



SIM

State Innovation Model

Colorado SIM Telehealth/eConsult Information Request

Introduction

The Colorado State Innovation Model (SIM) Office is seeking information from the healthcare community to better understand the use of Telehealth and eConsults in today's healthcare delivery system. This survey will help inform SIM on the current challenges you've experienced in using these services, and how these services might be expanded to fill needed gaps in Colorado's healthcare model.

Key Definitions

The survey questions are structured around two common terms:

1. **Telehealth services**, which are defined as healthcare services exchanged between a patient/client and provider through telecommunications systems, including real-time interactions between a patient/client and a provider (e.g., video conferences).
2. **eConsults**, which are defined as remote consultations between providers through a secure platform (usually between a primary care provider and a specialist) to exchange health information and discuss patient/client care.

Questions have been tailored to each respondent type to help minimize the response time. Please note that, in order to keep this anonymous, you will not be able to log back in.

*Note that different payers have different definitions of modalities covered under Telehealth. For example, some payers only reimburse for Telehealth services provided through an audio/visual platform.

* Please select the respondent type that best represents you or the organization you represent:

- Provider
- Payer
- Other (please specify)



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Colorado SIM Telehealth/eConsult Information Request

Requested Information from Providers

We request your response as a provider to help us better understand the issues that are preventing the use of Telehealth and eConsult services, and what can be done to further expand these services in the provider community.

Questions are tailored based on your responses to help make this process as efficient as possible. We estimate it could take up to 30 minutes to complete the survey depending on the services you use at your practice(s).

General Response

Please provide the following information about your practice(s):

The primary location of your practice(s)

Number of providers at your practice(s)

- 0 - 10
- 11 - 30
- 31 - 100
- 100+

Type of provider you are representing? If you represent a specialty, please include the type of specialty.

- Adult Primary Care
- Pediatric Primary Care
- Health System
- Specialty (please specify)

What percentage of your patients/clients are insured by Medicaid

- <25%
- 26% - 50%
- 51% - 75%
- >75%

* Does your practice(s) currently use Telehealth to deliver healthcare services?

- Yes
- No

* Does your practice(s) currently use eConsults in its service model?

- Yes
- No



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Requested Information from Providers - Telehealth

Please indicate why your practice does not use Telehealth to deliver healthcare services (select all that apply).

- Insufficient reimbursement
- Lack of clarity on billing codes and procedures
- Licensing and credentialing issues
- Usability of tools and technology
- Unable to fit into my business model
- Lack of training and understanding of services
- Don't see the value
- Concerns with legal risk
- Concerns with level of patient/client care
- Don't think that patients will be interested
- Other (please specify)

Would any of the following resources promote your practice to adopt telehealth services? (select all that apply)

- Assistance in evaluating how Telehealth can fit within your standard model of care delivery
- Technical assistance (training, workflow adoption, etc.) in expanding your Telehealth capacity
- Specific billing assistance or training
- Other (please specify)

Have you identified any additional opportunities or ways that Telehealth services could be expanded in Colorado?



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Requested Information from Providers - Telehealth

Telehealth

The following questions collect information on Telehealth services, which we define as healthcare services exchanged between a patient/client and provider through telecommunications systems, including real-time interactions between a patient/client and a provider (i.e., video conferences).

Please select the types of services and populations that you serve through telehealth (select all that apply)

	Adults	Pediatrics	Skilled Nursing Patients	All patients
Behavioral Health consultations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary Care consultations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialist consultations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chronic care management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote monitoring of patients/clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

Are patients/clients receiving care through Telehealth services generally located in rural areas, urban areas, or both?

- Rural areas
- Urban areas
- Both

On a scale of 1-5, how difficult was each of the following considerations in the implementation of your telehealth program?

	1 (least difficult)	2	3	4	5 (most difficult)	N/A
Staffing model	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licensing/credentialing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training of patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security considerations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal considerations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workflow adoption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Billing and reimbursement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Determining the level of service that would be provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensuring quality of care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Were there other considerations (not included above) that made implementation difficult?

Based on your experience, please tell us how strongly you agree with the following statement. 'I believe that Telehealth services can be used to increase the coordination of care for patients/clients.'

Strongly agree

Agree

Neutral

Disagree

Strongly disagree



Have you identified any demonstrated change in health outcomes resulting from Telehealth services? If so, how are these measured?

