



RMHP CSCC eConsult Chronicle – August 2025

Colorado Specialty CareConnect (CSCC)

RMHP's eConsult Platform for Streamlined Specialty Advice

☐ Earn Incentive Dollars for Using eConsults!

From **July 1 to December 31, 2025**, individual providers will earn:

- **\$200** for their **1st** and **3rd** eConsult closed during this period.

You're eligible even if you've earned similar incentives before!

☐ 2025 eConsult Highlights (as of July)

- ☐ **62** eConsults completed
- ☐ **84%** resolved by the **Primary Care Medical Provider (PCMP)**
- ☐ **82%** answered within **1 business day**

☐👤 Roles Within the eConsult Platform

To help you integrate eConsults smoothly into your practice, it's important to understand the different roles available within the platform. This breakdown clarifies **who can perform which tasks** in your office and helps you identify **workflow options** that best support your team's needs and patient care goals.

Provider

- **Primary Function:** Submit, reply to, and close eConsults.
- **Workflow:** Providers manage the full lifecycle of an eConsult, from initiation to resolution.

Staff Draft Role

- **Primary Function:** Draft eConsults on behalf of a provider.
- **Workflow:** Staff create a draft eConsult linked to a specific provider. Once drafted:
 - The provider receives an email notification.
 - The provider can review, update, and submit the eConsult.

Staff Role

- **Primary Function:** Support providers by completing assigned tasks.
- **Workflow:** Tasks may include uploading attachments or other administrative actions as directed by the requesting provider.

Org Admin Role

- **Primary Function:** Oversee and manage eConsult activity across assigned sites.
- **Capabilities:**
 - Review eConsults generated within their designated sites.
 - Reassign eConsults to covering providers when necessary.
 - Generate reports to track:
 - Total, in-process, closed, or scheduled consults.
 - PCP activity, including billing-related reports.

☐👤 Eligibility

Any **RMHP or RAE 1 State Medicaid Members**.

☐ Available Consultation Specialties

Adult & Pediatric

Allergy, Cardiology, Dermatology, Endocrinology, ENT, Infectious Disease, Neurology, Orthopedics, Psychiatry, Pulmonology, Rheumatology, Urology

Adult Only

Gastroenterology, Hepatology, Hematology, Medical Oncology, Nephrology, OB/GYN, Pain Management

☐ **Need Help or Training?**

Nacole Johnson

eConsult Project Manager

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☐ **Support Services**

- Personalized training & troubleshooting
- Help accessing additional specialties
- Workflow integration support



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