



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 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

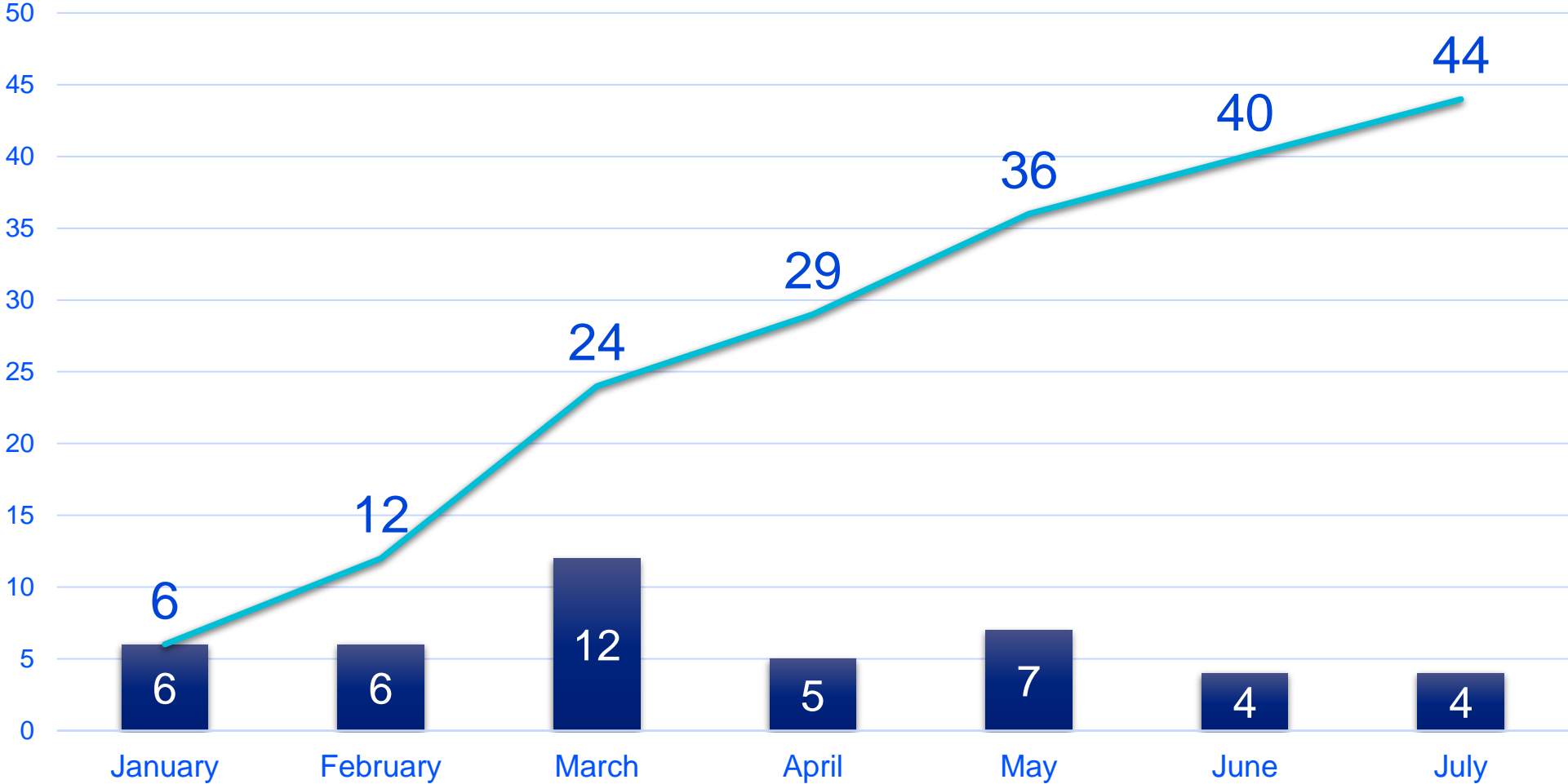
Eligibility:

- 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)



