



# 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

# What kind of questions could I ask when ordering an eConsult?

How should I treat electrolyte abnormalities in my patient? What are the indications and goals of treatment?

A patient with low TSH but normal T3 and T4, how do I proceed from here?

Questions related to anti-coagulation/anti-platelet management

patient has severe back pain and/or associated leg pain and does have notable pathologic changes on MRI and x-rays, should they be sent immediately to a neurosurgeon?

Patient with elevated Hgb or platelet count. Next steps in evaluation?

There is an option to use this for an EKG over-read, which were always very difficult prior to this service!

# 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 1<sup>st</sup> 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:**

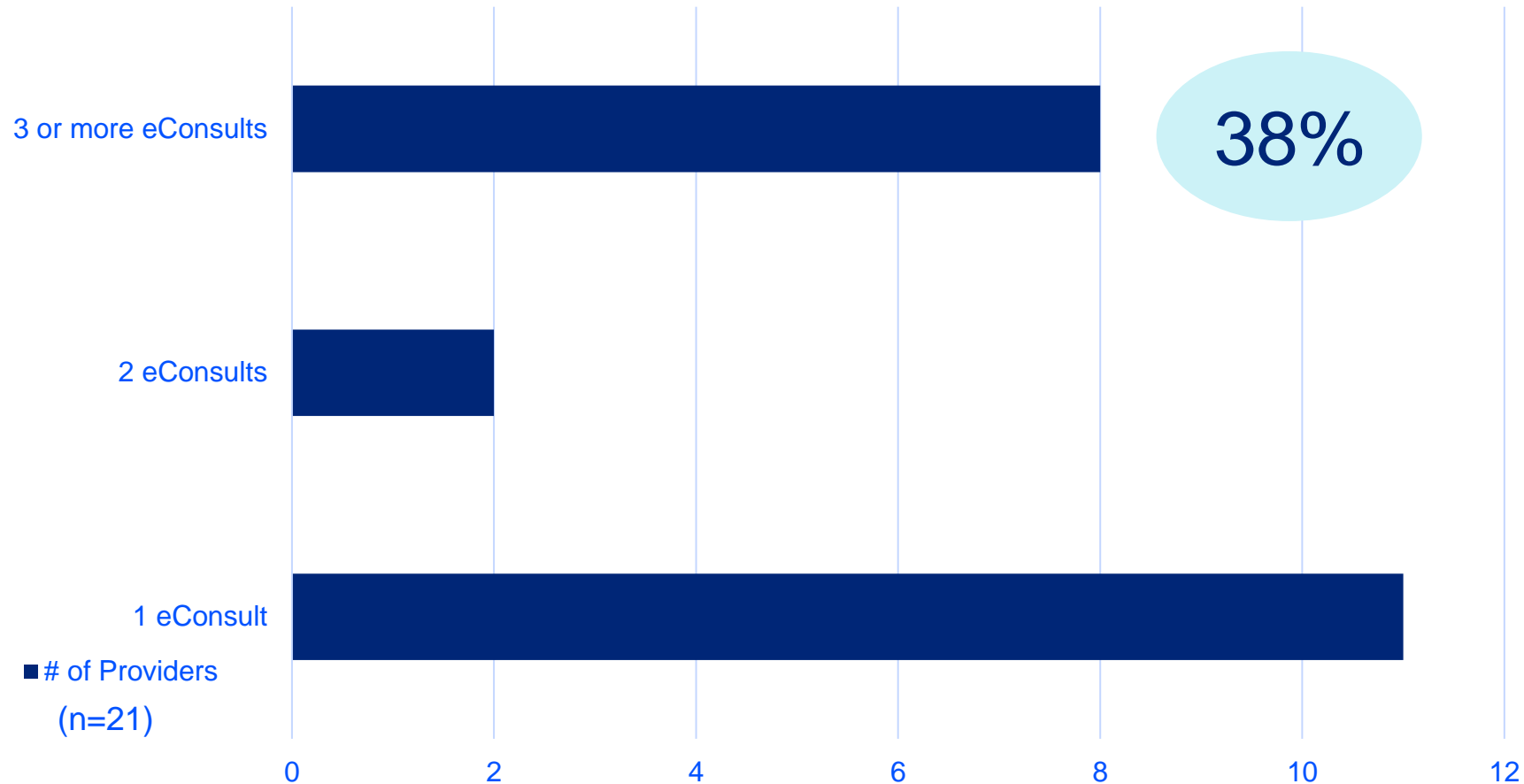
- RMHP PRIME (Managed Medicaid)
- RMHP Medicare Plans (Care Advantage)
- RMHP Dual Care Plans (D-SNP)
- RMHP Individual and Family Plans (connect for Colorado exchange products)
- RMHP CHP+

