Unit Supervisor

Dana Chang, Population Health Analyst



Agenda

- eConsult Overview
- Available Specialties
- Overview of eConsult Utilizations
 - February 2024 - November 2025
- Policy Update
 - Specialty to Specialty Feature
 - Staff Submitter User Role
- How to Participate

eConsult Overview

- Safety Net Connect (SNC) is the selected vendor partner who developed HCPF's eConsult platform.
 - SNC is responsible for enrolling and onboarding all users to the platform.
- Treating Practitioners can use approved 3rd party eConsult platforms beyond Colorado Medicaid eConsult, giving providers greater flexibility and options.
 - HCPF opened the billing codes to allow any provider to bill Fee for Service (FFS) for eConsult, which helps expand access to specialty care statewide.
 - Approved Third-party eConsult Platform Criteria can be found in the Billing Manual

eConsult Overview Continued

Colorado Medicaid eConsult is a **free**, web-based platform: Only a **web browser** and **internet connection** are required - no software installation is needed.

The platform also supports Single Sign On (SSO) and data integration with capable Electronic Health Record (EHR) systems.

What is an eConsult?

Electronic consults, or eConsults, are asynchronous (store and forward) clinical communications between a primary care medical provider (PCMP) and a specialty provider (specialist). PCMPs can use the web-based Colorado Medicaid eConsult platform to transmit secure eConsult requests to specialists.



A Health First Colorado patient comes to the clinic with medical issues that require a Specialist's advice

The PCMP logs onto the Colorado Medicaid eConsult platform and submits a clinical question

A Specialist reviews the submission and closes the eConsult by providing clinical guidance

The PCMP reviews the clinical guidance and signs off on the eConsult

The PCMP schedules a follow up with the patient to go over the plan of care

Benefits of eConsult

- **Improved Access and Faster Treatment:** eConsults provide quick specialist input for Treating Practitioners, enabling faster treatment decisions and proactive condition management averting unnecessary in-person specialist visits.
- **Stronger Provider Relationships:** By enhancing communication between providers and specialists, eConsults reduce unnecessary referrals, improve collaboration, and ensure timely, effective care with fewer missed appointments.
- **Cost Reduction:** eConsults lower healthcare costs by preventing unnecessary high-cost specialty visits and acute care incidents, while enabling better management of conditions through improved provider coordination.

Available Specialties

Adult Specialties (20)

- Addiction Medicine
- Allergy/Immunology
- Cardiology
- Dermatology
- Endocrinology
- Gastroenterology
- Hematology/Oncology
- Hepatology
- Infectious Disease
- Nephrology
- Neurology
- OB/GYN*
- Orthopedics
- Otolaryngology (ENT)
- Pain Medicine
- Physical Med/Rehab
- Psychiatry
- Pulmonology
- Rheumatology
- Urology

*OB/GYN is available for adolescents ages 14 and up

Pediatric Specialties (16)

- Allergy/Immunology
- Cardiology
- Dermatology
- Developmental Peds
- Endocrinology
- Gastroenterology
- Hematology/Oncology
- Infectious Disease
- Nephrology
- Neurology
- Orthopedics
- Otolaryngology (ENT)
- Psychiatry
- Pulmonology
- Rheumatology
- Urology