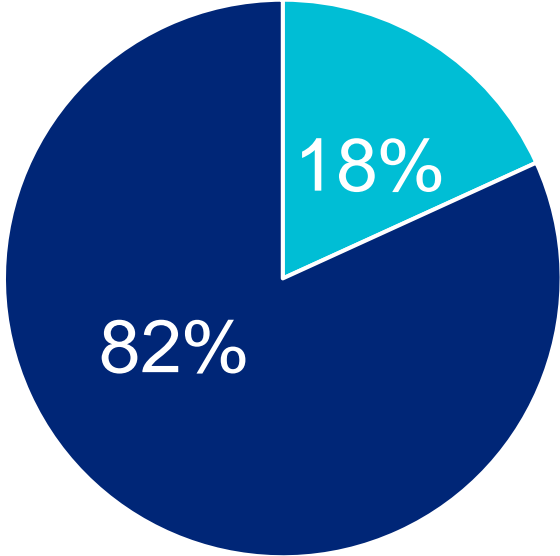
■ # eConsults Closed — Total Closed

2022 total = 44

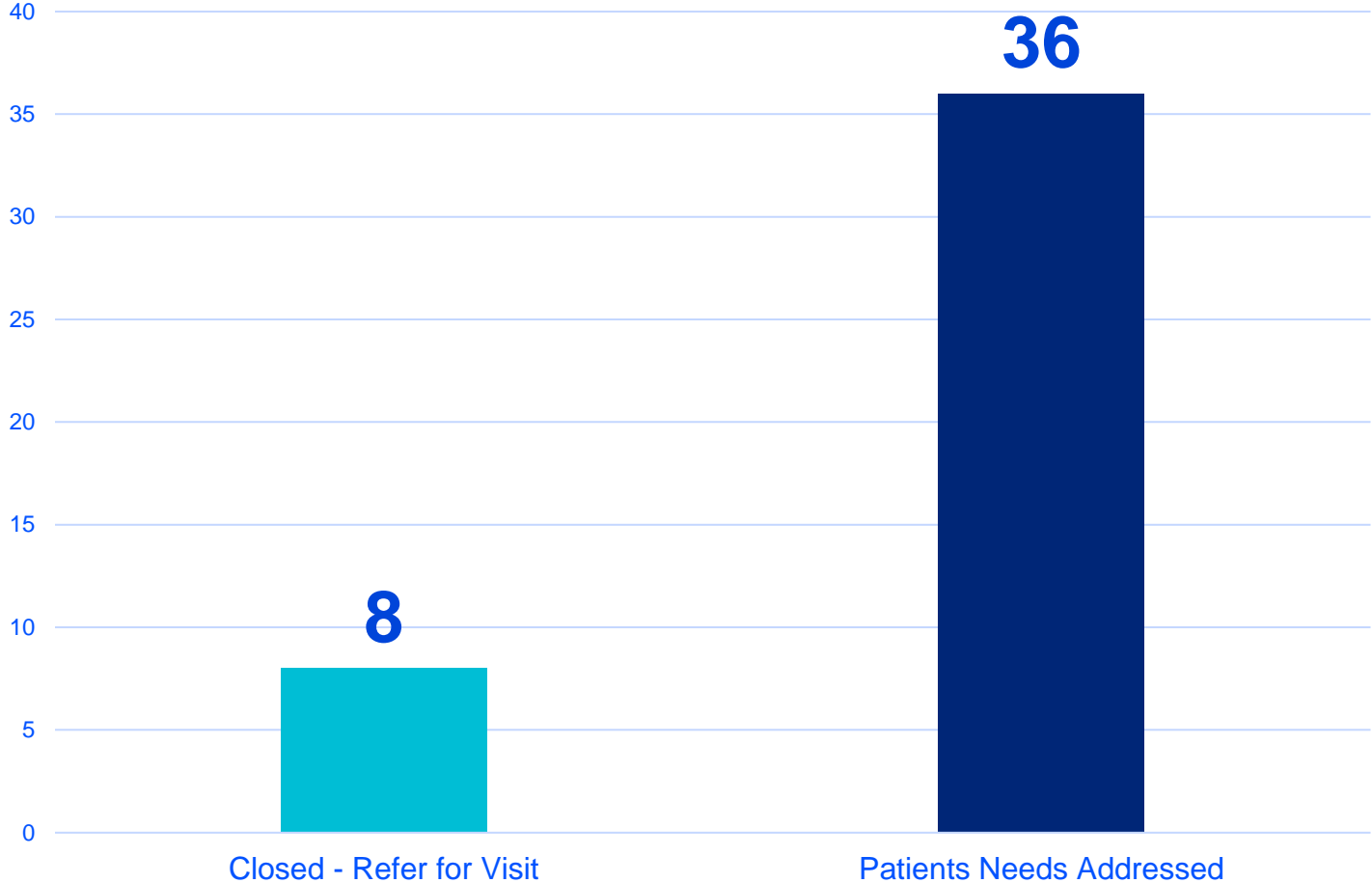


eConsult Close Reason

1/1/23-7/31/23

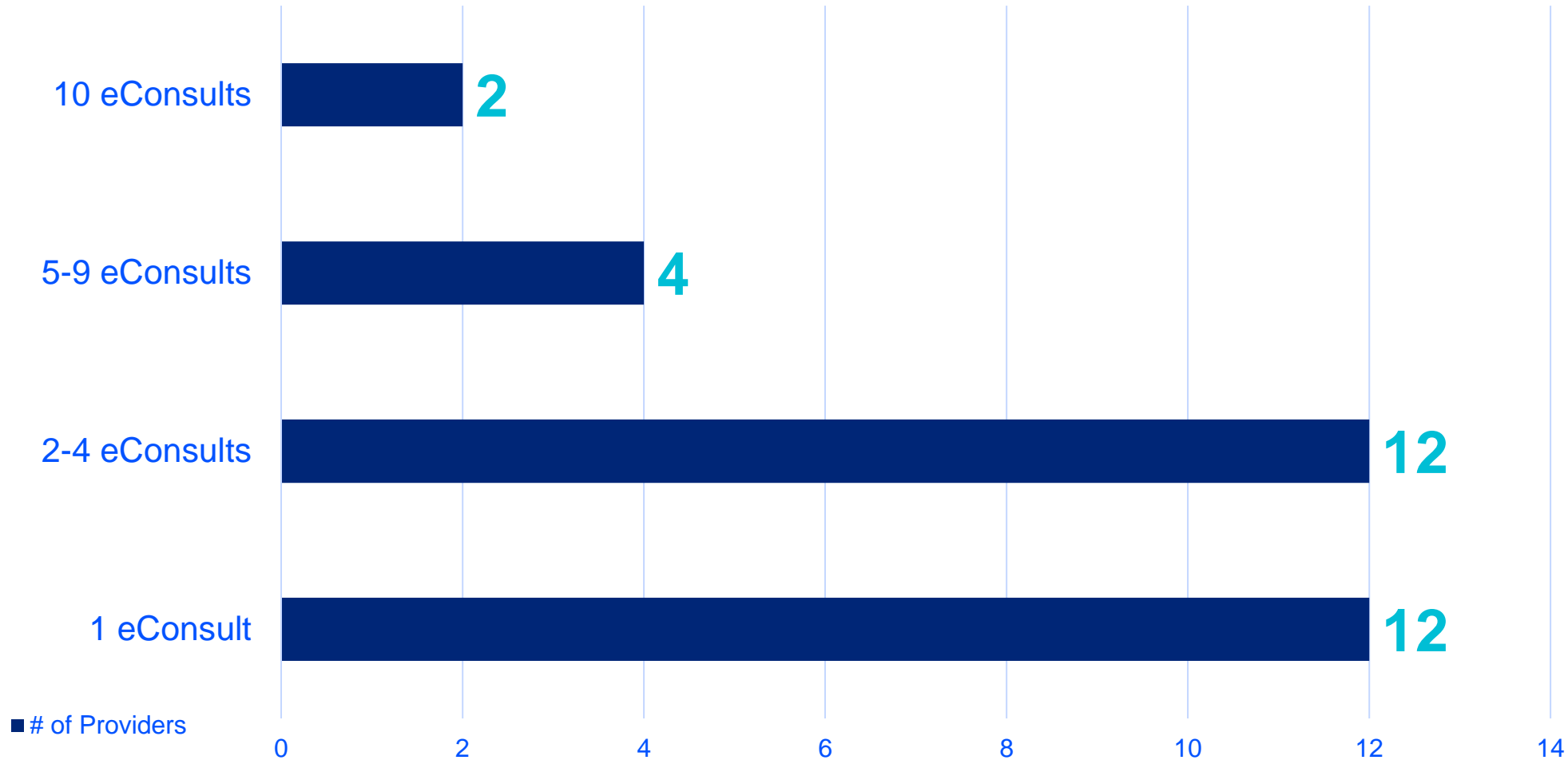


- Closed - Refer for Visit
- Patients Needs Addressed



60% of Active Providers have used Colorado Specialty CareConnect more than once

(n=30)



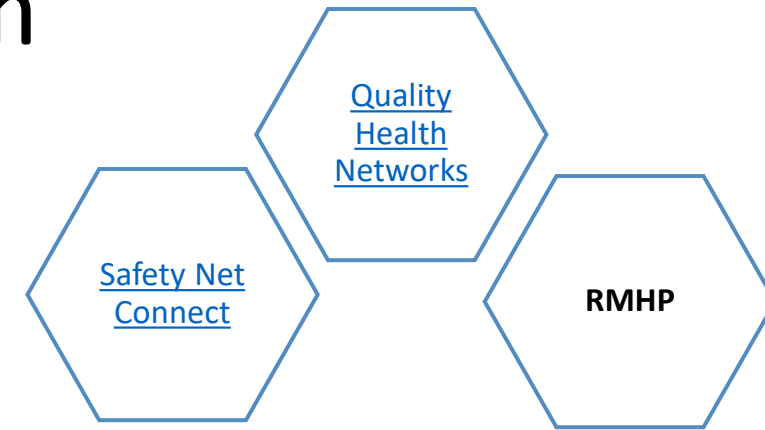
■ # of Providers





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 the following items: QHN Results, Chat, QHN Direct, CSCC (circled in green), and Provider Directory. Below the navigation bar is the Quality Health Network logo and a menu with items: My Results, Organization Results, Patients, Providers, Reports, IndiGO, Setup, Administration, and PDMP. The main content area shows a patient profile for "Test, Alex" (01/01/1970, 52 yrs) with a community ID of 200000068529. The