

eConsult Platforms in Colorado: Awareness and Adoption

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eConsults (electronic consults), are asynchronous (store and forward) clinical communications between Treating Practitioners¹ and Consulting Practitioners². As of February 1, 2024, eConsults that meet approved criteria are considered a covered benefit for Medicaid Members³. Treating Practitioners have the flexibility to use multiple eConsult platforms, providing them with more choices and options. Because each platform serves different needs, this approach provides access to a broader range of specialties.

The purpose of this document is to inform and raise awareness among providers about the eConsult platforms currently utilized by various healthcare systems across Colorado. By sharing detailed information about these platforms, the document intends to increase understanding, encourage the adoption of eConsult statewide, and support the effective use of eConsults, enhancing accessibility and efficiency of specialty care consultations.

This effort is the result of a collaboration between the Peer Mentored Care Collaborative (PMCC) and the Department of Health Care Policy & Financing (HCPF).

Table 1 presents platforms with open-access systems, which are web-based and broadly accessible to providers across various organizations and networks. In contrast, Table 2 outlines platforms with closed access systems, which are limited to specific user groups. Only the providers within a designated network or electronic health record (EHR) system can send and receive eConsults on the closed platforms.

¹ Treating Practitioner: A member's treating physician or other qualified health care practitioner who is a primary care provider contracted with a Regional Accountable Entity to participate in the Accountable Care Collaborative as a Network Provider.

² Consulting Practitioner: A provider who has education, training, or qualifications in a specialty field other than primary care.

³ [Telemedicine Billing Manual](https://hcpf.colorado.gov/telemedicine-manual#eConsults): <https://hcpf.colorado.gov/telemedicine-manual#eConsults>



Table 1. Open Access eConsult Platforms

eConsult Platform	Eligible Lines of Business	Integration	Contact Information & Website
Colorado Medicaid eConsult	<ul style="list-style-type: none"> ➤ Health First Colorado Medicaid 	<ul style="list-style-type: none"> ➤ Platform supports Single Sign On (SSO) and data integration with capable Electronic Health Records (EHRs) systems 	<p>Colorado Support Team coloradosupport@safetynetconnect.com</p> <p>Colorado Informational Website https://www.econsultco.info</p>
Colorado Specialty CareConnect (Platform available only in RAE 1)	<ul style="list-style-type: none"> ➤ Health First Colorado Medicaid in RAE 1 ➤ RMHP PRIME (Managed Medicaid) ➤ RMHP Dual Care Plus (D-SNP) ➤ RMHP Individual and Family Plans ➤ RMHP CHP+ ➤ RMHP Medicare Advantage 	<ul style="list-style-type: none"> ➤ HIE Integrated with Quality Health Network (QHN) 	<p>Nacole Johnson Nacole.Johnson@uhc.com</p> <p>Colorado Specialty CareConnect</p>
University of Colorado - AristaMD	<ul style="list-style-type: none"> ➤ Not restricted by insurance status ➤ Safety-net clinics prioritized 	<ul style="list-style-type: none"> ➤ Arista external platform sign on ➤ Single Sign On (SSO) and data integration with capable Electronic Health Records (EHRs) systems 	<p>Devin Miller Devin.2.Miller@cuanschutz.edu</p> <p>Peer Mentored Care Collaborative</p>



Table 2. Closed Access eConsult Platform

eConsult Platform	Eligible Lines of Business	Integration	Contact Information & Website
Kaiser Permanente Safety Net Specialty Care eConsult	➤ Exclusively to clinics with service agreements, for uninsured patients	➤ Platform supports Single Sign On (SSO)	Angelica Pinedo Angelica.Pinedo@kp.org Kaiser Colorado
Kaiser Permanente Colorado	➤ All Kaiser Members	➤ Integration through Epic EHR (KP Providers)	Angelica Pinedo Angelica.Pinedo@kp.org Kaiser Permanente
University of Colorado - Epic	➤ Not restricted by insurance status	➤ Integration through Epic EHR (CUMedicine/ UCHealth/STRIDE)	Devin Miller Devin.2.Miller@cuanschutz.edu Peer Mentored Care Collaborative
Denver Health - Epic	➤ Not restricted by insurance status ➤ Health First Colorado Medicaid	➤ Integration through Epic EHR (Denver Health) ➤ Epic care link for external clinics referring and sending eConsults to DH	Beth Neuhalfen Beth.Neuhalfen@dhha.org Denver Health
Intermountain Health - Epic	➤ Not restricted by insurance status	➤ Integration through Epic EHR (Intermountain Health)	Kelcie Douglas Kelcie.Douglas@imail.org Intermountain Health
Children's Hospital Colorado	➤ Not restricted by insurance status	➤ Integration through Children's Colorado Epic, PedsConnect or EpicCare Link	Alison Brent Alison.Brent@childrenscolorado.org Children's Hospital Colorado