



**COLORADO**  
Department of Health Care  
Policy & Financing

1570 Grant Street  
Denver, CO 80203

# eConsult Platform

*Frequently Asked Questions updated July 2023*

## Why do we need a statewide eConsult Platform?

Some individuals and families served by Health First Colorado have complex health care needs and the implementation of the eConsult platform will help us better serve these members.

The eConsult platform will improve the member experience and health outcomes while lowering healthcare costs. Anticipated areas of improvement include:

- Reduced wait time to schedule appointments
- Better transfer of patient information/reducing duplication of clinical testing and/or multiple visits
- More appropriate referrals

## What is the eConsult Platform and how does it work?

The eConsult platform will promote HCPF's mission to improve healthcare equity, access and outcomes for the people we serve.

The eConsult platform will allow Primary Care Providers (PCPs) to communicate electronically with specialty providers. This allows PCPs and specialty providers to work together to decide the best treatment for Health First Colorado members in a way that is convenient for members.

The eConsult platform will, preferably, be embedded within the provider's Electronic Health Record (EHR). The eConsult platform may also include a web portal, web-based applications and the ability to accept inbound Single Sign On requests from other systems.

The PCP will be able to transmit an electronic clinical question to a specialty provider, and medical information will be reviewed by the specialty provider without the member being present. The specialty provider then provides electronic medical consultative guidance that assists the PCP in the diagnosis and/or management of the member's health care needs or facilitates the appropriate referral for a face-to-face visit with a specialty provider when clinically appropriate.



## Who is the eConsult Platform designed to be used by?

The eConsult platform is designed to be used statewide by a network of qualified providers and practices that are physically located in the State of Colorado and are enrolled as a Health First Colorado Providers.

## Why use eConsults versus submitting an in person referral to a specialty provider?

Key Advantages:

- Improves member and provider experience/satisfaction
- Supports earlier diagnosis and health management of chronic conditions
- Expedited turnaround time with care management guidance
- Reduces unnecessary or inappropriate referrals to specialists
- Decrease in health care expenditures
- Providers can practice at the top of their scope

## What specialties are available for eConsults?

HCPF plans to add additional specialty fields over time and will offer the following specialty fields at Go-Live.

Adult Specialties: Addiction Medicine; Allergy and Immunology; Cardiology; Dermatology; Endocrinology; Gastroenterology; Hepatology; Geriatric Medicine; OB/Gynecology; Hematology; Infectious Disease; Nephrology; Neurology; Oncology; Ophthalmology; Orthopedics; Otolaryngology (Ear, Nose, and Throat (ENT)); Pain Medicine; Physical Med/Rehab; Psychiatry; Pulmonology, including Sleep Medicine; Rheumatology; Urology.

Pediatric Specialties: Allergy and Immunology; Cardiology; Dermatology; Developmental Pediatrics, Endocrinology, Gastroenterology; Infectious Disease; Nephrology; Neurology; Oncology; Ophthalmology; Orthopedics; Otolaryngology (ENT); Psychiatry; Pulmonology; Rheumatology; Urology.

## What types of training and training materials will be offered?

As part of the onboarding process the Contractor will provide several different types of training sessions that may include the following:

- Live, interactive web-based training sessions
- Recorded videos by topic or other recorded e-learning tools
- Simulation trainings
- Written documentation



## Is training mandatory?

Training is essential and will be required for providers who enroll to use the platform. The Contractor will provide robust training to enhance user adoption for long-term eConsult submission success.

## Are there refresher sessions available?

Refresher sessions will be available upon provider request to the Contractor.

## What is the best way to receive technical support?

The best way to receive technical support is to submit a ticket to the Contractor's online help desk.

## How much time does it take to submit an eConsult?

We estimate that it will take about fifteen minutes for a provider to submit an eConsult. The time to submit an eConsult varies for each provider.

## Is the eConsult Platform free? What costs are associated?

The eConsult platform will be free to all qualified providers and practices (PCPs and Specialty Providers) that are located in the State of Colorado and are enrolled as Health First Colorado Providers.

## Are FQHC's allowed to participate?

Yes, FQHC's are allowed to participate. Providers must utilize the Department's eConsult platform to be reimbursed.

## Are there any incentives to adopt utilization of the eConsult Platform?

Providers may bill for the time they spend creating an eConsult request. The Department is not creating additional financial incentives to adopt the eConsult platform, however, RAEs may do so.

## Are practices or providers able to access any reporting about their use of the eConsult Platform?

Yes, practices and providers will have access to reporting about their use of the eConsult Platform. The eConsult Contractor will work with practices and providers to determine the levels of access.



## Have sufficient HIPAA security controls, privacy settings, and business agreements been built into the eConsult Platform?

Yes, privacy and security are being managed by the EHR vendors in coordination with the Contractor.

## How quickly is a Specialty Provider expected to respond to an eConsult?

The Department expects Specialty Providers to respond to an eConsult within 72 hours.

## How will providers be compensated for a completed eConsult?

PCPs: PCPs will be reimbursed for a submitted claim within the Department's billing guidelines for a completed eConsult.

Specialty Providers: The eConsult Contractor will be paid a flat fee for each eConsult completed by a Specialty Provider. The Contractor will make all payments directly to Specialty Providers for a completed eConsult.

### For more information, please contact:

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#### Webpage:

[Telemedicine and eConsults Policy Development](#)