No

Yes (please specify)

Have you measured the cost/cost savings to your practice resulting from Telehealth services? If so, how are these measured?

No

Yes (please specify)

Do you have concerns about about being reimbursed for Telehealth services? If so, please describe.

No

Yes (please specify)

Are the current billing codes comprehensive enough to meet your needs?

- Yes
- No (please specify)

Have you identified differences among payers in billing and reimbursement processes for Telehealth services?

- Yes
- No

If so, do you consider these differences barriers to using Telehealth in your practice?

- Yes
- No

Have you identified any barriers to patient/client adoption? Select all that apply.

- Unable to access needed technology or Internet
- Usability of Telehealth platform
- Lack of knowledge or awareness of Telehealth options
- Concerns with the quality of care through Telehealth
- Unable to access the care patients want through Telehealth options
- Concerns with security of Telehealth platform and services
- Other (please specify)

On a scale from 1-5, please provide your input on how valuable the following resources would be for your practice(s):

	1 (not valuable)	2	3	4	5 (very valuable)
Assistance in evaluating how Telehealth can fit within your standard model of care delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical assistance (training, workflow adoption, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific billing assistance or training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you identified any additional opportunities or ways that Telehealth services could be expanded in Colorado?



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Requested Information from Providers - eConsults

Please indicate why your practice does not use eConsults in its service model (select all that apply).

- Insufficient or lack of reimbursement
- Lack of clarity on billing codes and procedures
- Licensing and credentialing issues
- Concerns with legal risk
- Not able to access the specialists or services I need
- Usability of tools and technology
- Unable to fit it into my business model
- Lack of training and understanding of services
- Don't see the value
- Other (please specify)

If you indicated that you are not able to access the specialists or services you need, please detail what specialties you would likely use if services were available to you.

- Dermatology
- Gastroenterology
- Neurology
- Orthopedic Surgery
- Psychiatry
- Urology
- Other (please specify)

Would any of the following resources promote your practice to adopt eConsult services? (select all that apply)

- Expansion of eConsult psychiatry services for pediatrics
- Expansion of eConsult psychiatry services for adults
- Assistance in evaluating how eConsults can fit within your standard model of care delivery
- Additional access to specialists and referrals for eConsult
- Other (please specify)

Have you identified any additional opportunities or ways that eConsult services could be expanded in Colorado?



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Colorado SIM Telehealth/eConsult Information Request

Requested Information from Providers - eConsults

eConsults

The following questions collect information on how your practice(s) currently uses eConsults, which we define as remote consultations between providers through a secure platform (usually between a primary care provider and a specialist) to exchange health information and discuss patient/client care.

Please select the types of services and populations that you serve through eConsults (select all that apply)

	Adults	Pediatrics	Skilled Nursing Patients	All patients
Behavioral Health consultations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary Care consultations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialist consultations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chronic care management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

If your practice uses specialist consultations, please specify the types of specialties.

- Dermatology
- Gastroenterology
- Neurology
- Orthopedic Surgery
- Psychiatry
- Urology
- Other (please specify)

Has your practice participated in a Project ECHO (Expanding Capacity of Health Outcomes) clinic?

- Yes
- No

If so, on a scale of 1-5, how valuable do you think the experience has been for your practice?

1 (not valuable)	2	3	4	5 (very valuable)
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have concerns about about being reimbursed for eConsults? If so, please describe.

- No
- Yes (please specify)

Are the current billing codes comprehensive enough to meet your needs?

- Yes
- No (please specify)

On a scale of 1-5, how difficult was each of the following considerations in the implementation of your practice(s) eConsult program?

	1 (least difficult)	2	3	4	5 (most difficult)	N/A
Lack of access to specialists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of the needed specialties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staffing model	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licensing/credentialing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usability of tools and technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security considerations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal considerations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workflow adoption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Billing and reimbursement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Were there other considerations (not included above) that made implementation difficult?

If you indicated that there is a lack of access to specialists or needed specialties, please indicate which specialties you were referring to.

- Dermatology
- Gastroenterology
- Neurology
- Orthopedic Surgery
- Psychiatry
- Urology
- Other (please specify)

Based on your experience, please tell us how strongly you agree with the following statement. 'I believe that eConsult services can be used to increase the coordination of care for patients/clients.'

Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you identified any demonstrated change in health outcomes resulting from eConsult services? If so, how are these measured?