patient profile includes tabs for Summary, More Patient Information, Patient Groups, Patient Documents, Advance Care Planning Documentation, and eHT HIE V. The Summary tab is active, showing sections for Imaging (0), Laboratories (0), Documents (0), and Transcriptions (2). The Transcriptions section contains a table with the following data:

<input type="checkbox"/>	Date	Name	Source
<input type="checkbox"/>	04/19/2022	eConsult	SFNTCN
<input type="checkbox"/>	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

Move directly from QHN into Colorado Specialty CareConnect

[Quality Health Networks](#)

[Safety Net Connect](#)

RMHP

The screenshot displays the user interface for the CSCC Colorado Specialty CareConnect platform. At the top, there is a navigation bar with the CSCC logo and user information: "Welcome > Test PCP1". Below this is a dark green header with tabs for "Inbox", "New eConsult", and "My eConsults".

The main content area is titled "Welcome to Colorado Specialty CareConnect" and includes a "refresh" button. A notification box titled "RMHP Notification" contains the following text: "Program notifications will be displayed here. Site is scheduled to Launch January 10th. [New specialties are live!](#)".

Below the notification is a "Message Inbox" section with filters for "Message Inbox", "Draft Messages (0)", "Dismissed Messages", and "Sent Messages". It shows "1 record(s) found" and includes search and filter options: "only show messages sent directly to me" (checked) and "hide notifications" (unchecked).

Date	From	Patient	Specialty	Consult ID
02/13/2023 08:18 AM	Test SPECIALIST1	TEST CRAIG	CARDIOLOGY - ADULT	12086845

The message content is: "consider medication xyz." There are "reply" and "close" buttons next to the message.

