

Bringing eConsult to Virginia Primary Care Providers and Patients Virginia eConsult Consortium

March 25, 2026, 12pm



Agenda

- Welcome and eConsult Overview
Libby Sagara, Managing Director, BluePath Health
- Provider Spotlight: HealthWorks for Northern Virginia
Dr Stephanie Puloka, Chief Medical Officer, HW NoVa
- eConsult Platform Demonstration
Victoria Varah, Client Success Senior Manager, RubiconMD
- Q&A
- MCO Perspectives and Discussion
- Engaging in the Virginia eConsult Consortium





Virginia eConsult Consortium Overview



eConsults: Provider to Provider Communications

If your primary care provider refers you to a specialist, you may get advice through an eConsult. An eConsult is completed in just a few days and may prevent you from traveling to another appointment.



You have a visit at the clinic and decide you need a specialist's advice.

Your doctor sends the specialist a question using a secure email message.

The specialist emails advice back to your doctor who decides on next steps.

The clinic calls you to talk about the next steps your doctor advises.

If you need another visit, the clinic schedules an appointment for you.

eConsults are asynchronous, provider-to-provider communications allowing primary care providers to consult with specialists, improving access and reducing patient wait times.



Benefits to Primary Care Providers and Patients



Reduced No-Shows and Travel

- Per patient savings from [\\$195](#) (Berk, 2024) to [\\$655](#) (Anderson, 2018)
- Secondary cost savings from reduction in [no-shows](#) at specialty appointments (Anderson, 2018)



Optimizes Referral Process

- PCP satisfaction ranges from [70-95%](#) (Vimalananda et al., 2015)
- [Majority](#) of PCPs use e-Consult recommendations (Bifulco, 2023)



Keeps Patients in Primary Medical Home

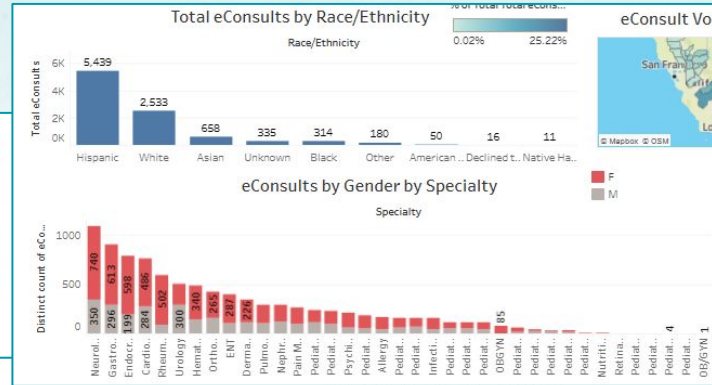
- In 82% of cases, PCPs do not recommend in-person referral (Tuot, 2018)
- FQHCs found eConsult [reduces](#) in-person specialty visits by up to 80%.

“You don’t have to go somewhere else to have all those tests in another office”
(Patient) (Bifulco et al., 2023)

“It really has increased communication, and it’s also been really good for my learning...getting direct recommendations from the specialists.” (PCP) (Lee, 2018)



Improved access to care across all specialties



State Medicaid approved CPT codes
 Treating Provider - 99452
 Consulting Provider - 99451

County	Specialty													
	Allergy	Cardiolo..	Dermato..	Endocrin..	ENT	Gastroe..	Hematol..	Infectiou..	Nephrol..	Neurolo..	Nutrition	OB/GYN	OB/GYN	Orth
Amador														
BUTTE		1	23	11	30	33	51	12	10	10	72			25
Calaveras					2		1							
Colusa		4	2	5	2	7			1		21			
El Dorado	1	6	47	30	7	16	18	23	10	31	1		7	
FRESNO	57	104	1	147	87	134	84	19	49	201			5	
Glenn		7	1	3	7	12	3		3	28			5	
Imperial				6	2									
KINGS	19	92	14	74	51	81	25	18	30	97				
LOS ANGEL..	3	72	176	86	20	79	115	38	32	57			6	
MADERA	8	138	7	137	50	128	59	8	36	153		1	7	
NEVADA				1										



Collaboration across Virginia MCOs to launch eConsult for Medicaid members







**Aetna Better Health[®]
of Virginia**





The Virginia eConsult Consortium Provides Support

Goal	Purpose
 Multi-Payer Alignment	The Virginia eConsult Consortium ensures multi-payer alignment, supporting primary care providers so you don't have to check insurance eligibility before submitting an eConsult
 Technical Assistance	Ongoing support through trainings, practice change management initiatives and other information required to make the most of eConsult to increase access to speciality care
 Quality Metrics	Providing a dashboard of metrics showing eConsult utilization by payer, specialty etc to support and monitor ongoing utilization
 Policy Support	A unified payer voice advocating for eConsult reimbursement in discussions with DMAS.