- No
- Yes (please specify)

Have you measured the cost/cost savings to your practice resulting from Telehealth services? If so, how are these measured?

- No
- Yes (please specify)

On a scale from 1-5, please provide your input on how valuable the following resources would be for your practice(s):

	1 (not valuable)	2	3	4	5 (very valuable)
Assistance in evaluating how eConsults can fit within your standard model of care delivery.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional access to specialists and referrals for eConsult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Psychiatry services for pediatrics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Psychiatry services for adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you identified any additional opportunities or ways that eConsults could be expanded in Colorado?



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Requested Information from Payers

We request your response as a payer to help us better understand what Telehealth and eConsult services you currently support, as well as what statewide solutions you may be interested in supporting in the future.

Questions are tailored based on your responses to help make this process as efficient as possible. We estimate it could take up to 30 minutes to complete the survey depending on the level of services you use at your organization.

General Response

Please provide the following information:

Do you represent a public or private payer?

- Public payer
- Private payer

What best describes your general role in the organization?

* Does your organization currently support Telehealth to deliver healthcare services?

- Yes
- No

* Does your organization currently support eConsults in its service model?

- Yes
- No



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Requested Information from Payers - Telehealth

Please indicate why your organization does not support Telehealth to deliver healthcare services (select all that apply).

- Issues with billing and reimbursement
- Insufficient tools and technology
- Unable to fit into my service model
- Lack of training resources
- Barriers in current policies
- Concerns of increasing utilization without improving health outcomes
- Don't see the value
- Other (please specify)

Have you identified any additional opportunities or ways that Telehealth services could be expanded in Colorado?



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Colorado SIM Telehealth/eConsult Information Request

Requested Information from Payers - Telehealth

Telehealth

The following questions collect information on Telehealth services, which we define as healthcare services exchanged between a client/member and provider through telecommunications systems, including real-time interactions between a client/member and a provider (i.e., video conferences).

Please select the types of services and populations that your organization supports through Telehealth (select all that apply).

	Adults	Pediatrics	Skilled Nursing Patients	All patients
Behavioral Health consultations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary Care consultations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialist consultations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chronic care management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

Are clients/members receiving care through Telehealth services generally located in rural areas, urban areas, or both?

- Rural areas
- Urban areas
- Both

Which Telehealth modalities do you support?

- Live audio/visual interactions
- Store-and-forward transfers
- Synchronous interactions
- Remote monitoring applications
- Other (please specify)

How did your organization select which Telehealth services to cover? In your response, please include what evidence or other research informed the decision.

Does your organization provide any training or provide adoption assistance to promote the use of Telehealth services among providers?

- Yes
- No

Does your organization have a sustainability model or any goals to promote further adoption of Telehealth services?

- Yes
- No

Based on your experience, please tell us how strongly you agree with the following statement. 'I believe that Telehealth services can be used to increase the coordination of care for clients/members.'

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you identified any demonstrated change in health outcomes resulting from Telehealth services? If so, how are these measured?

- No
- Yes (please specify)

Have you measured any costs/cost savings resulting from Telehealth services? If so, how are these measured?

- No
- Yes (please specify)

Have you identified any barriers related to billing for Telehealth services?

- No
- Yes (please specify)

Have you identified any barriers related to reimbursing for Telehealth services?

- No
- Yes (please specify)

On a scale from 1-5, please provide your input on:

	1	2	3	4	5
The value your Telehealth services are adding to your clients/members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The return on investment you have seen in Telehealth services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you identified any additional opportunities or ways that Telehealth could be expanded in Colorado?



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Requested Information from Payers - eConsults

Please indicate why your organization does not support eConsults in its service model (select all that apply).

- Issues with billing and reimbursement
- Insufficient tools and technology
- Unable to fit it into my service model
- Specialists are not available to support the need
- Lack of training resources
- Barriers in current policy
- Don't see the value
- Other (please specify)

If you indicated that there is a lack of specialists, please identify which specialists are needed most for eConsults?

- Dermatology
- Gastroenterology
- Neurology
- Orthopedic Surgery
- Psychiatry
- Urology
- Other (please specify)

Would your organization be interested in any of the following state-wide eConsult initiatives? (select all that apply)

- Partnering with other payers or alliance groups to expand the use of eConsults through a statewide payer agnostic platform.
- Expansion of a statewide psychiatry consultation model (such as the Colorado Psychiatric Access & Consultation for Kids (CPACK) program)
- Other (please specify)

What would incentivize your organization to engage in a multi-payer strategy for eConsult?