Overview of eConsult Utilizations

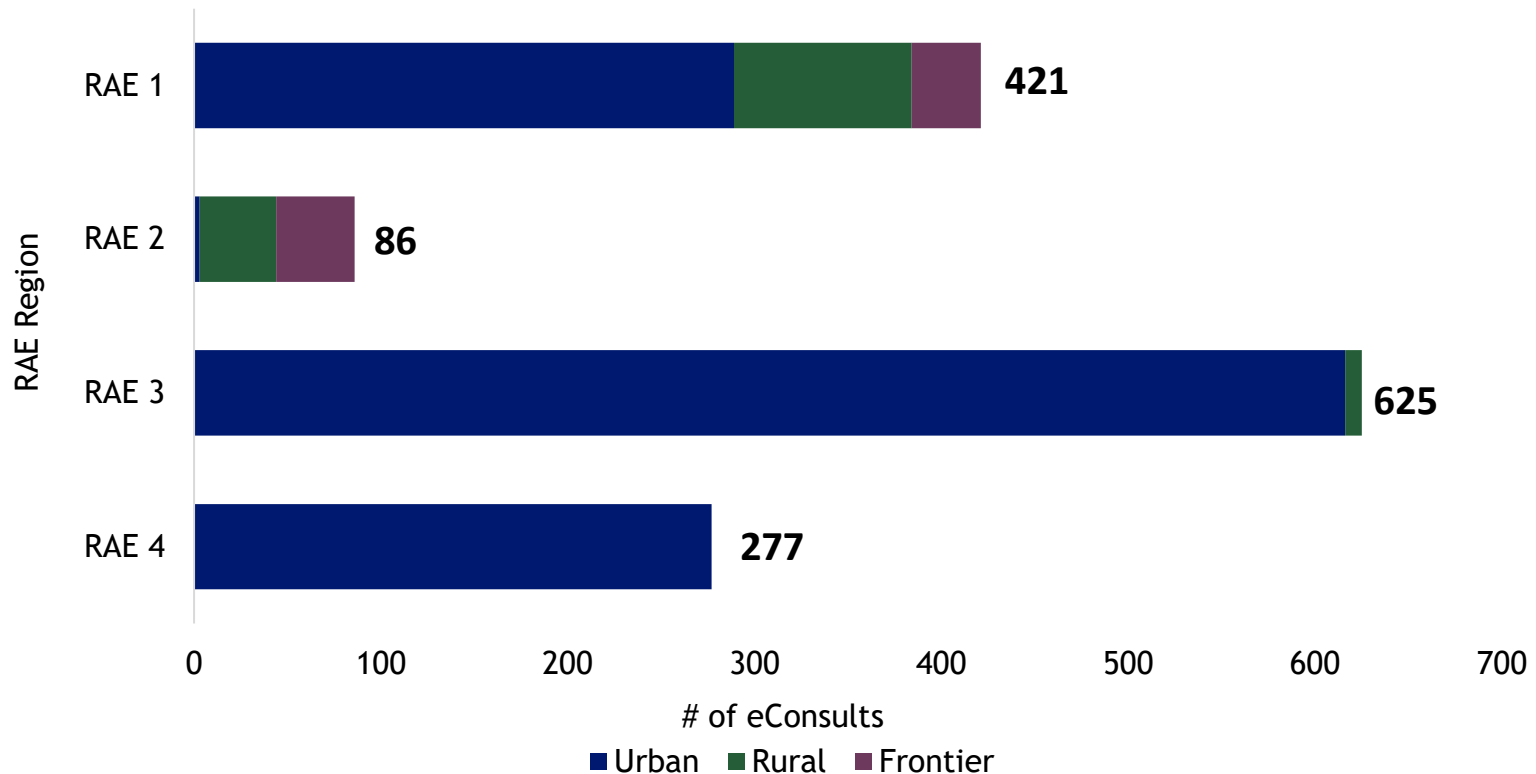
- Date range: February 2024 - November 2025
- Areas to highlight:
 - eConsult submissions
 - Top 10 adult specialties
 - Top 10 pediatric specialties
 - eConsult outcomes
- [Annual Evaluation Report FY 2025](#)

