

E-Consults Update

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eConsult Goal

Create a statewide platform for Medicaid eConsults that can:

- Reduce duplicative and/or unnecessary specialty care expenses,
- Improve access to timely specialized clinical guidance, and
- Efficiently triage members to specialists when such care is medically appropriate.

PCP



- Easy sign-on
- Submit clinical question
- Receive timely clinical guidance



eConsult Platform

- Single Statewide platform
- Directs to appropriate specialists
- Makes appropriate F2F referral
- Facilitates dialogue
- Tracks status
- Integration into large health system EHRs



Specialist



- Review and respond when convenient
- Offers clinical guidance
- Determine when F2F needed

HCPF

- Oversight and reporting

- Design cost- and quality-based referral processes

- Arrange training of PCPs on common clinical questions

Timeline

- Current—Stakeholder engagement, staffing, Conversations with CMS, RFP development
- Fall 2021—RFP Posted and Vendor Selection
- Winter 2022—Contract Negotiations
- Spring 2022—CMS Review of Contract
- Summer 2022—Implementation Activities
- Fall 2022—Go Live



Discussion Questions



- What are the key factors for successful adoption in a PC practices?
- What, if anything, would you suggest to track the value of eConsults for your practice, for members?



Questions



Contact

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Thank you