

# eConsults

## ACC Provider & Community Experience Subcommittee

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Mark Queirolo, Special Projects Supervisor

Betsy Holt, Policy Development Stakeholder Engagement Specialist

# Purpose

The purpose of today's meeting is to present information about the Department's planned eConsult platform and gather feedback to assist in the development of the Medicaid eConsult process.

# Agenda

- Presentation
- Jamboard Discussion

# Challenges

- High demand for specialty care
- Provider shortage in the US - exacerbated by limited Medicaid patient acceptance
- Long waits for first available appointment
- Rural Coloradans must travel long distances for specialty care
- Rural providers may have limited known networks for referrals

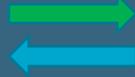
# Definition

- Asynchronous communications
- For members without an established relationship with a specialist
- Primary Care provider submits a specific clinical question
- Specialist provides guidance for PCP to diagnose or manage the member's condition

## PCP



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

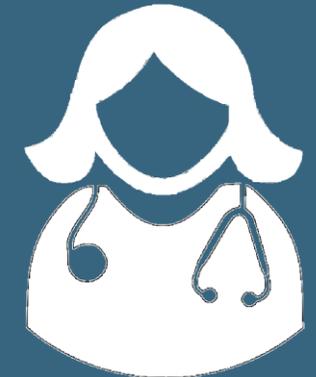


## eConsult Platform

- 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

- Quality oversight and reporting

- Design cost- and quality-based referral processes

- Arrange training of PCPs on common clinical questions

# 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 cost-effective specialists when such care is medically appropriate.

# Additional eConsult Goals

- Use health care resources efficiently and cost effectively
- Empower primary care providers to operate at the top of their scope of practice
- Support earlier diagnosis of conditions
- Improve member and provider experience
- Decrease costs
- Facilitates appropriate referrals

# Initial Project Scope

- Medicaid fee-for-service
- Acute care needs - not on-going care management
- Open to Medicaid enrolled PCMPs and Medicaid enrolled specialists

# Design

- Single statewide platform
- Both PCP and Specialist will be paid
- Ability for PCP single sign-on
- Integration with EHR for specialty network
- Phased roll-out
- Support smart referrals for face-to-face visits
- Enables quality integrity and compliance assurance

# Provider Considerations

- Easy for providers to use and access
- Expands appropriate specialty care access for PCPs with limited specialty care networks
- Uses existing Medicaid specialty care network
- Allows specialists to choose to accept face-to-face referrals
- Enables consultations to remain within a health system

# Member Considerations

- May eliminate need for referral to appointment with specialist and avoid unnecessary travel
- Facilitates more timely treatment
- Expands appropriate specialty care access
- Allows transfer of labs and tests to specialist if needed



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# Next Steps

- Stakeholder engagement
- RFP
- Vendor Selection
- Build, Recruit, Train
- Expected go-live FY 21-22, Q3



# Discussion

- Click on the Jamboard link in the chat
- Today's questions:
  - What are the challenges or pain points you experience when it comes to getting advice from / access to / referrals for specialty care?
  - What initial concerns would you have about a statewide eConsult system for Medicaid?
  - What goals should take priority?
  - Are there missing goals?
  - What supports or training or resources will PCPs need to incorporate eConsults into their practices and workflows?