

# Colorado Medicaid eConsult

Provider & Community Experience Subcommittee  
Progress Update & Expanding User Roles

11/14/24

Presented by: Emily Woessner, eConsult Contract Administrator



# Agenda

- eConsult Overview
- Progress update
- Steps to participate
- Policy Update:
  - Expansion of Submitter Role with Timeline



# eConsult Overview

- Colorado Medicaid eConsult launched on February 1, 2024
- Safety Net Connect (SNC) is the selected vendor partner that developed HCPF's eConsult Platform
  - SNC also enrolls and onboards users to the Platform
- HCPFs eConsult Platform supports Single Sign On (SSO) and data integration with capable Electronic Health Records (EHRs) systems
- PCMPs have access to multiple eConsult Platforms outside of Colorado Medicaid eConsult - offering flexibility and choice

# eConsult Overview Continued

Free, web-based platform: Only a web browser and internet connection are required - no software installation is needed.

## 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

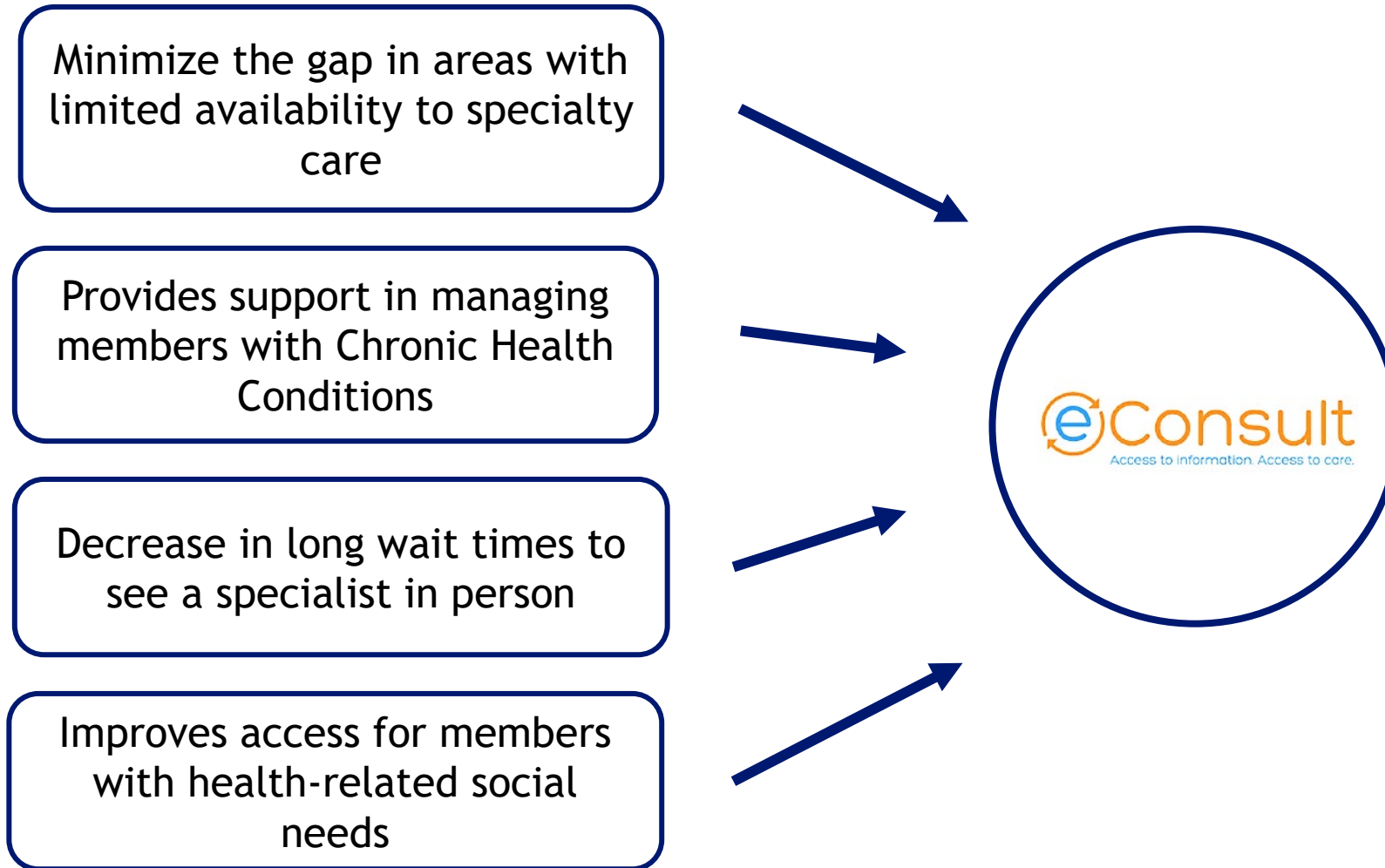
The PCMP logs onto the Colorado Medicaid eConsult platform and submits a clinical question

