

Colorado Medicaid eConsults

October 2023



COLORADO

Department of Health Care
Policy & Financing

Agenda

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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.



eConsult Highlights

- **May 2023** - CMS approved Contract
- Contract awarded to **Safety Net Connect, Inc.**
- **Early July 2023** - Start of Platform Implementation Activities
- **February 1, 2024** - Anticipated Go-Live
- eConsult Platform Name - **Colorado Medicaid eConsult**
- URL- ColoradoMedicaideConsult.com



Empowering Providers

Primary Care Medical Providers

- Enhanced access to Specialized Provider expertise
- Streamlined care coordination
- Collaborative management of complex Members
- Accelerated response times for care management guidance

Specialty Providers

- Expanded reach of expertise across a larger care population
- Decreased waiting periods and minimalized appointment “No-Shows”
- Opportunity for PCMP teaching and education
- Reduces unnecessary or inappropriate referrals

Improved ability to meet Provider needs while improving access to specialized care for Members



Provider Compensation

- Platform will be **free** to all qualified providers and practices that are in the State of Colorado and are enrolled as Health First Colorado Providers
- For reimbursement, **all** providers are required to use HCPF's eConsult Platform

Primary Care Medical Providers

- Compensated in accordance with the Department's billing criteria for a successfully completed eConsult
- ~\$17 for a completed eConsult (eConsult entered, results reviewed and eConsult closed)
- Reimbursement will be Fee-For-Service (FFS) via interchange (iC)

Specialty Providers

- Contractor will receive a fixed payment for every eConsult completed by a Specialty Provider.
- Contractor is responsible for making direct payments to Specialty Providers upon the completion of an eConsult.
- ~\$35/completed eConsult



Single Sign On (SSO)

- Platform will be accessible to all Health First Colorado PCMPs through a web portal at go-live
- As part of the enrollment and onboarding process for PCMPs, the Platform will offer multi-faceted Single Sign-On (SSO) capabilities, including those using Provider EHR/HIE systems.



EHR/HIE Integrations

- HCPF has secured the following EHR/HIE integrations over the full term of the Contract:
 - SFY24 - 2 EHR/HIE integrations (focusing on HIEs for SFY24)
 - SFY25 - additional 4 EHR integrations
 - SFY26 - additional 4 EHR integrations
 - SFY27 - additional 4 EHR integrations
 - SFY28 - additional 2 EHR integrations
- Costs may arise for Providers depending on the level of EHR integration, expenses are unknown
- Subsequent conversations regarding expenses will take place involving the EHR vendor, the healthcare organization, and Safety Net Connect

Specialty Provider Participation

- **All Specialty Providers must be** (National Network and Colorado-Based Specialty Providers)
 - Enrolled as a Health First Colorado Provider
 - Licensed to practice in Colorado
- Specialty Providers must contract with the Contractor to participate in the eConsult program
- Contractor is responsible for training and the quality performance of Specialty Providers
- Contractor is responsible for making direct payments to Specialty Providers upon the completion of an eConsult.
- Specialty Providers who are interested can contact HCPF at:
hcpf_econsult@state.co.us



Specialty Fields Availability

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

Adult Specialties

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.

Pediatric Specialties

Allergy and Immunology, Cardiology, Dermatology, Developmental Pediatrics, Endocrinology, Gastroenterology, Infectious Disease, Nephrology, Neurology, Oncology, Ophthalmology, Orthopedics, Otolaryngology (ENT), Psychiatry, Pulmonology, Rheumatology, Urology.



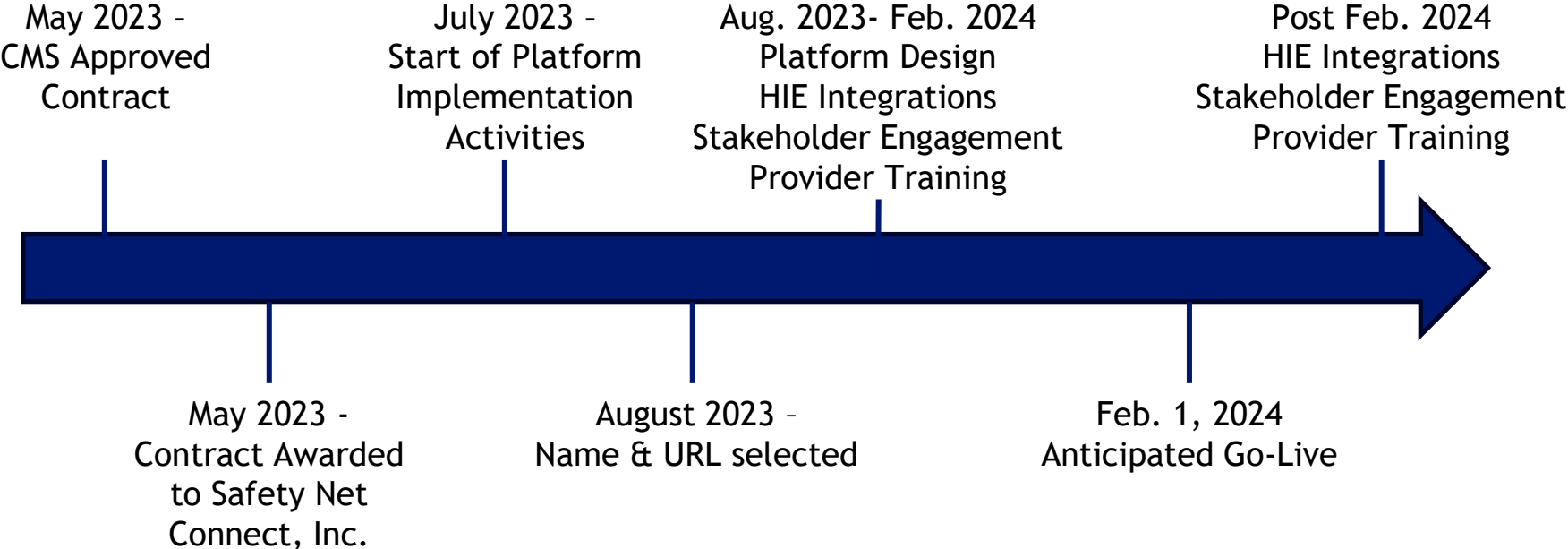
Routing of eConsults

- PCMPs have priority in selecting a Specialty Provider of their choice, if the chosen provider is available
 - If the chosen Specialty Provider is at capacity, eConsults will be sent to the next available Specialty Provider
- This approach fosters provider relationships and widens our network to benefit Member access to specialty services
- PCMPs can review Specialty Provider contact cards before selection
 - Contact cards can include the following:
 - Picture, specialty, name, title, resume/cv, links

Provider Training

- Contractor will provide several different types of training options as part of the onboarding process that may include the following:
 - Live, interactive web-based training sessions
 - Recorded videos by topic or other recorded e-learning tools
 - Simulation trainings
 - Written documentation
- Training is essential and will be required for providers who enroll to use the platform
 - Contractor will provide robust training to enhance user adoption for long-term eConsult submission success
- The time to submit an eConsult varies for each provider
 - We estimate that it will take about fifteen minutes to create and submit an eConsult

Timeline





Questions?

Thank You!

For more information:
hcpf_econsult@state.co.us

