

Fresno County-Wide E-Consult Roundtable

November 20, 2020

Next Meeting – December 15, 11:30-1 PM

Pre-meeting provider survey (please complete by December 1)

<https://www.surveymonkey.com/r/JDRWQPQ>

Attendees:

- **Anthem Blue Cross** - Bradley Bonilla, Joel Gray, Kerina Mendoza, Tom Manning, Janet Paine, Lynnette Siverling
- **California Health Care Foundation** - Chris Perrone
- **CalViva** - Greg Hund, Jeff Nkansah
- **Camarena Health Centers** - Leonor Seiler, Joel Ramirez, MD
- **Clinica Sierra Vista** - Nancy Banuelos
- **Community Regional Medical Center** - Emma Rasmussen, Ashley West
- **ConferMED** - Daren Anderson, MD, Agi Erickson, Maryann McGuire
- **CVHN** - Mary Renner, Jason Vega
- **Family Health Care Network** - Matt Miller, Chad Vawter
- **First Choice/Babylon** - Chris McCreary, Nicole Howard, Marcus Zachary, MD
- **Health Net** - Dee Dee Iverson, Mark Schweyer, Abbie Totten
- **Omni Family Health** - Cindy Stewart, Lisa Atkison
- **United Health Centers** - Beatrice Perez, Emily Mireles
- **Valley Health Team** - Sean Folweiler
- **BluePath Health** - Ciara Keegan, Timi Leslie, Libby Sagara, John Weir

Fresno County-Wide E-Consult Program Overview

- Anthem Blue Cross, CalViva and Health Net are collaborating to support the rollout of e-consult across Fresno county provider organizations for all Medi-Cal members.
- Please see the attached slide deck for program objectives, milestones, roles and responsibilities.

FQHC Perspective - FamilyHealthCare Network - Matt Miller, Managed Care Manager

- FHCN has seen improved turnarounds on specialist referrals where they had long wait times previously.
- E-consult has helped to streamline the process and ensure FHCN refers only those patients who require in-person consultation.
- The most utilized e-consult specialties are GI, neurology, cardiology, orthopedics, urology.
- Beatrice Perez, United Health Centers - Did providers feel like this was worth the time getting the one-to-one with the specialist?
 - Matt - Definite buy in once they saw the turnaround time - saw the value quickly
- Emily Mireles, United Health Centers - Did the PCP initiate the e-consult or did it go through the referrals dept?
 - Matt - FHCN has a dedicated referral team - making sure we are properly evaluating what makes sense for an e-consult vs a face-to-face encounter has been a learning curve. It's a collaborative effort between the referral team and the provider.

- Cindy Stewart, Omni Family Health - Have you ever had any experiences where the patient still wanted to see a specialist?
 - Matt - Haven't heard that happen - in most instances patients seem happy with e-consult. If they really want to see a provider, that is their right. The criteria for e-consult acts more as a guideline.

Measures of Success: E-Consult Programs Deliver Efficiency, Cost Savings and Satisfaction

- Daren Anderson, MD, ConferMED: Face-to-face reduction statistics are different depending on whether providers are required to do an e-consult as the first step to a referral. (Higher e-consult volume = lower percentage resolution without a face-to-face visit).
- Joel Ramirez, Camarena Health Centers:
 - Camarena HC is partnered with ConferMED and is happy to provide their experience with the group.
 - Camarena has set e-consult to be a default process, so the provider has to deselect the option to not do an e-consult.
 - The clinic receives a monthly report on utilization, and will look at the trajectories to see where we can increase primary care education.
 - E-consult decreases frustration for providers and patients.
 - Key benefit is the PCP and specialist ability to communicate around follow-up questions.
 - Dr. Ramirez doesn't see e-consult going away - they are adding as many specialties as they can with ConferMED because of the value.

Managed Care Program Examples

- Abbie Totten, Health Net: What specialties are most effective for e-consult?
 - Dr. Anderson: Procedural specialties (e.g. Orthopedic) are the ones that generate the most cost savings.
- Mark Schwyer, CH&W/Health Net, provided data on Chapa-De Indian Health e-consult use.
- Beatrice Perez: Was e-consult effective in increasing PCP knowledge?
 - Mark Schwyer: We did get some pushback from providers but the CMO supported the effort and emphasized the need - creating a meeting of minds - "this is what is good for our members and our patients"
 - E-consult helped with PCP education. We want to look at the data more closely and see if after multiple years of this it will cut down on the number of specialty referrals over time.

Upcoming Roundtable Planning

- Next Roundtable, December 15, 11:30-1
- Topics:
 - Provider survey on e-consult needs
 - Current/upcoming Fresno provider launches
 - Measuring success - Fresno E-Consult Program Metrics
 - E-Consult resolution by specialty - sharing published data
 - Provider incentives for use - Continuing Medical Education

If you have questions, comments or need help getting providers launched, please contact libby.sagara@bluepathhealth.com, 415.218.3673.