E-Consult Workgroup
December Webinar

December 16, 2020, 12-1 PT
https://us02web.zoom.us/j/9689264532

BluePath
H E A L T H

Agenda

- Annual Meeting Recap and Launch of econsultworkgroup.com

- Call for 2021 Sponsors

- Featured Speakers: Amber Nicollet, MHA and James Wheeler, DO
  E-Consult Innovation: A Middle Ground Model to Enhance Adoption and Improve Care (NEJM November/December 2020)

- Payer E-Consult Survey Results

- Program Introduction: Fresno E-Consult Coalition

- E-Consult Workgroup 2021 Priorities:
  - *Supporting* E-Consult Adoption and Sustained Utilization
  - *Measuring* Access and Reporting E-Consult
  - *Expanding* Reimbursement across Plans and Business Lines

- Clinical Advisor Perspectives

- Next Steps

E-Consult Workgroup Annual Meeting Recap and launch of econsultworkgroup.com

E-Consult Workgroup Annual Meeting
Nov. 16-17, 2020

The E-Consult Workgroup and California Telehealth Policy Coalition hosted our annual meetings November 16-17, 2020. Thank you to our speakers and sponsors of our annual meeting, made possible by California Health Care Foundation, Anthem Blue Cross, ConferMed, IEHP, Safety Net Connect, WISE Healthcare, AristaMD, and RubiconMD. To sponsor the Workgroup in 2021, contact econsultworkgroup@bluepathhealth.com.

View Fireside Chat discussions, featuring e-consult innovators and use cases:

### Fireside Chat discussions, featuring e-consult innovators and use cases:

AristaMD - E-Consult in PACE Settings

Pam Gould, Chief Growth Officer at AristaMD moderates a discussion about specialty care access, telehealth, e-Consult, cost savings, and the impact of the pandemic on healthcare delivery.

ConferMED Nutrition Guidance Through E-Consult

Darren Anderson, MD and founder of ConferMED, moderates a discussion with his colleagues about how they are using e-Consult and the digital pipeline to do more than connect PCPs with Specialists.
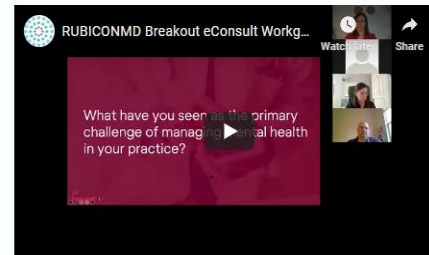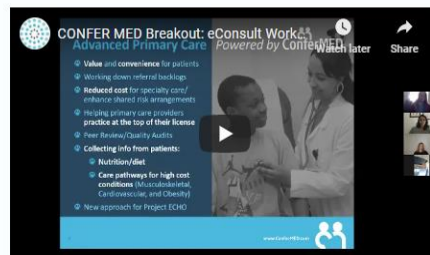
RubiconMD Managing Behavioral Health Conditions

Representatives from RubiconMDshare their vision for integrating behavioral health and e-Consult as part of comprehensive care.

Safety Net Connect - Lessons Learned from the VA

David Shulkin, MD, the former Secretary of the Veteran's Administration, shares his experience with e-Consult while he was overseeing the Veterans Health Administration and working as a physician to treat veterans using telehealth.

Main Session, featuring e-consult payer, provider and policy leaders:

Keynote Presentation by J. Nwando Olayiwola, MD

J. Nwando Olayiwola, MD, MPH, FAAFP, Chair & Professor, Department of Family and Community Medicine; Founder, Center for Primary Care Innovation and Transformation (PCIT), The Ohio State University College of Medicine & Wexner Medical Center

Call for 2021 E-Consult Workgroup Sponsors

We thank California Health Care Foundation for its support of our work and appreciate our 2020 sponsors' contributions.

2020 E-Consult Workgroup Sponsors

Gold

Bronze

Silver

To learn about 2021 sponsorship, visit econsultworkgroup.com. To sponsor, contact libby.sagara@bluepathhealth.com.

E-Consult Workgroup Playbook: Strategies for Success

The Playbook

What is Needed to Support E-Consult Implementation and Sustainability?

econsultworkgroup.com/playbook

Provider Engagement and Leadership

A provider champion is key to engaging the care team to embrace a process change that will improve patient access and create a more efficient referral process.

+ Provider Engagement and Leadership in Action

Payer Value Proposition and Ownership

E-consult programs are fostered by payer collaboration and cons[...]
providers whether they are treating Medicaid or Commercial-cov[...]

+ Payer Value Proposition and Ownership in Action

Streamlined Provider Technology Workflow

Primary care providers need a simple e-consult workflow and "at[...]
can dramatically improve the specialty referral process.