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

# Improving Access to Specialty Care



# Available Specialties

## Adult Specialties (21)

Addiction Medicine Allergy/Immunology Cardiology Dermatology Endocrinology	Gastroenterology Geriatric Medicine Hematology/Oncology Hepatology Infectious Disease	Nephrology Neurology OB/GYN Orthopedics Otolaryngology (ENT) Pain Medicine	Physical Med/Rehab Psychiatry Pulmonology/Sleep Med Rheumatology Urology
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## Pediatric Specialties (16)

Allergy/Immunology Cardiology Dermatology Developmental Peds	Endocrinology Gastroenterology Hematology/Oncology Infectious Disease	Nephrology Neurology Orthopedics Otolaryngology (ENT)	Psychiatry Pulmonology Rheumatology Urology
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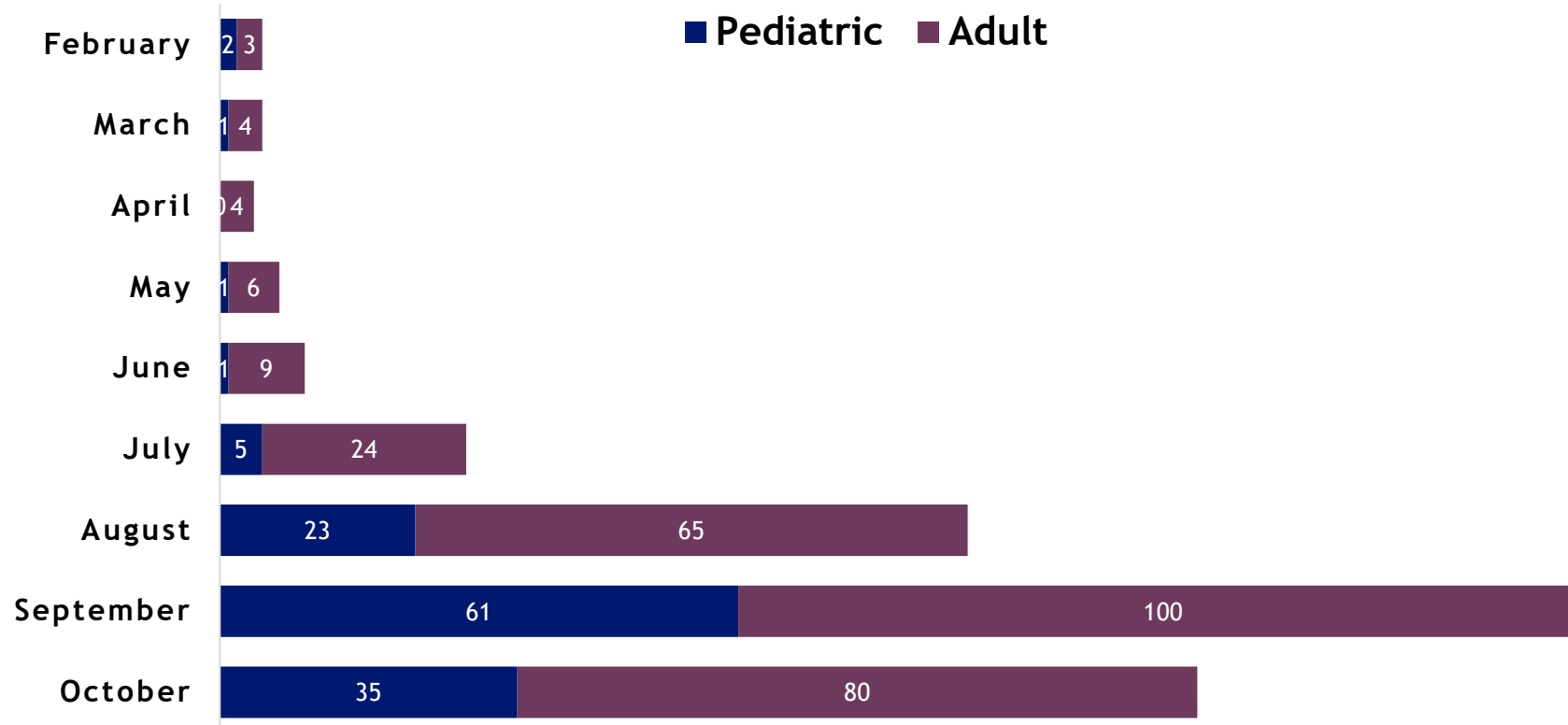
Currently Recruiting:  
Adult and Pediatric Ophthalmology