Submissions by RAE and County Designation

2/1/24 - 11/30/25

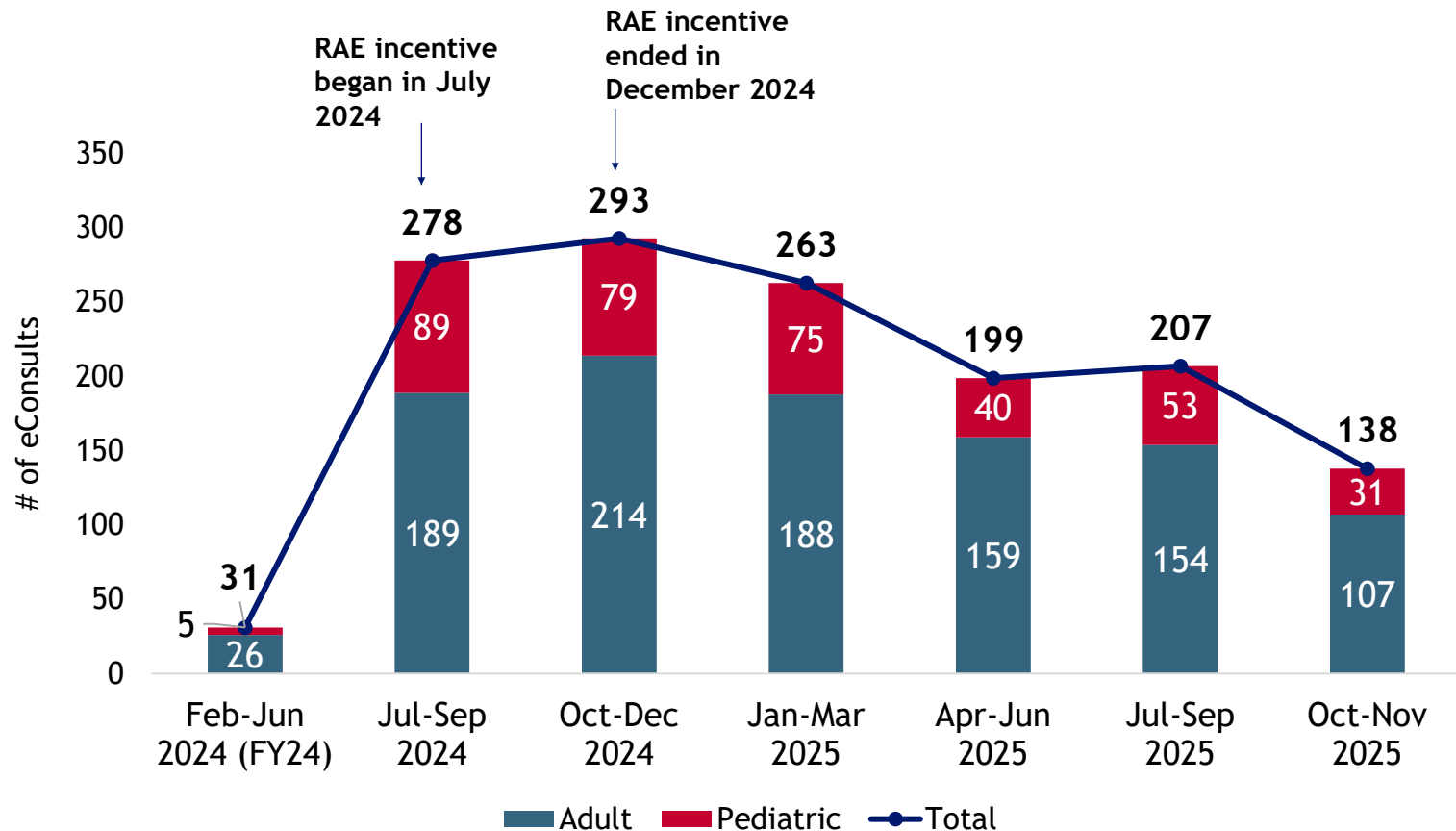
The majority of eConsults across all RAE Regions are submitted by Urban counties (dark blue bar), followed by Rural (green) and Frontier (purple) counties.