+ Streamlined Provider Technology Workflow in Action

Patient/Member Education and Communications

E-consults are peer-to-peer communications that result in reduced wait times and expedited specialty advice for patients, however, patients need to understand that care is taking place behind the scenes.

Primary Care Organization (FQHC or Independent Practice)	**Health System (Hospital or Academic Medical Center)**	**Health Plan (Medicaid or Commercial Payer)**
Community Health Centers, Inc. a federally qualified health center in Middletown Connecticut, engaged its primary care providers, clinic specialists, and State Medicaid to support its initial effort.	The University of California at Irvine faces a growing aging population, a high cost of living and a shortage of physicians. UCI implemented e-consult to tackle lower-complexity referral problems that did not require an in-person evaluation, resulting in 80% of requests being resolved electronically.	Inland Empire Health Plan partnered with WISE Healthcare to pair primary care providers with specialists to ask questions, learn from his experiences and improve processes.
At CHC, Inc., clinical leadership prioritizes the right type of care at the right time -- e-consult, ECHO (provider education) and/or live video telehealth specific to the patient need.	View the webinar where Dr. Alpesh Amin, Chair, Department of Medicine, UC Irvine School of Medicine presented on their experience.	In its Multi-County E-Consult Initiative, IEHP held evening networking meetings allowing providers to share a meal and discuss how to strengthen their program. View the webinar in which Dr. Priya Batra of IEHP speaks to specialty care access through telehealth.

Featured Speakers:

Amber Nicollet, MHA and James Wheeler, DO
E-Consult Innovation: A Middle Ground Model to Enhance Adoption and Improve Care (NEJM November/December 2020)

HealthPartners

- Nonprofit health care provider and health insurance company
- Minnesota and western Wisconsin
  - 55 primary care clinics
  - 22 urgent cares
  - 8 hospitals
- 55 medical and surgical specialties
- 1,800 physicians and 60 dentists

HealthPartners®

The E-Consult Story at HealthPartners

● Before e-consult, there were two options:

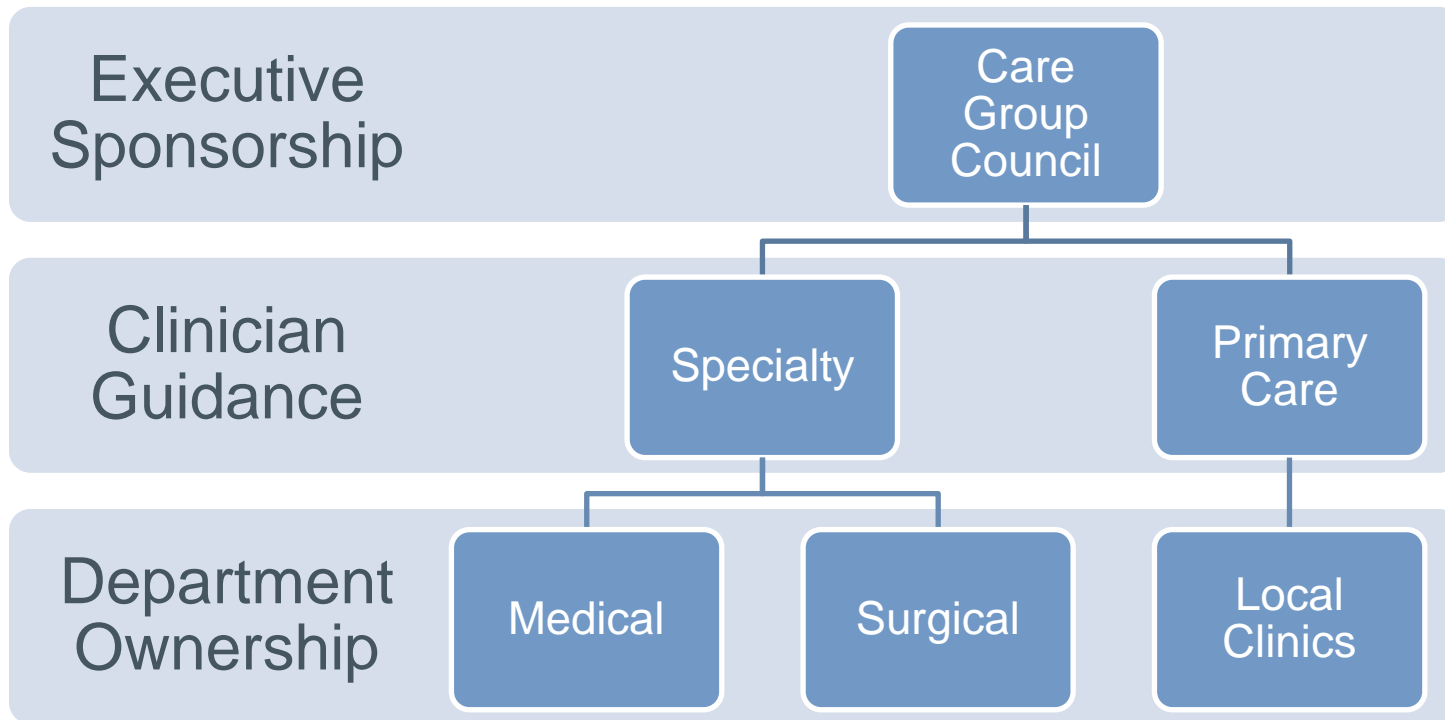*Quick answers but no documentation or compensation:*

