Colorado Medicaid eConsult Platform Overview

June 2023

Agenda

- eConsult Program Context and Level-setting

- Program Payment Structure

- Key Performance Metrics

- EHR/HIE Integration and SSO

- Specialty Provider Participation

- Specialty Fields Available

- Future Policy Considerations

- Timeline

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eConsult Overview

- eConsults provide asynchronous (store and forward) electronic clinical communications between a Primary Care Medical Provider (PCMP) and a Specialty Provider.

- eConsults allow PCMPs to submit electronic clinical questions through an eConsult platform to Specialty Providers without having to submit a referral when they feel that they cannot provide the direct specialty care a member needs during an appointment.

- Contract awarded to Safety Net Connect, Inc.
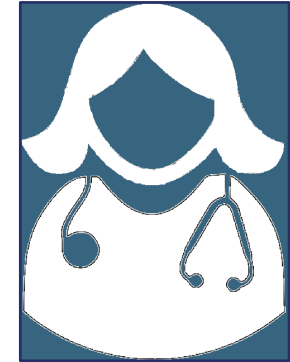
- CMS approved contract in May 2023

eConsult Process

eConsult Platform

- Directs clinical question to appropriate Specialty Provider

- Facilitates dialogue

- Tracks status of communications

- Integration into large health system EHRs/HIEs

PCMP

- Easy sign-on

- Submit clinical question

- Receive timely clinical guidance

Specialty Provider

- Reviews/responds

- Provides health management guidance or suggests referral if needed to PCMP

Key Advantages

Members:
- Better access to specialty care/expedited turnaround time with care management guidance
- Earlier diagnosis and health management of chronic conditions and to prevent disease exacerbation

Providers:
- Create a positive impact by improving relationships for Providers and Members
- Minimize unnecessary/inappropriate referrals and reduce no-show rates

The State (HCPF):
- Decrease healthcare expenditures by reducing number of higher cost specialty visits, and number of acute care episodes, better managed conditions

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Specialty Fields Available

- At Go-live the Department will offer the following specialty fields:

  - <u>Adult Specialties</u>: Addiction Medicine, Allergy and Immunology, Cardiology, Dermatology, Endocrinology, Gastroenterology, Hepatology, Geriatric Medicine, OB/GYN, Hematology, Infectious Disease, Nephrology, Neurology, Oncology, Ophthalmology, Orthopedics, Otolaryngology (ENT), Pain Medicine, Physical Med/Rehab, Psychiatry, Pulmonology including sleep medicine, Rheumatology, Urology.

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

Program Payment Structure

1. **Payments to Vendor**

   ➢ Flat rate payment for each completed eConsult

   ▪ (Specialty Provider Direct Payment- contracted with vendor)

2. **Payment to PCMPs**

   ➢ FFS rate for completed (entered/results reviewed) eConsult – FFS billed to iC

Key Performance Metrics

1. **Timeliness of Specialty Provider Response**

   ➢ 95% of eConsults must be answered within 3 business days

   ➢ 100% of eConsults must be answered within 7 business days

2. **Timeliness of PCMP Closure**

   ➢ 95% of eConsults must be successfully signed off by the PCMP within 30 days after the date on which the eConsult is initiated

   ➢ 100% of eConsults must be signed off by the PCMP or closed via an administrative closure within 30 days after the date on which the eConsult is initiated

Key Performance Metrics

3. **Enrolling PCMPs (User ID creation and Platform training)**

    ➢ 20% of PCMPs in each RAE region enrolled in first 6 months

    ➢ 20% increase in PCMP enrollment between 6 months after the Go-Live Date, through remaining term of Contract

4. **Provider Satisfaction**

    ➢ Optional PCMP and Specialty Provider satisfaction survey post-eConsult completion

    ➢ Average score of 3 out of 5 or higher for all survey responses/month by PCMPs and Specialty Providers

5. **Contract Performance**

    ➢ Meeting monthly SLAs, Performance Standards, and Deliverables

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EHR/HIE Integration and SSO

- Platform will be available to all enrolled Health First Colorado providers via web-portal at Go-Live

- Department has funding to pay for up to the following number of EHR/HIE integrations over the full term of the Contract:

  - ➢ SFY24 – 2 EHR/HIE integrations

  - ➢ SFY25 – additional 4 EHR integrations

  - ➢ SFY26 – additional 4 EHR integrations

  - ➢ SFY27 – additional 4 EHR integrations

  - ➢ SFY28 – additional 2 EHR integrations

- Platform will provide multi-faceted SSO capabilities for all Providers including Provider EHR/HIE systems. SSO will be offered to all PCMPs during the enrollment and onboarding process

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Specialty Provider Participation

- Contract allows for:

    ➢ Colorado-Based Specialty Providers

    ➢ National Network (must be enrolled in iC, and licensed in CO)

- Prioritization of Colorado-Based Specialty Providers

    ➢ Department has flexibility to group/tier Specialty Providers for routing of eConsults

    ➢ Options include preferred Specialty Providers (PoD)

    ➢ Regional location

- Specialty Providers must contract with Contractor

- Contractor responsible for training and quality performance of Specialty Providers

Future Policy Considerations

1. **Expand Specialty Fields**

   ➢ Department will work with the Contractor to determine which Specialty fields to add to the program overtime

2. **Referral Component**

   ➢ For prior authorization of Specialty Provider Face-to-Face appointments

   ➢ For scheduling purposes

3. **FQHC Participation**

   ➢ FQHCs must utilize the Department's platform for PCMP reimbursement to be built into the cost-based reimbursement model

   ➢ FQHC Specialty Providers can be paid by the Contractor

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Future Policy Considerations

4. **Explore Behavioral Health Additions**

   ➢ Department will offer addiction medicine, and psychiatry eConsults at Go-Live

5. **New CMS Guidelines for eConsults**

   ➢ Explore reimbursement alignment to new CMS guidelines

6. **Payment Incentives**

   ➢ ACC 3.0 - Explore payment incentives for PCMP platform utilization

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Timeline

- **Summer/Fall 2023** - Implementation Activities

- **February 2024** – eConsult Platform Go Live

  Note that the timeline is subject to change without prior notice and is only provided as a reference

For more information:
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