Total eConsults submission = 1,409



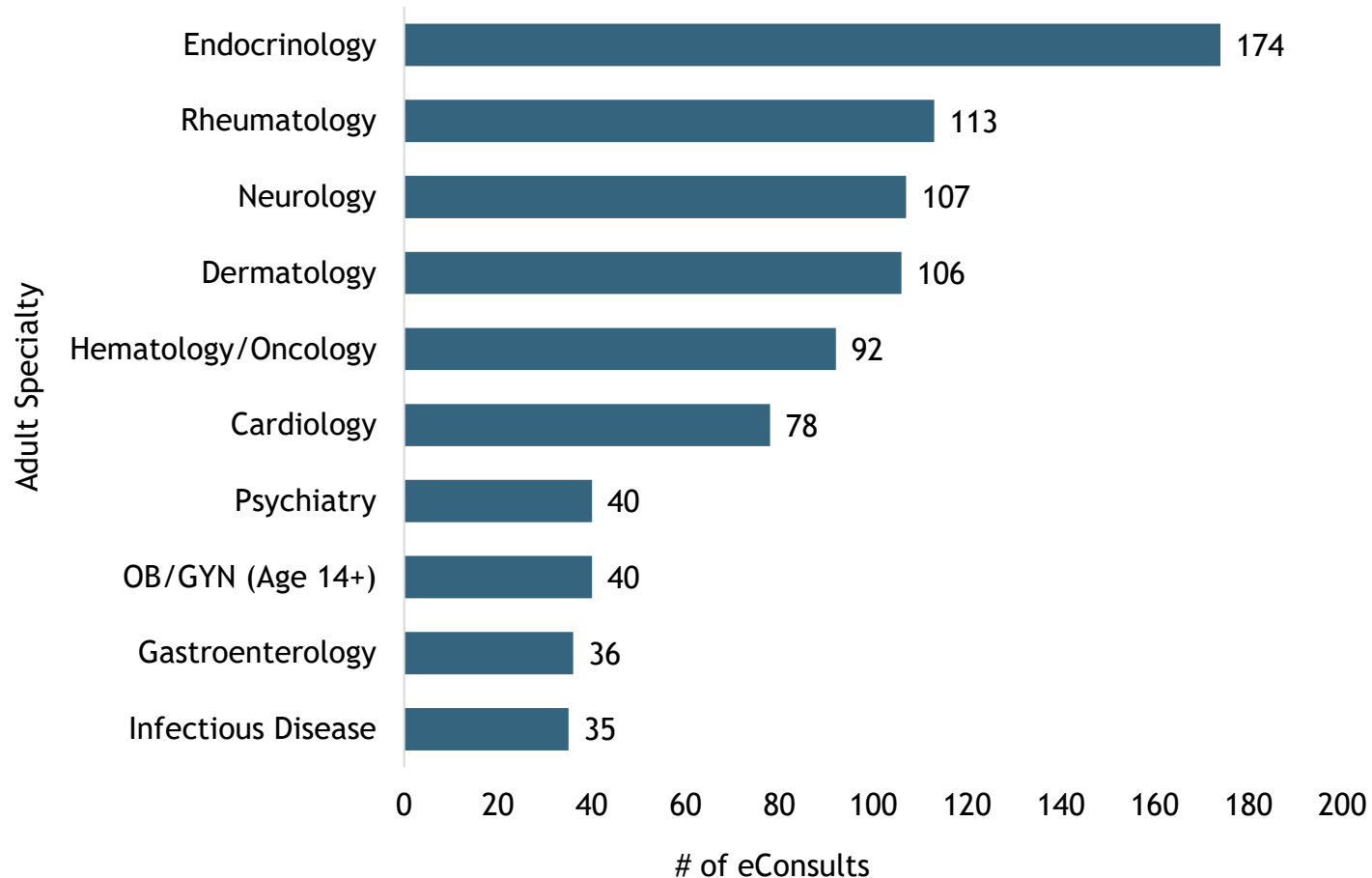
eConsult Submissions 2/1/24 - 11/30/25

- A total of **1,409** eConsults were submitted with **372** pediatric eConsults (red) and **1,037** adult eConsults (teal).
- Utilization increases between July and December 2024— likely due to the incentive dollars distributed to the RAEs.