**Not eligible at this time: RMHP RAE**

# CSCC eConsults closed by month May – December 2022



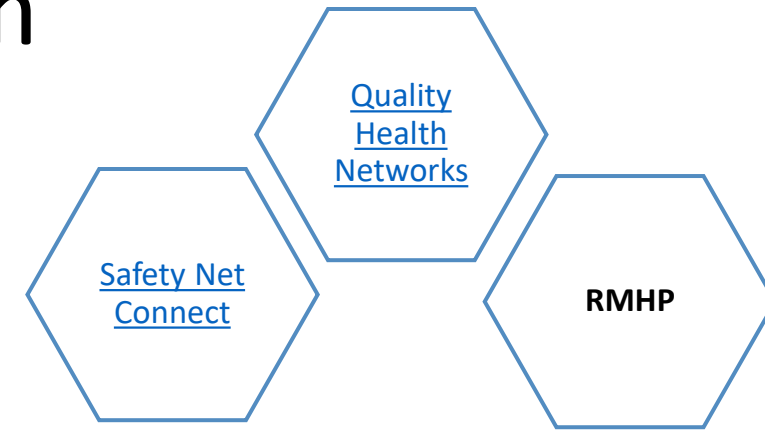
# 48% of Active Providers ordered more than 1 eConsult in 2022





# 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 a navigation bar with "QHN Results", "Chat", "QHN Direct", "CSCC", and "Provider Directory". The "CSCC" link is circled in green. Below the navigation bar is the "QUALITY HEALTH NETWORK" logo and a menu with "My Results", "Organization Results", "Patients", "Providers", "Reports", "IndiGO", "Setup", "Administration", and "PDMP". The "Patients" menu is selected, showing "Patient » Test, Alex". The patient details for "Test, Alex" (01/01/1970, 52 yrs) are displayed, including a "Summary" tab and a table of documents.

Date	Name	Source
04/19/2022	eConsult	SFNTCN
02/23/2022	Consult Note	SFNTCN

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



My Resources Support Edit My Profile Logout  
Welcome > Test PCP1

Inbox New eConsult My eConsults

Welcome > Test PCP1  
Change My Profile  
Change My Password  
User Guides and Info  
Clinical Library  
New Visit Notes  
0 unviewed visit notes  
Overdue For Response  
No overdue response reminders

### Welcome to Colorado Specialty CareConnect

 refresh  

**RMHP Notification** hide notification ▲

Program notifications will be displayed here.

Site is scheduled to Launch January 10th

[New specialties are live!](#)

Message Inbox Draft Messages (0) Dismissed Messages Sent Messages

1 record(s) found

only show messages sent directly to me  hide notifications search 🔍

Date	From	Patient	Specialty	Consult ID
<b>CONSULT</b> 02/13/2023 08:18 AM Test SPECIALIST1	TEST CRAIG	CARDIOLOGY - ADULT	12086845	
consider medication xyz.				<a href="#">reply</a> <a href="#">close</a>




# 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:  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



**Start New Consult**

Patient: AARAX FLORA

Specialty Type:

Specialty:

Referring Site:

- 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



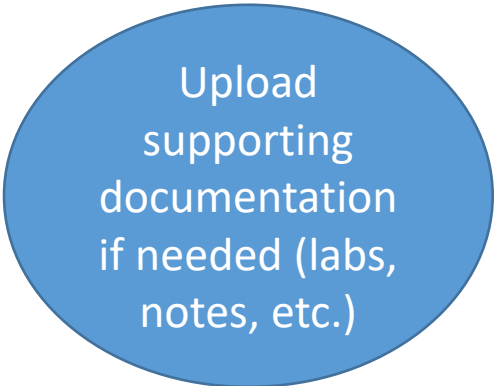
## Consult Information

Diagnosis:  ICD Code: 110

Specialist Reviewer:  [Provider Profile](#)

Clinical question for specialist reviewer:

patient information: age, gender  
the chief complaint or problem  
medication list if applicable  
applicable lab or imaging results  
treatments tried and failed  
\*Clinical Question\*  
-Add medication, change medication, tests to be ordered, next steps in care, referral needed?



### Attachments and Forms Information

Documents:  
[labs](#) [Labs](#)

**Add New Document**

Type:  Name:  File:  No file chosen

Staff Task Assignment



# Billing documentation section removes barriers to bill for interprofessional consults (CPT 99452)

## Billing Documentation Requirements

I attest that the patient has been informed about the benefits and possible risks associated with consulting a specialty care provider through electronic consultation services and has consented to proceed with the consultation.

Procedure:

Estimated Time to Prepare and Compose eConsult:

Additional information regarding billing for interprofessional consults can be found in the User Guides and Info section.

[Cancel](#)

[Save As Draft](#)

[Submit](#)



# 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	<a href="#">reply</a> <a href="#">close</a>

**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.

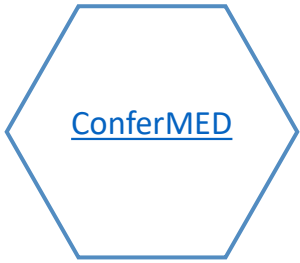
As a first step please try the Brandt-Daroff Exercises in the vidoe below if that doesn't work then we will schedule a hearing test:

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

**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
HEMATOLOGY
INFECTIOUS DISEASE
NEPHROLOGY
ORTHOPEDICS
PAIN MANAGEMENT
PSYCHIATRY
RHEUMATOLOGY
UROLOGY





# Colorado Specialty CareConnect (CSCC)

## Advancing the curbside consult to improve care

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*	
DERMATOLOGY	Jared Conley, MD	Anna Chacon, MD
ENT/OTOLARYNGOLOGY	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	<del>Elizabeth Rook, MD*</del> (on hold)
UROLOGY	Craig Peterson, MD*	

47% local specialists

RMHP patients eligible:

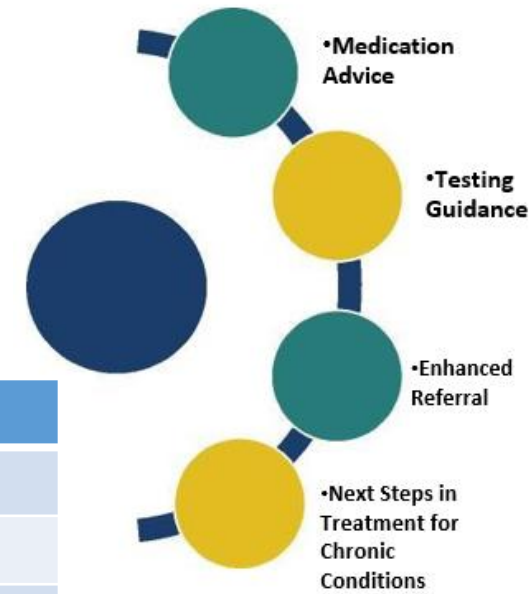
Prime

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



# 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)
- Activate User Profile(s)
- Order 1<sup>st</sup> eConsult
  - \*\* \$200 bonus incentive paid for 1<sup>st</sup> and 3<sup>rd</sup> 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 1<sup>st</sup> expansion effort.