



Colorado Specialty CareConnect (CSCC)



- What is an eConsult and why does it benefit patients and providers?
- Overview of Colorado Specialty CareConnect (CSCC)
- Timeline and Training Outline

Colorado Specialty CareConnect advances the curbside consult to improve care

**PCP
Knowledge**

**Increased
Access**

**Improved
Documentation**

**Higher
Value In
Person
Visits**

Patient visiting
PCP



PCP follows up
with patient

PCP has a question
for a specialist about
next steps in
treatment



Specialty Care
Provider provides
recommendation
for treatment

Specialist
Reviewer receives
clinical question
from PCP



Colorado Specialty CareConnect (CSCC)

Advancing the curbside consult to improve care



eConsult: An **asynchronous** consult generated by the Primary Care Provider (PCP) with a request to a Specialty Care provider to discuss next steps for a patient's care. Consultation from the Specialist includes guidance that can be carried out by the PCP or the creation an enhanced referral. The eConsult is documented and the summary of the conversation becomes part of the patient's longitudinal record.



Keep Care Local: In collaboration with the MCPIPA, the CSCC initiative aims to keep local specialists as the 1st choice for receiving and answering eConsults generated Primary Care Providers. Through a partnership with ConferMED, we are actively developing a Colorado Network of Specialty Reviewers available to answer your eConsult questions.



Structured Reimbursement:

Primary Care Providers can bill RMHP for CPT code 99452 for this service and be reimbursed at 1.04 RVU rate per Medicare Fee Schedule. Specialty Care Providers will be reimbursed at a per eConsult rate managed by ConferMED.



Specialized training: Specialty Care Providers will train in workflow design and best practices for answering eConsults. Primary Care Providers will be trained on the CSCC platform, provided suggested workflows to integrate eConsults into daily practice and will have ongoing support from RMHP and QHN regarding additional questions or needs.



Patient and Provider Eligibility

Eligibility:

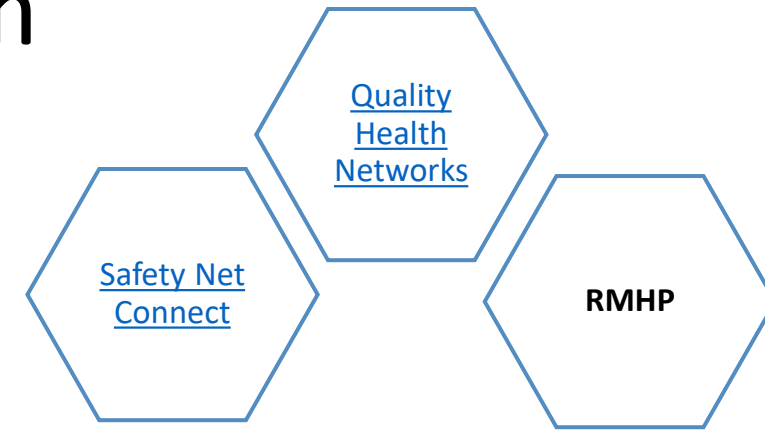
- RMHP PRIME (Managed Medicaid)
- RMHP Medicare Plans (Care Advantage)
- RMHP Dual Care Plans (D-SNP)
- RMHP Individual and Family Plans (connect for Colorado exchange products)
- RMHP CHP+

Not eligible at this time: RMHP RAE



CSCC: Access the Platform

Powered by SNC and QHN



1. Single Sign-on (SSO) from QHN Results to Colorado Specialty CareConnect (CSCC) eConsult

Without patient context

The screenshot shows the QHN Results interface. The top navigation bar includes links for QHN Results, Chat, QHN Direct, CSCC, and Provider Directory. The CSCC link is highlighted with a green circle. Below the navigation bar, the main content area displays the patient information for 'Test, Alex' (01/01/1970, 52 yrs) and a list of patient actions on the left. The patient actions list includes options like Back to List, Download CCD, Download CCDA CCD, Download Summary PDF, Share Summary, Send Summary to Me, View Clinical Messages, Configure Layout, Filter Displayed Items By Date, OpiSafe, CRN, and CSCC.

CSCC Landing Page

2. Save this website as a favorite in your browser:

<https://econsultcolorado.com/mm/main/apps/index.mpl>

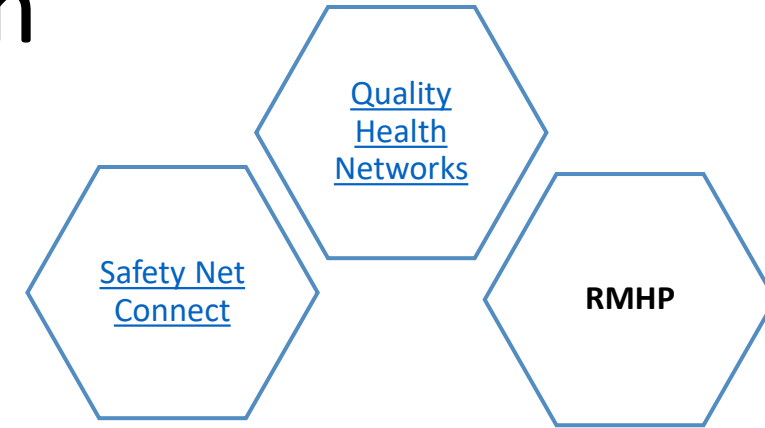
3. Add this website to your favorites on your smartphone browser (safari or google)

