

# eConsult Stakeholder Engagement

November 30, 2020

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# Agenda

- Housekeeping
- Where things stand today: current policy
- What we know: research to date
- Where we'd like to go: Department proposals
- Discussion
- How to provide feedback

# Housekeeping

## Live webinar:

- Mics are muted
- Webinar is being recorded
- Use chat function to respond to questions

## Post -Webinar:

- Visit [www.colorado.gov/pacific/hcpf/stakeholder-telemedicine](http://www.colorado.gov/pacific/hcpf/stakeholder-telemedicine)
- Use feedback form

# Who's in the audience?



# Policy Proposals

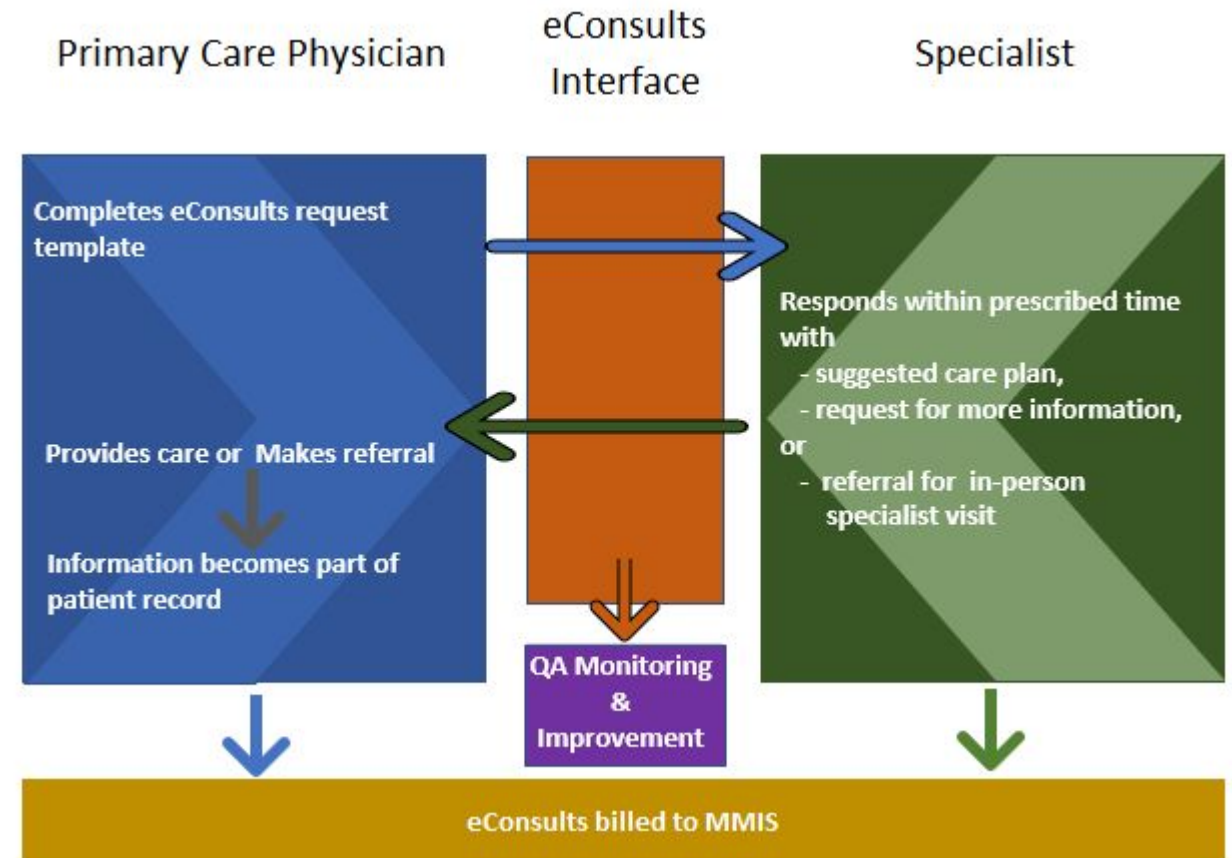
## Build eConsult capability

- The Department was charged to study and create policy design for eConsults by December 31, 2020 in preparation for implementation in the following fiscal year



# eConsult Definition

- Asynchronous communication
- PCP shares a clinical question and medical information
- Specialist physician reviews the case without the member present
- Specialist provides clinical guidance that assists in the diagnosis and/or management of the patient's health care needs



# Policy Goals and Objectives

**Goal:** Improve access to specialty care and reduce duplicative and/or unnecessary specialty care visits

## **Objectives:**

- Support and enhance the delivery of comprehensive primary care
- Support earlier diagnosis of conditions
- Manage proper specialist referrals
- Improve member management of chronic conditions
- Improve member and provider experience
- Decrease costs

# Provider Considerations

- Easy for providers to use and access
- Expands primary care provider access to specialists
- Allow flexibility for specialists
- Enables consultations to remain within a health system
- Reimburses both PCP and specialty physician





# Design

- Single statewide platform
- Ability for PCP single sign-on
- Integration with EHR for specialty network
- Phased roll-out
- Support smart referrals for face-to-face visits
- Enables cross-system monitoring and quality assurance

# Discussion

# Questions

Are you currently using an eConsult platform?

If so, which one?

# Questions

From a primary care perspective, what specialties have the greatest need or would benefit the most from eConsult?

How and why?

# Questions

From a specialist perspective, what specialties have the greatest need or would benefit the most from eConsult?

How and why?

# Questions

From a primary care perspective, what elements are important in an eConsult policy and platform?

# Questions

From a specialist perspective, what elements are important in an eConsult policy and platform?

# Questions

What policy or design elements would be “deal breakers” for providers?



# Questions

What platform capabilities do we need to be sure to include when looking for vendors?

# Questions

How can we reach providers who need to be connected with specialty care?

# Questions

What elements do we need to consider that we haven't talked about?

Are there uses for eConsult that we haven't addressed?

# Next Steps

- Continued stakeholder engagement
- Secure budget and service provision authority
- Request for information (RFI)
- Finalize Design
- Procurement process (RFP)
- Phased implementation



Questions entered in the Q&A box will be answered in an FAQ document posted as soon as possible.

Questions generated after this webinar can be asked via our stakeholder google form found on our [Stakeholder resource page](#) web page or directly on our [Feedback form](#)



# Contact Info

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# Thank you!

# Resources

<a href="#"><u>Stakeholder resource page</u></a>	<a href="http://www.colorado.gov/pacific/hcpf/stakeholder-telemedicine"><u>www.colorado.gov/pacific/hcpf/stakeholder-telemedicine</u></a>
<a href="#"><u>Feedback form</u></a>	<a href="https://forms.gle/EJGBT4SaTsRPVSvD8"><u>https://forms.gle/EJGBT4SaTsRPVSvD8</u></a>
<a href="#"><u>Utilization data</u></a>	<a href="https://www.colorado.gov/pacific/hcpf/provider-telemedicine#TeleUtDa"><u>https://www.colorado.gov/pacific/hcpf/provider-telemedicine#TeleUtDa</u></a>
<a href="#"><u>Telemedicine Billing Manual</u></a>	<a href="http://www.colorado.gov/hcpf/billing-manuals"><u>www.colorado.gov/hcpf/billing-manuals</u></a>
<a href="#"><u>eConsults webinar registration link</u></a>	<a href="https://cohcpf.adobeconnect.com/el0tm5mvgg30f/event/event_info.html"><u>https://cohcpf.adobeconnect.com/el0tm5mvgg30f/event/event_info.html</u></a>