- Page on-call provider
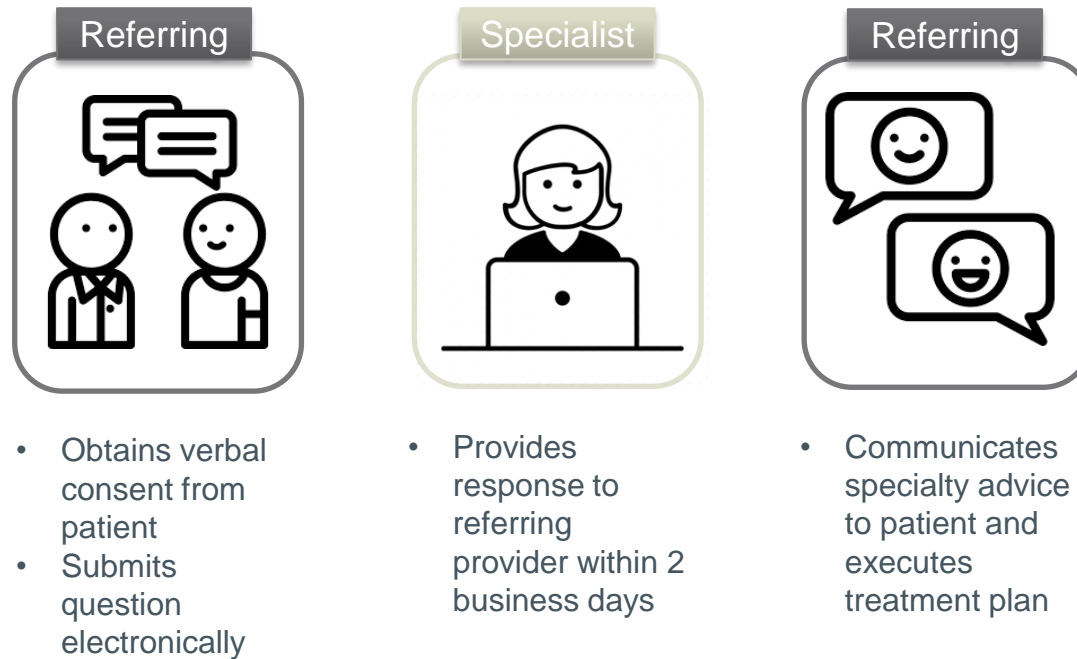- Call or email a trusted colleague

Documented and compensated work but often takes >2 weeks:

- Face to face visit in a specialty department

Achieving Consensus and Moving Forward

How E-Consult Works at HealthPartners

Referring

- Obtains verbal consent from patient
- Submits question electronically

Specialist

- Provides response to referring provider within 2 business days

Referring

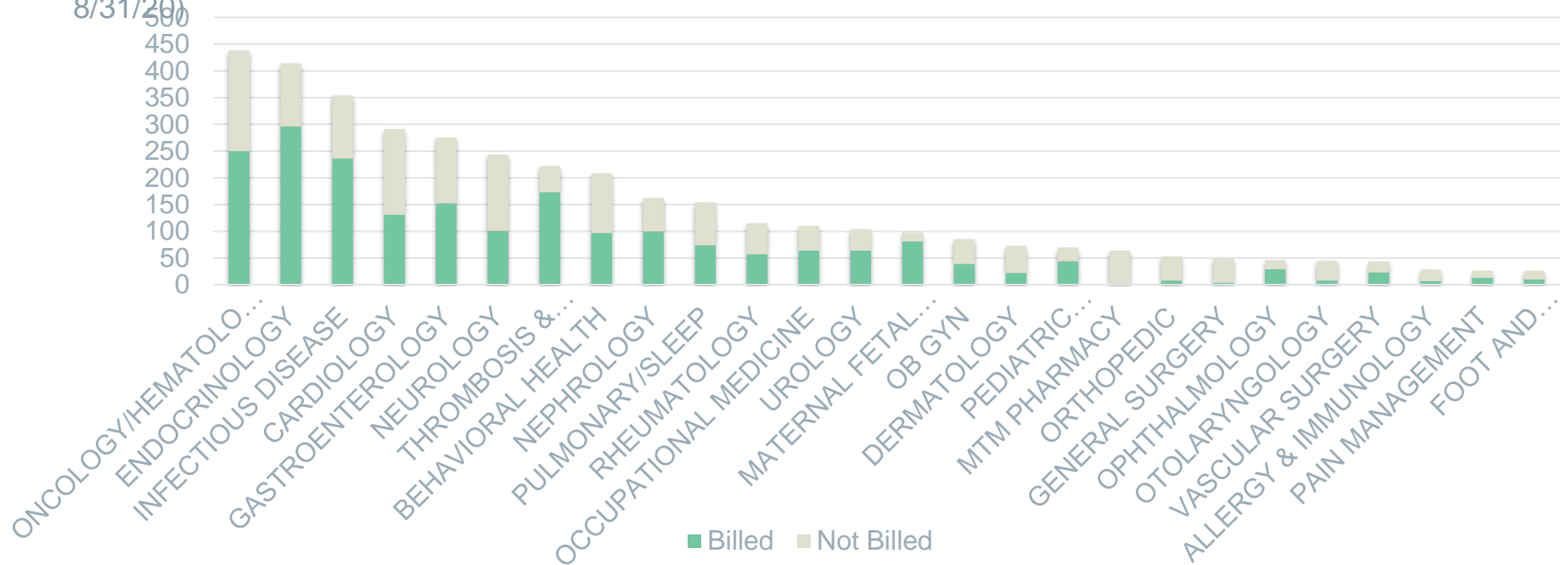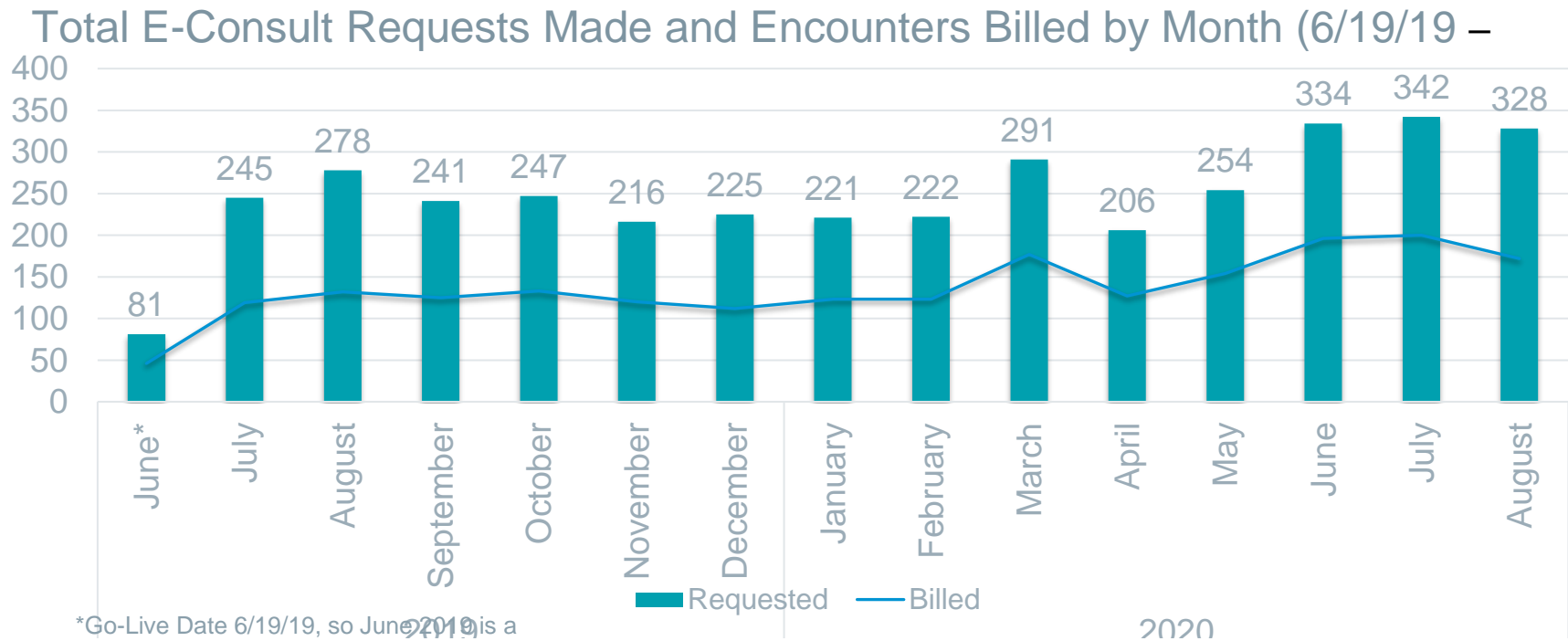- Communicates specialty advice to patient and executes treatment plan