<https://econsultcolorado.com/mm/main/apps/index.mpl>



CSCC: Access the Platform

Powered by SNC and QHN



The screenshot shows the CSCC Colorado Specialty CareConnect web application interface. At the top, the CSCC logo and "COLORADO Specialty CARECONNECT" text are on the left, and navigation links "My Resources", "Support", "Edit My Profile", and "Logout" are on the right. Below the header is a dark green navigation bar with "Inbox", "New eConsult", and "My eConsults". The main content area is titled "Welcome to Colorado Specialty CareConnect" and includes a "refresh" button. A "RMHP Notification" box states: "Program notifications will be displayed here. Site is scheduled to Launch in 2022". Below this is a "Message Inbox" section with tabs for "Message Inbox", "Draft Messages (0)", "Dismissed Messages", and "Sent Messages". A search bar with a "search" button and a "hide notifications" checkbox is present. The message list shows "No messages found". A left sidebar contains links for "Change My Profile", "Change My Password", "User Guides and Info", and "Clinical Library", as well as "New Visit Notes" (0 unviewed) and "Overdue For Response" (No overdue response reminders).



CSCC: Access the Platform

Powered by SNC and QHN

Search Patients

Please select a Network, then enter Patient's DOB and Last Name. For wild card search, type the first 3 letters of the patients Last Name followed by a *.

Network: RMHP

Last Name:

Birth Date:

To view additional information for patients who are identified in the search, please select the magnifying glass under detail in the search results

Search



Start New Consult

Patient: AARAX FLORA

Specialty Type: Specialty eConsult Request

Specialty: - Choose a Specialty -

Referring Site:

Cancel

Next

CC ENDOCRINOLOGY

CC NEPHROLOGY

CC NEUROLOGY

DERMATOLOGY - ALL AGES

EPILEPSY

GASTROENTEROLOGY

GASTROENTEROLOGY-DIRECT

GENERAL MEDICINE - NO IDENTIFIABLE PCP (ADULTS AND CHILDREN)

GYNECOLOGY - ALL AGES

GYNECOLOGY - GYNECOLOGIC ONCOLOGY (ALL AGES)

MENTAL HEALTH (ADULTS ONLY)

MENTAL HEALTH - ADULT

NEPHROLOGY

NEUROLOGY - ADULT

No Specialty Selected

OBSTETRICS - ALL AGES

OPHTHALMOLOGY - DIABETIC SCREENING

RHEUMATOLOGY

Test Specialty DHS

UROLOGY

CSCC: Order an eConsult



Referred From Provider

Referring Site: DHS - PCP Test Org (LAC+USC)

Location: 4600 Campus Drive, Suite 101 , Newport Beach CA 92660

Physician: Chris PCP_cc

Cluster: LAC+USC

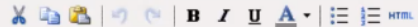
Consult Information

Diagnosis: dizz ICD Code:

Procedure: DIZZINESS AND GIDDINESS (R42)

Specialist Reviewer: Chris Specialist Provider Profile

Clinical question for specialist reviewer: - Prefill From Template -



Additional Notes:

Attachments and Forms Information

Documents:

No documents have been uploaded or faxed

Add New Document

Type: CCD

Name:

File: Choose File No file chosen

Upload

Fax to Scan:

Print fax coversheet and use as cover page to use fax to scan feature

Print Fax Coversheet

Cancel

Save As Draft

Submit

Thank you for participating in the eConsultColorado system.
You will receive a notification when your eConsult is processed.

- Go To My Inbox
- Start a New eConsult
- Start a New eConsult for Same Patient
- Go to My eConsults

eConsult response received?

close eConsult

Message Inbox
Draft Messages (2)
Dismissed Messages
Sent Messages

8 record(s) found

☐ only show messages sent directly to me
☐ hide notifications

search

Date	From	Patient	Specialty	Consult ID
11/04/2021 12:24 PM	Chris Specialist	KATHLEEN COLVIN	CC NEUROLOGY	12084772

CONSULT

Sounds more like like Benign paroxysmal positional vertigo (BPPV) then Meniere's disease. Benign paroxysmal positional vertigo (BPPV) is one of the most common causes of vertigo — the sudden sensation that you're spinning or that the inside of your head is spinning.

Benign paroxysmal positional vertigo is characterized by brief episodes of mild to intense dizziness. Symptoms of benign paroxysmal positional vertigo are triggered by specific changes in the position of your head, such as tipping your head up or down, and by lying down, turning over or sitting up in bed. You may also feel out of balance when standing or walking.