# Behavioral Health Limitations

<b>Limitations</b>	<p><b>Platform Purpose:</b> eConsult platform is intended for PCMPs to request clinical guidance on non-urgent medical care and medication management for behavioral health inquiries directed to addiction medicine and psychiatrist specialists (currently available) which the PCMP can provide.</p> <p><b>Behavioral Health Provider Participation:</b> Currently, Behavioral Health (BH) providers (LCSW, LPC, LMFT, LAC, Psychologists) cannot submit eConsults as treating practitioners nor can they serve as specialists.</p>
<b>This is not a referral tool</b>	<p><b>Consultation is to inform treatment within the scope of practice of a provider.</b></p> <ul style="list-style-type: none"><li>• BH provider cannot prescribe any medical treatment but would need to refer.</li><li>• A medical provider would not consult with a BH provider (other than a psychiatrist or other prescriber) since they would not provide any BH treatment (therapy) other than medication.</li></ul>
<b>Additional Resources</b>	<ul style="list-style-type: none"><li>• BH Providers have access to clinical supervision or case staffings for support</li><li>• BH Providers should refer out for co-morbid conditions outside of their scope of practice</li><li>• Medical Providers can bill E/M Codes 99242-99245, 99252-99255 to consult on BH conditions</li><li>• Integrated Care/Team-based Care models</li></ul>

# eConsult Submissions to Date by Month

2/1/24 - 10/31/24: 424 Total eConsults



This image displays a total of 424 eConsult submissions from the go-live date (February 1, 2024) through October 2024. The dark blue bar represents pediatric eConsults (129), while the dark purple bar represents adult eConsults (295).





# eConsult Insights since Go-Live

- **91%** of eConsults have been successfully resolved with recommendations for the PCMP to follow up on the next steps in care, helping to avoid a specialist visit for the Member
- **468** PCMPS are enrolled and trained to use Colorado Medicaid eConsult
- Responses from specialists are typically received in under 3 business days, with an average turnaround of **less than 1 day**



# Provider Experience



- “Specialist answered my question very same day. Easy process”
- “Timely feedback and appreciated the offer to follow up after recommendations are implemented if the patient continues to have symptoms”
- “This was very helpful - I got a thorough response very quickly. I am looking forward to continuing to use this resource.”
- “This is amazing! I appreciate the expert advice and recommendations. My patients are better served because of this service and the expert advice from other disciplines.”
- “I was very pleased with this system and plan to use it again in the future.”



# Steps to Participate

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

- Step 1: Practice emails SNC at [Coloradosupport@safetynetconnect.com](mailto:Coloradosupport@safetynetconnect.com) to 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.



# Proposed eConsult Specialist to Specialist Expansion

# Expansion of Submitter Role

## Specialty to Specialty eConsults - 7/1/2025

### Overview

**Role Expansion:** Current PCMP user role will be expanded to a more generalized submitter role

**Purpose:** This will allow Specialists to submit eConsults

### Impact

**Increased Access:** 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

# Key Changes to the Platform

## Specialty to Specialty eConsults - 7/1/2025

### Key Changes to Platform

**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)

**Exclusions:** Specialists will not have the ability to send eConsults to themselves as a consulting provider



# Billing Guidelines to Policy Update

- Treating practitioner will be expanded to include eligible Specialists (MD/DO, NP/PA)
  - Specialists may submit claims for completed eConsults that they initiate to the Colorado interChange for fee-for-service reimbursement using CPT 99452
  - Specialists may utilize the Department's platform or another approved platform
- Consulting practitioner - no change
- Providers may not be reimbursed for an eConsult when any of the taxonomies of the treating and consulting practitioners match



# Future Considerations

## Gathering Feedback:

1. Are there use cases we may not have thought about or identified for Behavioral Health (BH) Providers submitting eConsults to prescribers/medical providers?
2. Could you see BH Providers/practices utilizing the Specialty-to-Specialty feature?
3. Are there use cases we should consider for BH Providers requesting consultation with peers (specialty-to-specialty) that would not fall under clinical supervision or case staffing's?
4. How would you incorporate Specialty-to-Specialty eConsults into your daily workflow?





# Questions? Comments?

Contact: [HCPF\\_eConsult@state.co.us](mailto:HCPF_eConsult@state.co.us)