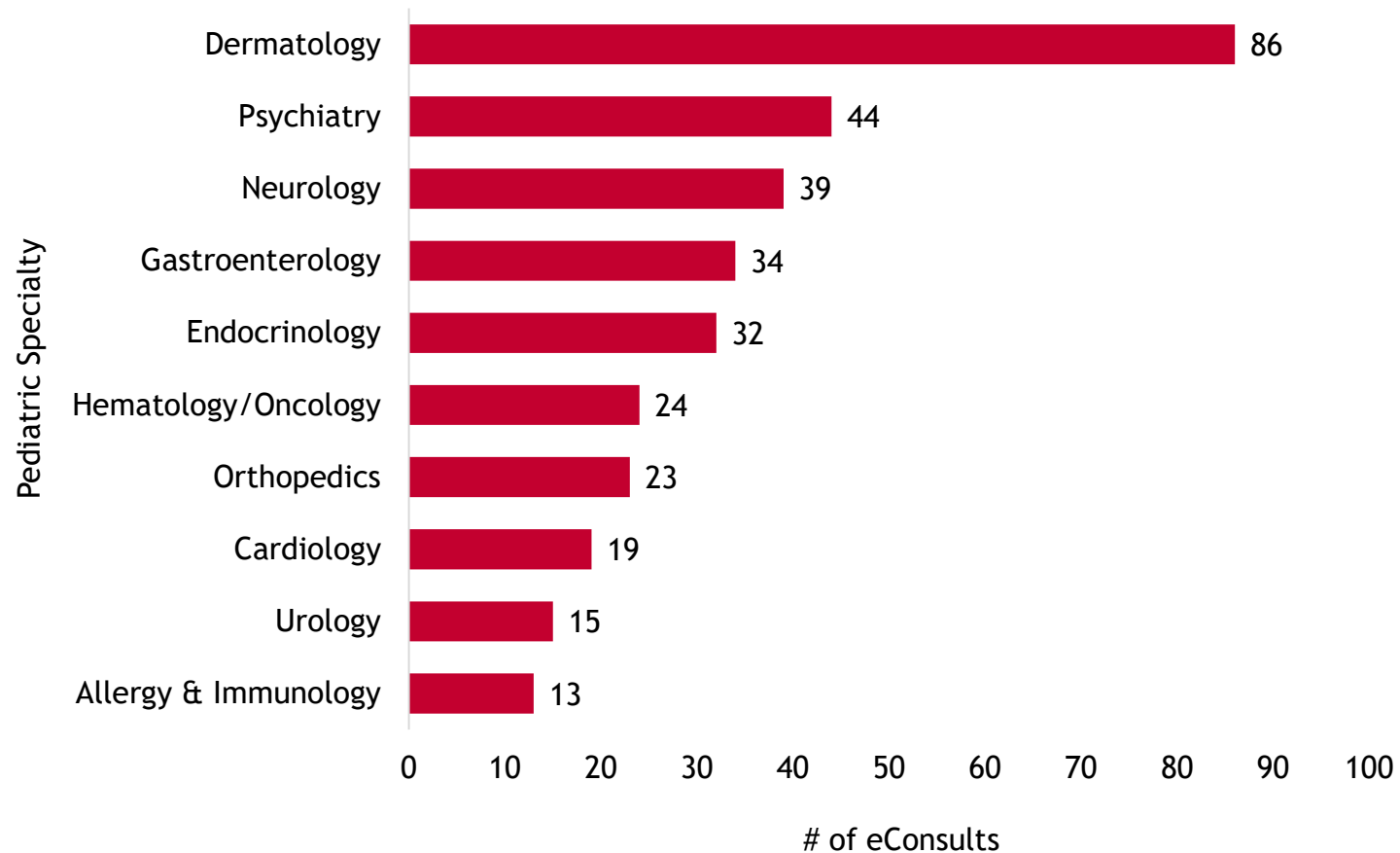
Top 10 Adult Specialties 2/1/24- 11/30/25

Top 3 adult specialties— Endocrinology, Rheumatology, and Neurology— accounted for 38% of all adult eConsults.



