



# RMHP RAE 1

Health Neighborhood

Community Partnerships

August, 2023

United  
Healthcare

# Colorado Specialty CareConnect (CSCC)

## Advancing the curbside consult to improve care



**eConsult:** An **asynchronous** consult generated by the Primary Care Provider (PCP) with a request to a Specialty Care provider to discuss next steps for a patient's care. Consultation from the Specialist includes guidance that can be carried out by the PCP or the creation an enhanced referral. The eConsult is documented and the summary of the conversation becomes part of the patient's longitudinal record.



**Keep Care Local:** In collaboration with the MCPIPA, the CSCC initiative aims to keep local specialists as the 1<sup>st</sup> choice for receiving and answering eConsults generated Primary Care Providers. Through a partnership with ConferMED, we are actively developing a Colorado Network of Specialty Reviewers available to answer your eConsult questions.



### **Structured Reimbursement:**

Primary Care Providers can bill RMHP for CPT code 99452 for this service and be reimbursed at 1.04 RVU rate per Medicare Fee Schedule. Specialty Care Providers will be reimbursed at a per eConsult rate managed by ConferMED.



**Specialized training:** Specialty Care Providers will train in workflow design and best practices for answering eConsults. Primary Care Providers will be trained on the CSCC platform, provided suggested workflows to integrate eConsults into daily practice and will have ongoing support from RMHP and QHN regarding additional questions or needs.

# Hospital Transformation Program



**Hospital Transformation Program:** The RMHP HTP team held collaborative meetings with our hospital and HIE partners to advance workflows around the HTP program. In addition, RMHP facilitated two RAE HTP Quarterly meetings with other RAE HTP facilitators and HIE's across Colorado to connect and share best practices. Updates, progress and innovative ideas were also shared monthly during the Western Healthcare Alliance meetings.



**QI and CM Collaboration:** Ongoing meetings with each hospital in Region 1 were facilitated to promote collaboration and provide RAE support in developing processes and points of contact for HTP, as well as implement a streamlined referral and reporting process for Members with complex behavioral, medical, and SDOH needs.



**Improving Outcomes and Lowering Costs:** Our goal is to be able to support hospital care teams by having more consistent collaboration to improve access to care, better patient outcomes, and more streamlined discharge planning support.



**Enhanced Support:** The RMHP HTP team plans to expand their support provided within the HTP program by initiating conversations around building more meaningful Care Coordination workflows. In addition to completing the builds for the notification pathways to all Region 1 hospitals participating in the HTP program, RMHP will facilitate conversations around Care Coordination support and how better to expand our daily outreach processes for shared Members.