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Volumes by Specialty

Volume of Requested E-Consults by Top 25 Specialties, by those Billed and Not Billed (6/19/19 – 8/31/20)

HealthPartners

Volumes by Month

Total E-Consult Requests Made and Encounters Billed by Month (6/19/19 –

*Go-Live Date 6/19/19, so June 2019 is a

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Clinician Feedback

I found the process to be wonderful. It was easy to ask my question via free text within the consult and he responded within the hour with a thorough recommendation and the reasoning behind his thought process. The patient felt reassured with his recommendations and I felt the documentation was easier to complete with his formal comments.

Seemed really really easy. Nice to have the option to bill for things we would otherwise do. Also nice to save slots in our consults for people who don't really need the full consult, just the quick question answered.

It was super slick!

The process has been easy and patients are grateful for the access without another visit.

I used it once yesterday and the patient was very excited about the idea of not having to wait for an appointment and go to another clinic. My recommendations were provided to me the same day with specific instructions which was very helpful!

HealthPartners®

CASE STUDY

E-Consult Innovation: A Middle-Ground Model To Enhance Adoption and Improve Care

Amber Larson, MHA, James (Jesse) Wheeler, DO

Access to specialty care can be limited by geography, capacity, and cost. To address these potential barriers, HealthPartners designed and implemented an e-consult model that features innovative financial and operational elements. The Minnesota-based vertically integrated system engaged with third-party payers, beginning with its own, to explore the value of providing specialty care advice directly to a referring provider. HealthPartners also created an in-house method to compensate primary care providers for their work in e-consult, as well as some flexibility for specialists to participate. In less than 1 year, more than 50% of the e-consults have been billed, and more than 60% of the requests from primary care providers have been addressed the same day, with just 12% exceeding the 2-day target.

# Survey Results: Payer Feedback on E-Consult Programs

- Which CPT codes does your plan use to capture and report the use of e-consult?

- Do you offer any additional incentives to increase primary care provider or specialist utilization of e-consults? If so, please describe?

- Is e-consult included in any materials you share with contracted providers, such as provider manuals, provider bulletins, and policies and procedures? If yes, could you please provide this to the e-consult workgroup?

- If a primary care provider or specialist within your network wishes to participate in e-consult, which individual/email should they contact to learn about program options and billing requirements/reimbursement?

We welcome additional payer survey responses.   <u>Payer E-Consult Survey</u>

How does your plan capture and report provider e-consult use?

E-Consult Capture and Reporting

Legend: ■ 99451 ■ 99452 ■ 99446-99449 ■ Other
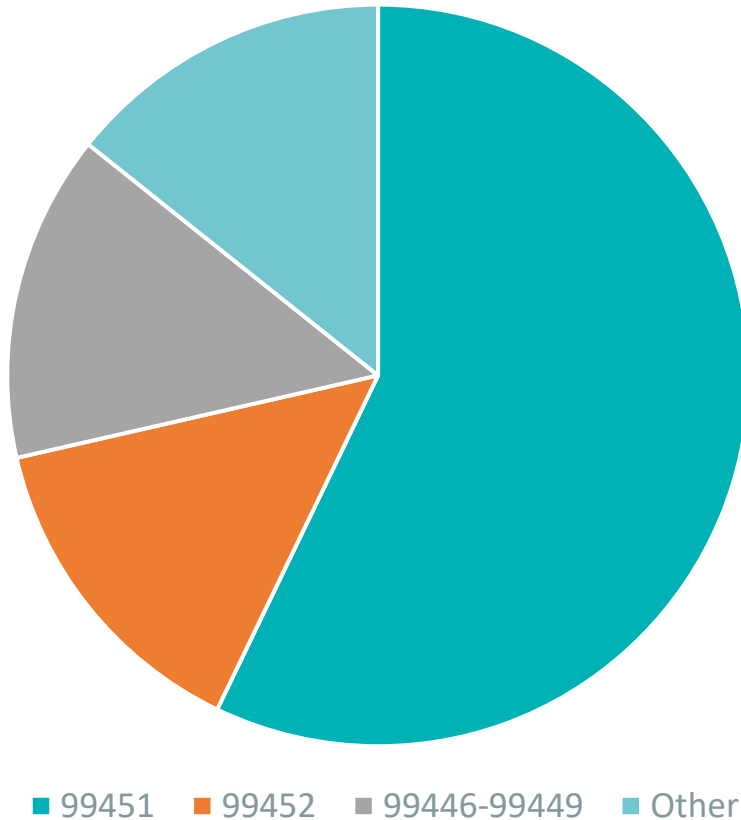
CPT Code Summaries:

- 99451 - reported by specialist consult responder

- 99452 - reported by treating/requesting provider

- 99446-99449 – time-based codes reported by a consultant when requested by another provider

E-Consult Workgroup 2021 Focus – encourage consistent capture and reporting of e-consult using state Medicaid and Medicare approved codes, reporting across all lines of business.