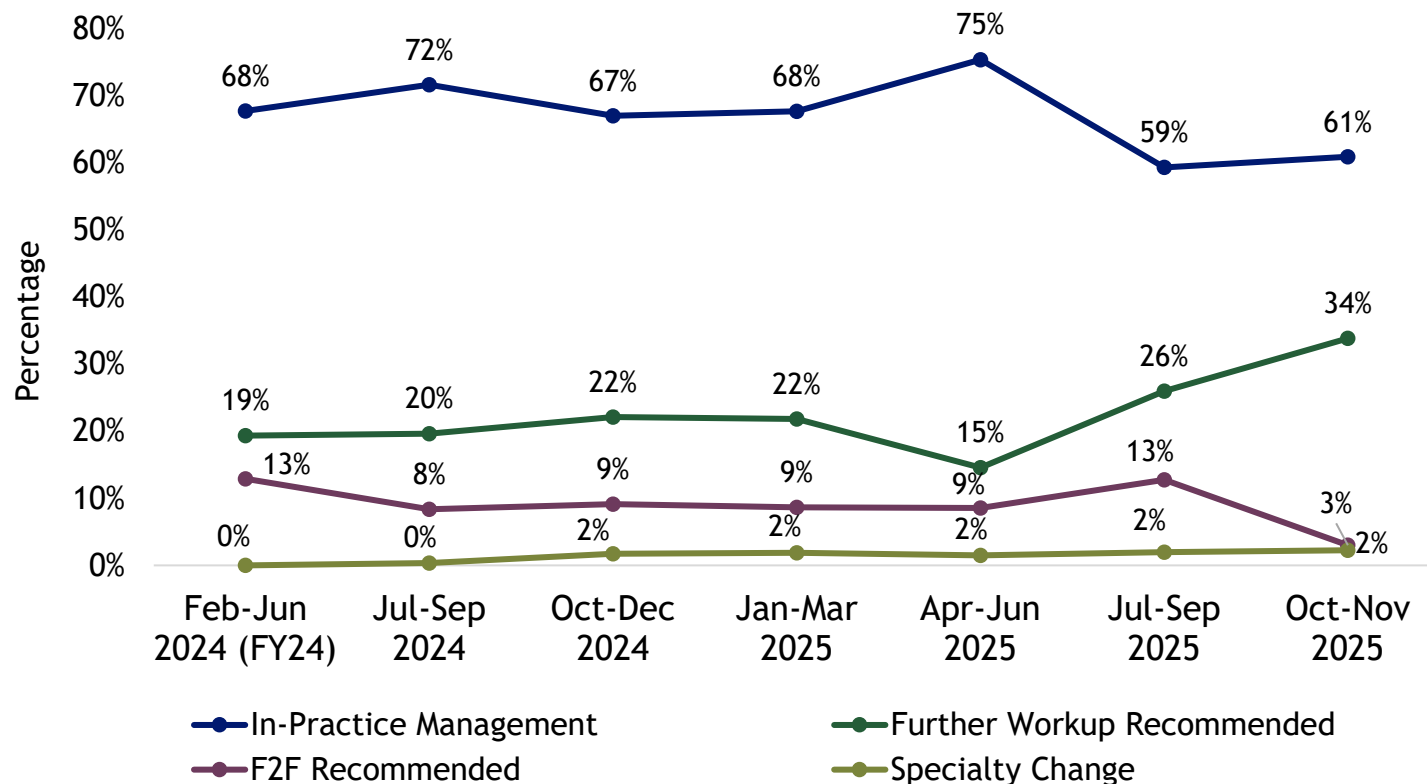
Top 10 Pediatric Specialties 2/1/24- 11/30/25

Top 3 pediatric specialties— Dermatology, Psychiatry, and Neurology— accounted for 45% of all pediatric eConsults.



eConsult Outcomes 2/1/24 - 11/30/25

- In-Practice Management was the most common outcome (68%), followed by Further Workup Recommended (22%) – both outcomes provide actionable guidance and reducing unnecessary specialist visits
- Face to Face Recommended (9%) ensured in-person care when necessary
- Average response time is **less** than 1 business day



Provider Experience

“Great to get quick responses and feedback regarding patients in a rural setting. It is very helpful that a recommendation is made when evaluations are so far out for the patient.”

