



Colorado Specialty CareConnect (CSCC), RMHP's eConsult Platform

Provider Perspective: Real-World Impact of CSCC eConsults

☐ **Perspective from Keelin Lewis, Physician Assistant from PrimeHealth+**

"In primary care we often find ourselves with questions for specialists. There are times we can lean on our network to ask questions of specialists. However, many times our question is more complicated than that which might be asked in a quick text or phone call, or our network is incomplete. The e-consult service offered by CSCC gives us access to our specialists, often local providers. The service compensates them for their time, so no question is off limits. I have learned from each e-consult I have sent and strongly recommend the use of this service for those questions we are unable to answer on our own."

☐ **Case Study:** "Mr. Ty Roid Noddles was a patient of mine for whom I needed an e-consult. Multinodular goiter was an incidental finding on a CT scan of his cervical spine. He ended up requiring fine needle aspiration two of the nodules. One nodule resulted in benign findings consistent with follicular nodular disease. However, the other was non-diagnostic. He has always been asymptomatic with normal thyroid function tests. I was at a loss on how to proceed so I used the Colorado Specialty Care Connect (CSCC) e-consult service. I wrote up my question for Endocrine consult and I received a very comprehensive reply. UpToDate had suggested that a non-diagnostic FNA should be repeated. In my consult, I learned that there is likely too much inflammation to repeat at this time and I should wait. Because of its TI-RADS 3 category, it will need to have ultrasound in a year. At that time, they will also likely suggest another FNA at which time we will be able to repeat. She also reassured me (and therefore Mr. Noddles) that the TI-RAD category 3 designation was unlikely to be cancer. I learned I need to watch out for development of hyperthyroidism. I also learned that with multinodular goiter, I need to consider the possibility of tracheal compression. Luckily, we had the cervical spine scan and the radiologist was able to confirm no tracheal compression. In this consult, I ended up with a comprehensive plan for Mr. Noddles, I was able to give him reassurance, and I learned so much more about treatment of multinodular goiter."

☐ **2025 eConsult Highlights (as of October)**

- ☐ **104** eConsults completed
- ☐ **85%** did not require a referral to the specialist.

☐ **Eligibility - Any RMHP or RAE 1 State Medicaid Members.**

☐ **Available Consultation Specialties (# of eConsults for this year)**

Adult & Pediatric

Allergy, Cardiology (6), Dermatology (3), Endocrinology (39), ENT, Infectious Disease (5), Neurology (8), Orthopedics, Psychiatry (6), Pulmonology (1), Rheumatology (5), Urology (4)

Adult Only

Gastroenterology (4), Hepatology, Hematology (13), Medical Oncology, Nephrology (5), OB/GYN (4), Pain Management (1)

☐ **Need Help or Training?**

Nacole Johnson

eConsult Project Manager
☐ Nacole.Johnson@uhc.com
☐ 970-628-7021



Rocky Mountain Health Plans | 2775 Crossroads Blvd | Grand Junction , CO 81506 US

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