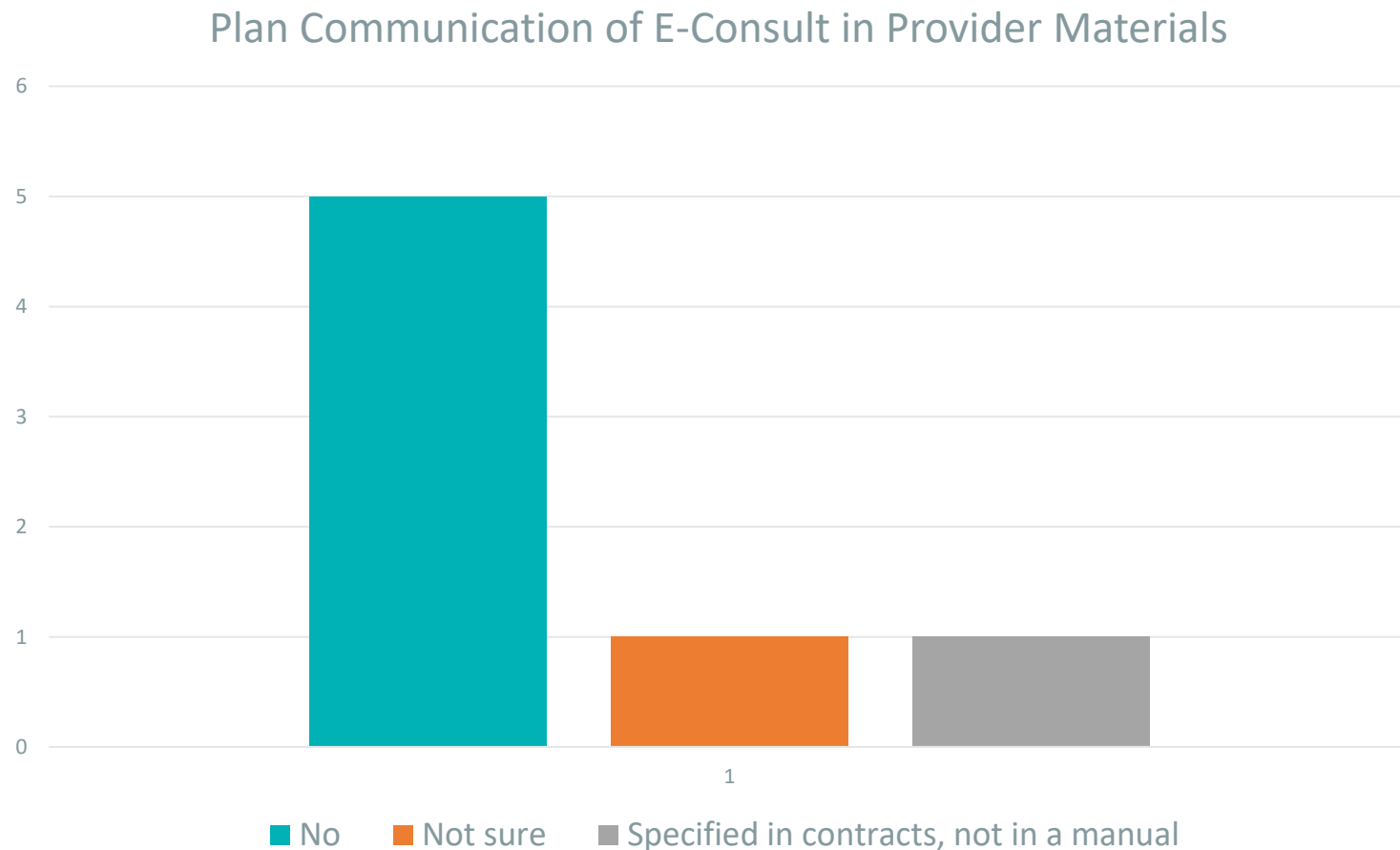# What is your provider incentive structure?