As a first step please try the Brandt-Daroff Exercises in the vidoe below if that doesn't work then we will schedule a hearing test:

<https://www.youtube.com/watch?v=voZXtUdQ00>

reply

close

Close eConsult:

Consult No

--

- Choose Reason Code -

- Choose Reason Code -

Specialty Change

Patients Needs Addressed

Cancelled - PCP no longer needs eConsult

Closed - Refer for Visit



Specialty Care Provider Network



- RMHP has contracted with [ConferMED](#), one of the nation’s leading eConsult companies
- ConferMED currently has 277 specialists across 42 disciplines to provide eConsults
- All specialists are board certified and will be credentialed in CO to provide eConsults
- Local Specialty Care Providers will be prioritized to answer eConsults in the Colorado Network
- Partnership with Mesa County IPA in pilot phase to recruit and engage local specialists

Specialty
ALLERGY
CARDIOLOGY
ENDOCRINOLOGY
DERMATOLOGY
ENT/OTOLARYNGOLOGY
GASTROENTEROLOGY
HEMATOLOGY
INFECTIOUS DISEASE
NEPHROLOGY
ORTHOPEDICS
PAIN MANAGEMENT
PSYCHIATRY
RHEUMATOLOGY





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13 Specialties Available for Inquiry

***Western Slope Specialist**

Specialty	Specialist Reviewer 1	Specialist Reviewer 2
ALLERGY	Katherine Tille, MD*	David Scott, MD*
CARDIOLOGY	Justin Pearlman, MD	Richard Goulah, MD
ENDOCRINOLOGY	Carol Greenlee, MD*	Kimberly Jeffrey, DNP*
DERMATOLOGY	Jared Conley, MD	Anna Chacon, MD
ENT/OTOLARYNGOLOGY	John McMahan, MD	Michael Trowbridge, MD*
HEMATOLOGY	Steven Fein, MD	
INFECTIOUS DISEASE	Khalid Rikabi, MD	
NEPHROLOGY	Joseph Harawi, MD*	
ORTHOPEDICS	Adrian Rawlinson, MD	Curtis Vandenburg, MD
PAIN MANAGEMENT	Kenneth Lewis, DO*	
PSYCHIATRY	Tuvia Breuer, DO	Delores Tiongco, MD*
RHEUMATOLOGY	Samantha Shapiro, MD	Elizabeth Rook, MD*
UROLOGY	Craig Peterson, MD	

47% local
specialists

RMHP patients eligible:

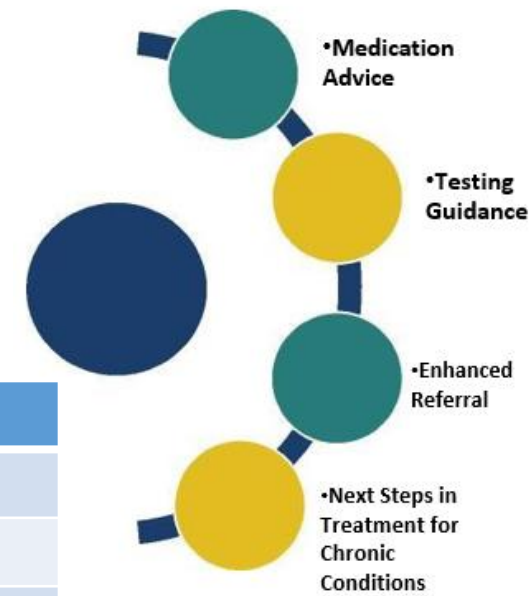
Prime

Dual Care (D-SNP)

Care Advantage (MA)

CHP+

Monument Health (RMHP)



<https://www.econsultcolorado.com>



Billing and Coding Best Practice

Code	Description	wRVU	National non-facility fee (2022)
99452	Interprofessional telephone/internet/electronic health assessment and management service(s) provided by a treating/requesting physician or other qualified health care professional, 30 minutes	0.70/1.04	\$37.03

- **Billing Practitioner:** MD, DO, NP, PA
- **Consent:** Verbal patient consent must be documented in the patient's medical record for each consultation, including reason for the request
- **Documentation:** Documentation of consultation must be in the patient's medical record
- **Time:** >16 min spent on interprofessional consultation including preparation of consult, review of guidance and communication with patient. Documented in the patient's medical record
- **Cost Sharing:** No cost sharing for RMHP members eligible for this service

[CPT® Code 99452 - Interprofessional Telephone/Internet/Electronic Health Record Consultations - Codify by AAPC](#)

Colorado Specialty Care Connect (CSCC) Training



NEXT STEPS

- Complete user form to get profiles loaded into CSCC
- Complete 1 hour training (virtual or in person)
 - ** **lunch provided** to eligible providers and appropriate staff**
- Activate User Profile(s)
- Order 1st eConsult
 - ** \$200 bonus incentive paid for **1st** and **3rd** eConsult closed **
- Meet with practice leadership to review billing workflow and staff task assignment

If your practice resides in a PRIME county or a county that accepts our Medicare Advantage or DSNP plans, you are eligible to participate in our 1st expansion effort.