On the left side of the interface, there are several utility boxes: "Welcome > Test PCP1" with links for "Change My Profile", "Change My Password", "User Guides and Info", and "Clinical Library"; "New Visit Notes" showing "0 unviewed visit notes"; and "Overdue For Response" showing "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: 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



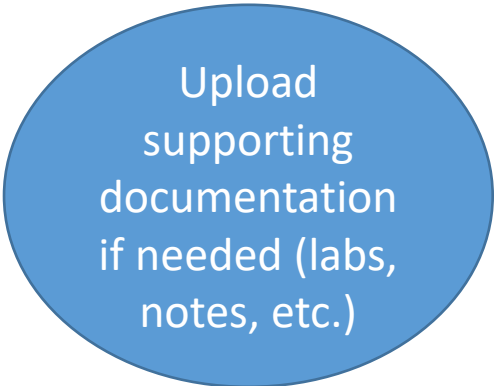
Consult Information

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	reply close

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

eConsult summary

Includes all billing
documentation
requirements needed to
submit a claim for CPT
99452



Transcriptions

Download Report View Clinical Messages Delete Share Send to Me

Test, Alex 1/1/1970

Flag: General, Low, High | Abnormal: ! ↓ ↑ Critical: ! ⚠ ⚠ Severe: ⚠ ⚠

Order Info Order Type Transcription Placer Order Id 12086613 Filler Order Id 12086613	Providers On Order Ordering Provider Steele (pcp), Heather	Source Information Source Safety Net Connect Received On Feb 8, 2023 12:27:56 PM
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eConsult

Status	Placer Field 1	Placer Field 2	Filler Field 1	Filler Field 2	Reported On
Final					Feb 7, 2023 9:02:00 AM

Notes

eConsult ID: 12086613
 Specialty: CARDIOLOGY
 Diagnosis: PALPITATIONS ICD Code: R00.2
 Procedure: NTRPROF PHI/NTRNET/EHR RFRL Code: 99452
 Received Patient Consent: Yes
 Status: Closed
 Decision Date: 02/07/2023

eConsult Composition: 4 min
 eConsult Review 1: 4 min
 eConsult Review 2: 4 min
 eConsult Review 3: 4 min

Total Time Spent on eConsult: 16 min

02/07/2023 09:38 AM Heather Steele (PCP) To: Heather Steele (SR)

02/07/2023 09:50 AM Heather Steele (SR) To: Heather Steele (PCP)
 abcabc

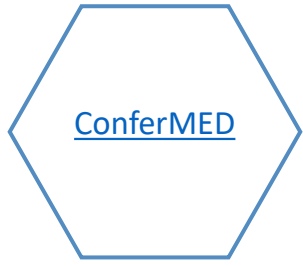
02/07/2023 09:51 AM Heather Steele (PCP) To: Heather Steele (SR)
 7654321

02/07/2023 09:51 AM Heather Steele (SR) To: Heather Steele (PCP)
 152426

02/07/2023 09:52 AM Heather Steele (PCP) To: Heather Steele (SR)
 yes

02/07/2023 09:54 AM Heather Steele (SR) To: Heather Steele (PCP)
 1 min

02/07/2023 09:58 AM Heather Steele (PCP) To: Heather Steele (SR)
 This eConsult was closed as: Patients Needs Addressed



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



**NEW SPECIALTY
NEUROLOGY**

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* (retiring)
HEMATOLOGY	Steven Fein, MD	
INFECTIOUS DISEASE	Khalid Rikabi, MD	
NEUROLOGY	Aaron Heide, MD NEW	
NEPHROLOGY	Joseph Harawi, MD*	
ORTHOPEDICS	Adrian Rawlinson, MD	Curtis Vandenburg, MD
PAIN MANAGEMENT	Kenneth Lewis, DO*	Kyle Christopherson, MD* (on hold)
PSYCHIATRY	Tuvia Breuer, DO	
RHEUMATOLOGY	Samantha Shapiro, MD	Elizabeth Rook, MD* (on hold)
UROLOGY	Craig Peterson, MD*	

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.