Provider Incentive Structure
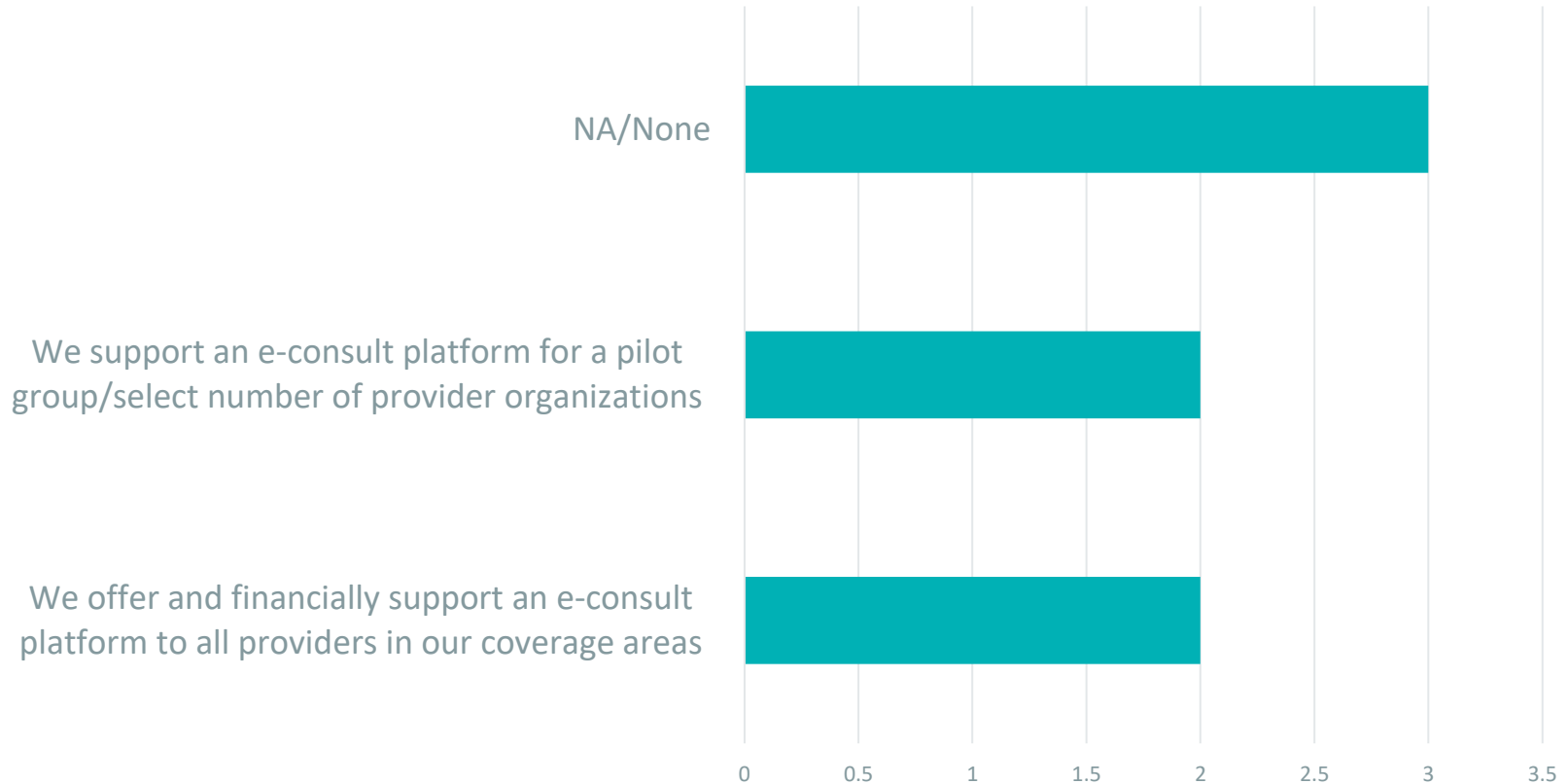
Other Response:

We pay for platform costs...We reimburse the specialists directly. Additionally, we have our Telehealth Coordinator Support Grant which is used to help offset some of the costs of a Telehealth program...Also, eConsults are incentivized at a 3-to-1 ratio for the grant to help drive greater adoption and utilization.

Do you communicate e-consult in materials and manuals you share with providers?

Plan Communication of E-Consult in Provider Materials

■ No ■ Not sure ■ Specified in contracts, not in a manual

E-Consult Workgroup 2021 Focus – encourage inclusion of e-consult in payer policies, procedures, provider manuals and communications

Program Introduction:
Fresno E-Consult Coalition

https://econsultworkgroup.com/fresno

Fresno E-Consult Coalition

Payer Collaboration

Medi-Cal managed care organizations (MCOs) in Fresno county are working together to support clinics and health systems in the region by providing no-cost access to electronic consult (e-consult) to improve Medi-Cal patient access to specialty care and enhance care coordination between primary providers and specialists. The Fresno E-Consult Coalition is a group of community health centers, health systems, independent practice associations, clinic networks and MCOs working together to create an inclusive program to address implementation needs, streamline referral workflows and improve patient/member experiences.

