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?
- Patient with elevated Hgb or platelet count. Next steps in evaluation?
- Questions related to anti-coagulation/anti-platelet management
- There is an option to use this for an EKG over-read, which were always very difficult prior to this service!
- 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?

A patient with low TSH but normal T3 and T4, how do I proceed from here?
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 has a question for a specialist about next steps in treatment

Specialist Reviewer receives clinical question from PCP

PCP follows up with patient

Specialty Care Provider provides recommendation for treatment
**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.

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**Colorado Specialty CareConnect (CSCC)**

Advancing the curbside consult to improve care
Patient and Provider Eligibility

Eligibility:

• Health First Colorado RMHP RAE (State Medicaid)* effective 9/6/23
• 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+
CSCC eConsults closed by month 2023
SMART aim goal: Increase eConsults closed by 20% quarter over quarter in 2023 (baseline 5.5)

January: 6
February: 6
March: 12
April: 5
May: 7
June: 4
July: 4

2022 total = 44
eConsult Close Reason
1/1/23-7/31/23

- 82% Patients Needs Addressed
- 18% Closed - Refer for Visit

- 8 Closed - Refer for Visit
- 36 Patients Needs Addressed
60% of Active Providers have used Colorado Specialty CareConnect more than once

(n=30)

- 10 eConsults: 2 providers
- 5-9 eConsults: 4 providers
- 2-4 eConsults: 12 providers
- 1 eConsult: 12 providers
1. **Single Sign-on (SSO) from QHN Results to Colorado Specialty CareConnect (CSCC) eConsult**

   Without patient context

   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

Move directly from QHN into Colorado Specialty CareConnect
CSCC: Access the Platform
Powered by SNC and QHN
CSCC: Order an eConsult

Ask your clinical question

Upload supporting documentation if needed (labs, notes, etc.)
Billing documentation section removes barriers to bill for interprofessional consults (CPT 99452)
eConsult response received?

close eConsult
eConsult summary

Includes all billing documentation requirements needed to submit a claim for CPT 99452
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
# ConferMED Colorado Network of Specialist Reviewers

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Specialist Reviewer 1</th>
<th>Specialist Reviewer 2</th>
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</thead>
<tbody>
<tr>
<td><strong>ALLERGY</strong></td>
<td>Katherine Tille, MD*</td>
<td>David Scott, MD*</td>
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<tr>
<td><strong>CARDIOLOGY</strong></td>
<td>Justin Pearlman, MD</td>
<td>Richard Goulah, MD</td>
</tr>
<tr>
<td><strong>ENDOCRINOLOGY</strong></td>
<td>Carol Greenlee, MD*</td>
<td>Kimberly Jeffrey, DNP*</td>
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<tr>
<td><strong>DERMATOLOGY</strong></td>
<td>Jared Conley, MD</td>
<td>Anna Chacon, MD</td>
</tr>
<tr>
<td><strong>ENT/OTOLARYNGOLOGY</strong></td>
<td>John McMahan, MD</td>
<td>Michael Trowbridge, MD* (retiring)</td>
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<tr>
<td><strong>HEMATOLOGY</strong></td>
<td>Steven Fein, MD</td>
<td></td>
</tr>
<tr>
<td><strong>INFECTIOUS DISEASE</strong></td>
<td>Khalid Rikabi, MD</td>
<td></td>
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<tr>
<td><strong>NEUROLOGY</strong></td>
<td>Aaron Heide, MD <strong>NEW</strong></td>
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<tr>
<td><strong>NEPHROLOGY</strong></td>
<td>Joseph Harawi, MD*</td>
<td></td>
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<tr>
<td><strong>ORTHOPEDICS</strong></td>
<td>Adrian Rawlinson, MD</td>
<td>Curtis Vandenburg, MD</td>
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<tr>
<td><strong>PAIN MANAGEMENT</strong></td>
<td>Kenneth Lewis, DO*</td>
<td>Kyle Christopherson, MD* (on hold)</td>
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<tr>
<td><strong>PSYCHIATRY</strong></td>
<td>Tuvia Breuer, DO</td>
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<tr>
<td><strong>RHEUMATOLOGY</strong></td>
<td>Samantha Shapiro, MD</td>
<td>Elizabeth Rook, MD* (on hold)</td>
</tr>
<tr>
<td><strong>UROLOGY</strong></td>
<td>Craig Peterson, MD*</td>
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</tr>
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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 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.