



COLORADO

Department of Health Care
Policy & Financing

303 E. 17th Ave
Denver, CO 80203

Colorado Medicaid eConsult - FAQ

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What is Colorado Medicaid eConsult and how does it work?

Colorado Medicaid eConsult is a platform that allows Health First Colorado Providers to communicate asynchronously (store and forward) with specialists. The eConsult platform will facilitate the exchange of non-urgent medical guidance to determine the optimal treatment for members.

Health First Colorado Providers will send an electronic clinical question to a specialist for review. The specialist assists the provider in the diagnosis and management of the Member's health care needs or refers the member for a face-to-face visit when clinically appropriate.

Who is the contractor for Colorado Medicaid eConsult?

The Contract was awarded to Safety Net Connect, Inc. (SNC).

Is Colorado Medicaid eConsult free and do I have to participate?

Colorado Medicaid eConsult is free to all qualified providers and practices that are located in the State of Colorado and are enrolled as Health First Colorado Providers.

While participation is optional, Health First Colorado Providers are encouraged to participate so that all Members have access to specialty care.

Where can I learn more about how to participate?

Health First Colorado Providers and practices who are interested can reach out to SNC at Coloradosupport@safetynetconnect.com for further information on how to participate.

How do I access Colorado Medicaid eConsult?

A web browser and internet connection are the only technology required to access the platform. No additional software is required. SNC will provide participating providers with a username and password for accessing the Colorado Medicaid eConsult system. The system and all Member data are username and password protected.

Where can I access Colorado Medicaid eConsult?

Participating providers can access the web-based platform at ColoradoMedicaideConsult.com



Can I access Colorado Medicaid eConsult if I am using paper charts?

Yes, any provider enrolled as a Health First Colorado Provider can participate in eConsult. Participating providers will send and receive eConsults using the web-based Colorado Medicaid eConsult platform. After the eConsult is complete, the summary may be downloaded or printed to include a copy for the Member's chart.

Can a staff member or other provider type (behavioral health, LCSW, LPC) submit an eConsult?

No, at this time only participating providers with an MD, DO, NP and PA license types are eligible to submit eConsults. Providers with other licenses and staff members can draft an eConsult and add diagnosis codes, additional information and supporting documentation on behalf of a participating provider. The participating provider (Primary Care Medical Provider aka PCMP) is required to ask the clinical question, submit the eConsult, acknowledge and sign-off on the specialist's guidance and recommendation.

Is the platform compatible with my electronic health record (EHR) or current system?

SNC will explore integration options with interested providers and practices when indicated on the Practice Enrollment Form.

The eConsult platform is designed to integrate within EHRs, providing a direct link to access eConsults. The platform also supports the acceptance of inbound Single-Sign-On (SSO) requests from systems.

What is Single-Sign-On (SSO)?

- SSO allows users to access multiple applications with one set of credentials
- The credentials are typically a username and password
- SSO streamlines the login process by connecting access services without having to re-enter credentials each time

Have sufficient security controls, privacy settings, and business agreements been built into the platform?

Yes, sufficient Health Insurance Portability and Accountability Act (HIPAA) security controls, privacy settings and business agreements have been built into the platform.

What types of training and training materials will be offered?

As part of the onboarding process, SNC 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
- Written user guides for all user roles



Is training mandatory?

Yes, training is essential and will be required for all participating users.

Are there refresher sessions available?

Live refresher training sessions will be available from SNC upon request. Self-paced training videos and User Guides are accessible within the User Guides and Info Section within the eConsult platform at any time for enrolled users.

I work with a large group that has several practice sites; do I have to have all practices enroll?

Participation is based on each practice site, all of which have a unique Medicaid ID. Organizations with several practice sites can elect to enroll any number of their sites to participate in Colorado Medicaid eConsult.

Do providers and practices have access to reporting about their use of eConsults?

Yes, Organization Admin access may be requested within each practice to access a variety of standard reports for utilization and billing purposes.

What are the best practices for uploading supporting documentation to eConsult for review by a specialist?

Participating providers should include any clinically relevant information from the Member's record that will help the specialist to provide advice in response to the clinical question. Documentation may include medical history, lab or test results, and images.

Can I fax supporting documentation to Colorado Medicaid eConsult?

Participating providers cannot fax directly to the Colorado Medicaid eConsult system, however, if a fax is saved as a .pdf, it can be uploaded to the platform as supporting documentation to accompany the eConsult when it is sent to the specialist.

What is the best way to receive technical support?

Providers have two options, they may submit a support ticket through the Support Center within the platform, or they may submit a support ticket by email to coloradosupport@safetynetconnect.com.

What is the Specialists role in the eConsult process?

eConsult provides access to a panel of specialists to address health inquiries that may not be available locally or where existing specialties do not have capacity. Specialists typically respond to eConsults within three business days.