Unique Aspects of the Coalition

- Payer collaboration to cover e-consult costs to make the service available to all providers and patients;
- Organizations working to resolve key issues and disseminate learnings to support program spread;
- Provider champion sharing of the benefits and value proposition of e-consult to facilitate use; and
- Shared tracking of progress and modeling of outcomes to sustain adoption.

Health Care Provider Role

- Commit to participate in monthly Fresno E-Consult Coalition Roundtables
- Provide Program Implementation Team (including clinician lead, program manager, and IT lead)
- The health system will not be charged a fee for the platform or implementation support provided

Join the Fresno E-Consult Coalition

- Join us for the next Fresno E-Consult Coalition Roundtable on December 15 from 11:30-1:00 PT. Webinar Link - https://us02web.zoom.us/j/9689264532
- To get involved, please complete this brief survey.
- If your organization is actively using e-consult or if you would like more information, contact libby.sagara@bluepathhealth.com.

Program Materials

Fresno E-Consult Coalition Overview

November 20 Roundtable Presentation and Summary

ConferMED Platform Overview

E-Consult Workgroup Annual Meeting Video

Workgroup Priorities: 2021 and Beyond

Supporting
E-Consult Adoption and Sustained Utilization

Measuring
Access and Reporting E-Consult

Expanding
Reimbursement across Plans and Business Lines

	2020	2021-22	2023-on
Supporting E-Consult Adoption and Sustained Utilization			
Formation of Clinical Advisory Group	■		
Launch of E-Consult Provider Playbook	■		
Webinar series on Provider Support		■	
Subgroup on EHR Optimization		■	
Regional payer collaboration initiatives	■		
Adoption and technical assistance grants		■	
Patient and Employer education			■
Measuring Access and Reporting E-Consult			
Leverage PRIME metrics into new programs	■		
Increase managed care reporting to state regulators	■		
Include e-consult in plan reporting to State Medicaid		■	
Collaborate with national quality organizations		■	
Partner with specialty advocacy groups		■	
Collaborate with independent practice assns (APG)	■		
Collaborate with marketplace purchasers (Covered CA)			■
Achieve e-consult recognition in MCO rate-setting			■
Expanding Reimbursement across Plans/Business Lines			
Clearinghouse for plan policies and programs		■	
Include e-consult in State Medicaid Waiver programs		■	
Connect e-consult with value-based payment models		■	
Partner with Medicare Advantage/PACE programs		■	
Work with AAMC to address Medicare challenges	■		
Explore and track federal funding for telehealth adoption		■	
Input into Alternative Payment Model design			■

e-consult
WORKGROUP

Clinical Advisor Perspectives: Moving into 2021

Delphine Tuot, MDCM, MAS
Zuckerberg SF General, Associate Professor in Residence
Center for Vulnerable Populations, ZSFG

Greg Buchert, MD, MPH
CEO, GSB Health Management Solutions
Former CEO and President,
Blue Shield of California's Promise Health Plan
and Centene's California Health and Wellness Plan

Paul Giboney, MD
Associate Chief Medical Officer
LA County Department of Health Services

Publications and Resources

California Pan Ethnic Health Network (CPEHN) Telehealth Fact Sheet

With more widespread use and adoption in Medi-Cal, low-income communities, including those living in rural and medically underserved areas, can connect to specialists and manage their chronic conditions from home. Research has shown that virtual visits are comparable to in-person visits for certain services and can ease patient burden in terms of transportation costs or lost wages due to time away from work.

…more attention must be paid to assessing consumer satisfaction across populations to identify and implement best practices now in order to prevent more widespread disparities later.

https://cpehn.org/sites/default/files/telehealthfactsheet-12420-d.pdf

Provider Satisfaction from Ontario eConsult Program

- 74% of PCPs agreed that eConsult improved their referral decision making
- 73% agreed that eConsult increased ability to manage a broader array of diagnoses
- 88% stated that their user experience was either "very good" or "good"

https://pubmed.ncbi.nlm.nih.gov/33252320/

Next Steps

- California Telehealth Policy Coalition December meeting
  Friday 12/18, 1-2 PT – Zoom link – https://zoom.us/j/471594630

- January E-Consult Workgroup Meeting – January 20, 2020, 12 PT

- Visit e-consultworkgroup.com for events, policy updates and recent publications