- Rio Grande Hospital Clinic

"It is very nice to be able to have a specialist look over information that is concerning. This is much easier than letting the patient wait to get information or wait to be seen. This makes primary care more comprehensive and gives providers a piece of mind."

-Fountain Valley Health Care LLC

"This is amazing! I appreciate the expert advice and recommendations. My patients are better served because of this service and the expert advices from other disciplines."

- Gorman Medical

Specialty to Specialty Feature - July 1, 2025

- **Role Expansion:** Current Treating Practitioner user role will be expanded to a more generalized submitter role
 - **New Fields:** Add new fields to differentiate between the types of Submitters
- **Eligibility:** Specialists who are MDs/DOs, NPs/PAs will have the ability to submit eConsults as a submitter (treating practitioner user role)
- **Limitations:** Behavioral Health (BH) providers (LCSWs, LPCs, LMFTs, LACs, and Psychologists) are not able to submit eConsults as treating practitioners or serve as specialists on the platform.
 - The eConsult platform allows Treating Practitioners to seek clinical guidance from addiction medicine and psychiatry specialists on non-urgent medical care and medication management related to behavioral health issues.
- **Impact:** Expand the engagement of healthcare professionals to improve access to care, support member well-being, and facilitate the co-management of members with complex, multi-specialty needs

Examples of Specialty-to-Specialty eConsults

Gastroenterology to Endocrinology:

1. **Scenario:** A gastroenterologist is managing a patient with elevated liver enzymes and diabetes and seeks guidance from an endocrinologist regarding the impact of diabetes medications on liver function.
2. **Benefit:** Ensures appropriate management of both the liver condition and diabetes, minimizing potential drug interactions or complications.

Cardiology to Nephrology:

1. **Scenario:** A cardiologist is treating a patient with heart failure and requests an eConsult from a nephrologist to assess kidney function before starting an ACE inhibitor.
2. **Benefit:** Safeguards the patient's kidney health while optimizing heart failure management.

Dermatology to Rheumatology:

1. **Scenario:** A dermatologist is treating a patient with a skin condition (e.g., psoriasis) and asks a rheumatologist for advice on managing potential underlying autoimmune or inflammatory aspects of the disease.
2. **Benefit:** Ensures comprehensive care for both the skin and the systemic disease.

Staff Submitter User Role

Effective September 8th, 2025 - Staff Submitter User Role

This role allows Staff Submitter Users to initiate and submit eConsults directly, following guidance from the Referring Provider.

Why is this helpful?

- This option aligns with many practices' current referral workflows
- Empowering staff to submit eConsults can improve efficiency and timeliness of eConsult submission

Practices will have the option to designate each staff user as either:

- **Staff Draft Only** - Can initiate eConsults and upload documentation but cannot submit; the Referring Provider reviews and submits the eConsult.
- **Staff Submitter** - Can initiate and submit eConsults directly on behalf of the Referring Provider.

Who should we consider as a Staff User (Staff Draft or Staff Submitter)?

- Referral Coordinators
- Medical Assistants
- Nursing Staff

Steps to Participate

Providers who are interested in participating should complete the following steps below:

- Step 1: Practice emails SNC at Coloradosupport@safetynetconnect.com or completes a practice enrollment form on the eConsult information site (<https://www.econsultco.info/>) to the begin enrollment process.
- Step 2: SNC sends practice enrollment and user creation forms for completion.
- Step 3: Once completed forms are returned, SNC will confirm the enrollment.
- Step 4: SNC will send training options and registration links to the practice.



Questions?