



COLORADO

Department of Health Care
Policy & Financing

303 E. 17th Ave
Denver, CO 80203

Colorado Medicaid eConsult - FAQ

Updated June 2025

What is Colorado Medicaid eConsult and how does it work?

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

Treating providers will send an electronic medical question to a consulting provider for review. The consulting provider assists the treating practitioner with diagnosis and management of the Member's health care needs or refers the member for a face-to-face visit when 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.

A qualified provider is defined as a treating practitioner who is an individual physician, advanced practice nurse practitioner, or a physician assistant who contracts with a Regional Accountable Entity (RAE) in the Account Care Collaborative (ACC) and focuses on primary care, general practice, internal medicine, pediatrics, geriatrics, or obstetrics and gynecology.

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

Can I use multiple eConsult Platforms?

HCPF is promoting the utilization of all eConsult platforms, not solely Colorado Medicaid eConsult to increase accessibility to specialty care for Members. Different platforms may provide varying specialties which is why HCPF is advocating for exploring multiple avenues across various platforms. For further information regarding the use of third-party platforms please refer to the [billing guidelines](#) to confirm acceptability of your current system.



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.

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.



Why are Behavioral Health Clinicians (LCSW, LPC, LMFT, LAC) unable to participate in the submission of eConsults?

The eConsult platform is designed specifically for treating practitioners seeking clinical guidance on non-urgent medical care, including medication management for behavioral health conditions, rather than on clinical interventions.

Why aren't Behavioral Health Clinicians (LCSW, LPC, LMFT, LAC) included as users of the eConsult platform?

The focus of the eConsult platform is on treatment consultation for prescribers (treating practitioners), not on therapeutic approaches.

What steps should PCMPs take if they identify a behavioral health need?

Treating practitioners should outreach their RAE and utilize existing resources and workflows to refer Members to behavioral health providers when necessary.

The eConsult platform enables treating practitioners to submit eConsults to psychiatrists and addiction medicine specialists for medication management.

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 consulting provider?

Treating practitioners should incorporate any clinically relevant details from the Member's medical record that may assist the consulting provider in addressing the clinical question. This documentation may include the patient's medical history, laboratory or diagnostic test results, and imaging studies.

Can I fax supporting documentation to Colorado Medicaid eConsult?

Treating practitioners 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 consulting provider.

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 consulting providers role in the eConsult process?

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

Are consulting providers located in Colorado?

While not all consulting providers 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 consulting providers first. If a Colorado-based consulting provider is unavailable, SNC will utilize a national network.

Can I choose the consulting provider I want to consult with?

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

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



Can treating practitioners access detailed information about consulting providers ?

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

Can treating practitioners submit a follow-up question to the consulting providers initial response?

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

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

eConsult may be incorporated into the treating practitioner's workflow as the standard first step to a referral for routine, non-urgent outpatient requests.

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

What specialties are available?

Treating practitioners 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 and Immunology, Cardiology, Dermatology, Endocrinology, Gastroenterology, Hepatology, Geriatric Medicine, OB/Gynecology (available to members ages 14 and up), Hematology/Medical Oncology, Infectious Disease, Nephrology, Neurology, Orthopedics, Otolaryngology (ENT), Pain Medicine, Physical Medicine/Rehabilitation, Psychiatry, Pulmonology/Sleep Medicine, Rheumatology, Urology

Pediatric Specialties Available (16): Allergy/Immunology, Cardiology, Dermatology, Developmental Pediatrics, Endocrinology, Gastroenterology, Hematology/Oncology, Infectious Disease, Nephrology, Neurology, Orthopedics, Otolaryngology (ENT), Psychiatry, Pulmonology, Rheumatology, Urology



Is the treating practitioner or consulting provider responsible for the eConsult decision? Is there increased liability when using eConsults?

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

Consulting providers 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 treating practitioners EHR. If there is data integration with your EHR, the summary can be electronically sent.

Can treating practitioners order an eConsult for all patients or just for Health First Colorado 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.

Consulting providers 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 treating practitioners and consulting 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 treating practitioners 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.

Is the Prescriber Tool the same as eConsults?

No, the [Prescriber tool](#) is not the same as [eConsults](#). The Prescriber Tool is a shared tool that makes it easier for all stakeholders to work together to make prescription therapy more affordable and thereby improve patient health to the benefit of Coloradans, employers, payers like Medicaid, and the State.

The eConsult platform facilitates the exchange of non-urgent medical guidance between treating practitioners and consulting providers to determine the optimal treatment for members.

For more information contact:
Coloradosupport@safetynetconnect.com

or

HCPF_eConsult@state.co.us

Webpage
[eConsult Platform](#)