**Provider Spotlight:
HealthWorks for
Northern Virginia
Stephanie Puloka, MD, CMO**



eConsult Pilot at HealthWorks for Northern Virginia

- HealthWorks for Northern Virginia launched in **August 2025**
- **14 primary care providers** have completed eConsults, **22 trained**
- **99 eConsults** have been completed with a **5/5** satisfaction rating
- **Top 3 specialties** are Dermatology, Pediatrics and Endocrinology
- Average **turnaround time** for eConsults is **under 3 hours**





Sample Dermatology eConsult Request and Response

Dermatology eConsult transcript



Primary Care Clinician

Question:

Please let me know your thoughts about diagnosis and treatment.
Thank you very much!

Background:

59 year old female with h/o morbid obesity, well controlled DM, and h/o intraductal papilloma of breast s/p excision on Tamoxifen with severe itchiness and burning and rash of labia x 4 weeks. Trialing a course of nystatin, clobetasol.

Of note patient had erythematous rash under abdomen, did not realize having irritation of the labia at the time and given course of Keflex and nystatin with improvement of the rash.

*Image included
in submission*

Virginia

HealthWorks



RubiconMD Dermatologist Response

Hi there, thank you for the econsult. The image and history are suggestive of intertrigo, which is more common in obese individuals. Agree with nystatin cream or ointment. I think the clobetasol would be too strong in this area, and at risk for flaring the condition upon discontinuing it. Instead, would recommend hydrocortisone 2.5% cream or ointment along with the nystatin to help reduce inflammation (can apply one topical after the other, doesn't matter which is first). Both can be used BID for two weeks, and then resumed as needed in case of future flare.





Sample Psychiatry Request and Response

Psychiatry eConsult transcript



Primary Care Clinician

Question:

Is Chantix an ok choice for tobacco cessation in a 53 year old male with history of Bipolar Disorder on Lithium and Lamotrigine who reports tolerating medication rather well previously?

Background:

Pt is a 53 year old male w/ history of Bipolar Disorder, ADD, Insomnia, who needs assistance with tobacco cessation (using dip and cigars) so he can get back surgery. He is hoping to do this in 2 months. Unable to be on Nicotine Replacement Therapy prior to surgery b/c of wound healing concerns. He reports that he has been on Lithium for many years and previously tried Chantix in the past and denies SI, had vivid dreams that were manageable. He really wants to use this option, even though I let him know my concerns. Current meds include Lithium, Vyvanse, Ambien, Lamotrigine.

Pt was asked to follow up with his psychiatrist as well. But was hoping to start something soon and worried about being able to get in touch with the office. Thank you for your expertise.

I offered Wellbutrin as well if his psychiatrist was ok with it. Thank you!



Virginia

HealthWorks - ABHVA
Member



RubiconMD Psychiatrist Response

Hello and thank you for the consult!

Chantix could very well be a reasonable choice for him. The primary contraindication to chantix is a history of aggression/recent aggressive episodes. If his mania and mood have been under good control, then chantix is a good option. If he only has two months to quit fully, I would also recommend individual therapy for motivational interviewing. This is more time intensive but is the most effective means of stopping an unwanted habit. This can be done in combination with prescribing chantix. Please let me know if you have any other questions!

Clinician Reported Outcomes and Ratings:

○ **5/5 stars**

ICD-10 Code

F17 - Nicotine Dependence



HealthWorks eConsult Success: by the Numbers

Data as of 3.9.26

HealthWorks

14

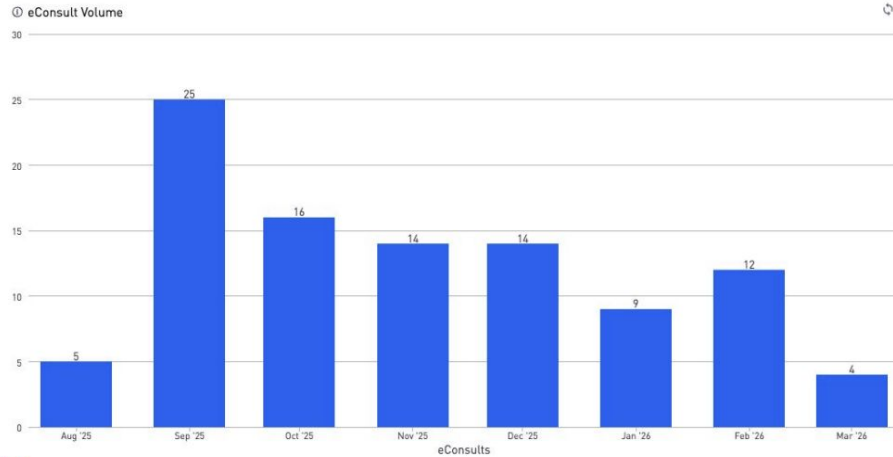
Active
Clinician
users

99

eConsult
submissions

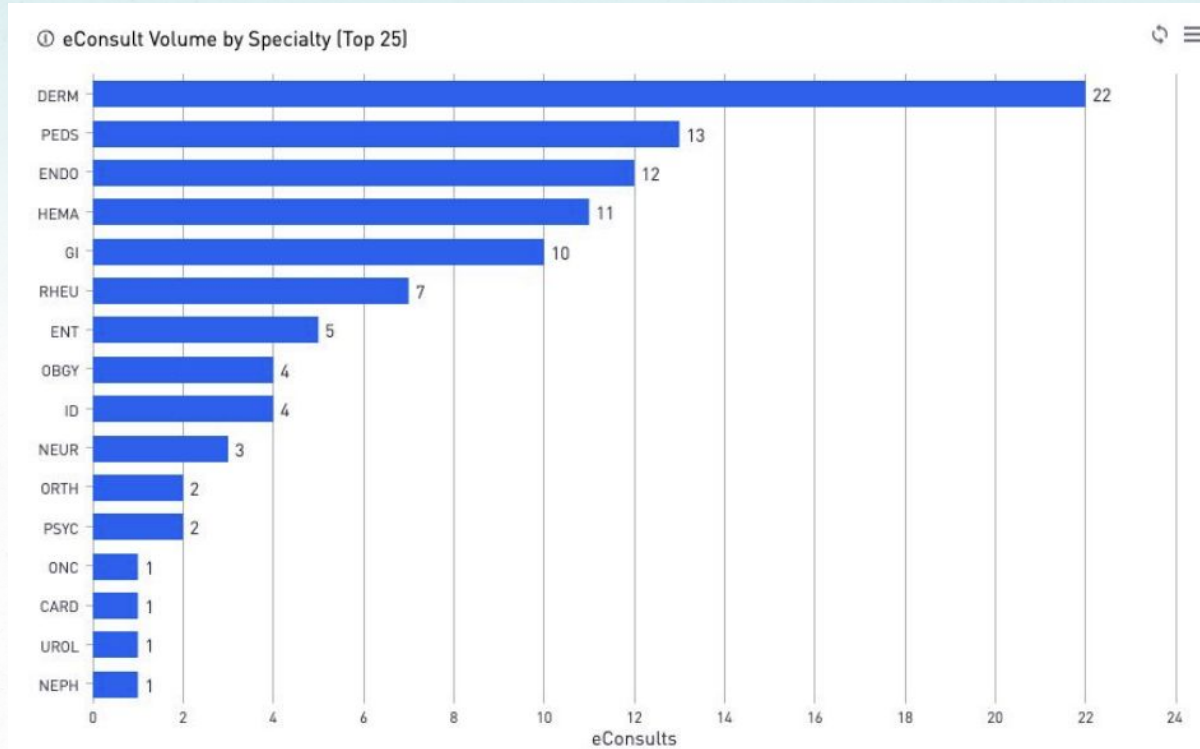
3 hour

Median specialist
response time





HealthWorks Top Specialties Requested by Volume





eConsult Demonstration

Victoria Varah

Client Success Senior Manager, RubiconMD



MCO Perspectives



Q&A



Getting Involved in the Virginia eConsult Consortium

Next Steps

- Join us for the next Virginia eConsult Consortium meeting
- Include eConsult in Rural Health Transformation Discussions
- Share perspectives and interest with leaders across the Commonwealth
- Help address funding of eConsult for uninsured patients



Thank You