Are Specialists located in Colorado?

While not all specialists are in Colorado, all participating providers must be enrolled as a Health First Colorado Provider and licensed to practice in the State of Colorado. Priority will always go to Colorado-based specialists first. If a Colorado-based specialist is unavailable, SNC will utilize a national network.

Can I choose the Specialist I want to consult with?

Participating providers will be able to choose a specialist of their preference, provided that the specialist is not currently at the agreed upon capacity with pending eConsults awaiting responses.

If the chosen specialist is at capacity, the eConsult will be sent to the next available specialist.

Can participating providers access detailed information about Specialists?

Yes, prior to choosing a specialist, participating providers will have access to comprehensive information about the specialist. This information includes details such as specialty field, title, a photo, and any pertinent links, including the specialist's resume or CV.

Can participating providers submit a follow-up question to the Specialist's initial response?

If the specialist has responded to the eConsult and has not closed it, a participating provider can ask a follow-up question regarding the same case and continue the dialog. If the specialist has closed the eConsult, a follow-up question is not possible. The participating provider can resubmit the eConsult with a follow-up question for the specialist if they are seeking further clarification.

Is eConsult required as the first step to an in-person referral with a Specialist?

eConsult may be incorporated into the primary care workflow as the standard first step to a referral for routine, non-urgent outpatient requests.

If a Member's need is urgent, or the participating provider feels the Member's need can only be resolved with a face-to-face (F2F) specialty visit, participating providers always have the option to use their established referral pathways to initiate an in-person specialty visit.

What specialties are available?

Participating providers will be presented with the option to select a specialty type of either Adult or Pediatrics. When selected, the platform will display a list of available Adult or Pediatric specialties.



HCPF plans to add additional specialty fields overtime, and currently offers the following:

Adult Specialties Available (21): Addiction Medicine, Allergy/Immunology, Cardiology, Dermatology, Endocrinology, Gastroenterology, Hematology/Medical Oncology, Hepatology, Infectious Disease, Nephrology, Neurology, OB/GYN, Ophthalmology, Orthopedics, Otolaryngology (ENT), Pain Medicine, Physical Med/Rehab, Psychiatry, Pulmonology/Sleep Medicine, Rheumatology, Urology

Pediatric Specialties Available (12): Allergy/Immunology, Cardiology, Dermatology, Developmental Pediatrics, Endocrinology, Hematology/Oncology, Infectious Disease, Orthopedics, Otolaryngology (ENT), Psychiatry, Pulmonology, Urology

Is the participating provider or Specialist responsible for the eConsult decision? Is there increased liability when using eConsults?

The participating provider makes the final treatment decision and has the right to request a second opinion. The participating provider does not have any increased liability for using eConsults as they may also refer the Member for a face-to-face visit if the specialist's eConsult advice cannot address the Member's need.

Specialists do not have increased liability when participating in eConsults as they are not providing direct care.

How can I get a summary of my eConsult from the Platform into my EHR?

A "Print Office Copy" of the eConsult summary is available for download as a .pdf in the eConsult detail section of the platform. This document can be printed or uploaded into the Member's record in the participating providers EHR. If there is data integration with your EHR, the summary can be electronically sent.

Can PCMPs order an eConsult for all patients or just for Members?

Currently, the Colorado Medicaid eConsult platform is available only to Members with Health First Colorado Medicaid, not for managed Medicaid or uninsured patients.

Are eConsults billable to HCPF?

All providers rendering services should submit claims for completed eConsults for fee-for-service reimbursement. The treating provider (PCMP) can bill eConsults under CPT code 99452 (treating provider, interprofessional internet consultation). Along with the billing documentation requirements outlined by the AMA, requirements for HCPF include the treating provider to "sign off" on the eConsult within the Colorado Medicaid eConsult platform to bill.

Specialists participating in the Colorado Medicaid eConsult bill eConsults through a separate process and do not capture these encounters with a CPT code. For the latest information, please visit the [eConsult Billing Manual](#).

Do I have to use HCPF's eConsult platform for reimbursement?

Please visit the [eConsult Billing Manual](#) for further details regarding criteria for approved third party eConsult platforms.

Can Federally Qualified Health Centers (FQHCs) and Rural Health Centers (RHCs) bill for eConsults?

eConsults between participating providers and specialty providers do not meet the definition of an FQHC or RHC visit as defined in [CCR 8.700](#).

Costs associated with services provided through eConsults by participating providers through an FQHC/RHC, are considered allowable costs for the cost report and will be included in the calculation of the reimbursement rate for a Member visit at an FQHC/RHC.

For more information contact:
Coloradosupport@safetynetconnect.com
or
HCPF_eConsult@state.co.us

Webpage
[eConsult Platform](#)