Have you identified any additional opportunities or ways that eConsult services could be expanded in Colorado?



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Requested Information from Payers - eConsults

eConsults

The following questions collect information on how your organization currently supports eConsults, which we define as remote consultations between providers through a secure platform (usually between a primary care provider and a specialist) to exchange health information and discuss client/member care.

Please select the types of services and populations that your organization supports through eConsults (select all that apply)

	Adults	Pediatrics	Skilled Nursing Patients	All patients
Behavioral Health consultations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary Care consultations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialist consultations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chronic care management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

If your organization supports specialist consultations, please specify the types of specialties.

- Dermatology
- Gastroenterology
- Neurology
- Orthopedic Surgery
- Psychiatry
- Urology
- Other (please specify)

On a scale of 1-5, how difficult was each of the following considerations in the implementation of your organization's eConsult program?

	1 (least difficult)	2	3	4	5 (most difficult)	N/A
Lack of access to specialists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of the needed specialties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staffing model	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Licensing/credentialing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usability of tools and technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security considerations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal considerations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workflow adoption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Billing and reimbursement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Were there other considerations (not included above) that made implementation difficult?

If you indicated that there is a lack of access to specialists or needed specialties, please indicate which specialties you were referring to.

- Dermatology
- Gastroenterology
- Neurology
- Orthopedic Surgery
- Psychiatry
- Urology
- Other (please specify)

Does your organization have a sustainability model or any goals to promote further adoption of eConsults?

- Yes
- No

Does your organization provide any training or provide adoption assistance to promote the use of eConsults among providers?

- No
- Yes (please specify)

Based on your experience, please tell us how strongly you agree with the following statement. 'I believe that eConsults can be used to increase the coordination of care for members/clients.'

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you identified any demonstrated change in health outcomes resulting from eConsult services? If so, how are these measured?

- No
- Yes (please specify)

Have you measured the costs/cost savings resulting from eConsult services? If so, how are these measured?

- No
- Yes (please specify)

Have you identified any barriers related to billing for eConsults?

- No
- Yes (please specify)

Have you identified any barriers related to reimbursing for eConsults?

- No
- Yes (please specify)

Are providers required to use your organization's eConsult platform in order to qualify for reimbursement?

Yes

No

On a scale from 1-5, please provide your input on:

1 2 3 4 5

The value eConsults are adding to your providers.

The return on investment you have seen in eConsult services.

On a scale from 1-5, please provide your level of interest in:

1

2

3

4

5

Partnering with other payers or alliance groups to expand the use of eConsults through a statewide payer agnostic platform.

Expansion of a statewide psychiatry consultation model (such as the Colorado Psychiatric Access & Consultation for Kids (CPACK) program)

Other (please specify)

What would incentivize your organization to engage in a multi-payer strategy for eConsults?

Have you identified any additional opportunities or ways that eConsults could be expanded in Colorado?



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Requested Information

We request your response to the following questions to better understand the current barriers to Telehealth and eConsult services and recommendations on how Colorado can expand these services within the healthcare community.

Questions are tailored based on your responses to help make this process as efficient as possible. We estimate it could take up to 20 minutes to complete the survey.

General Response

Please provide the following information:

Describe your affiliation

* Do you have experience in or opinions on Telehealth services?

Yes

No

* Do you have experience in or opinions on eConsults?

Yes

No



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Requested Information about Telehealth

Telehealth

The following questions collect information on Telehealth services, which we define as healthcare services exchanged between a patient/client and provider through telecommunications systems, including real-time interactions between a patient/client and a provider (i.e., video conferences).

On a scale of 1-5, indicate:

1 (low)

2

3

4

5 (high)

The level of
experience you
have had with
Telehealth
services.

The value of the
care you have
experienced
through Telehealth
services.

What are the main challenges for expanding Telehealth services in Colorado?
(Select all that apply)

- Patients are unable to access needed technology or Internet
- Usability of the Telehealth platform
- Not offered by providers
- Telehealth isn't covered by payers
- Lack of knowledge or awareness of Telehealth options
- Concerns with the quality of care through Telehealth
- Concerns with security of Telehealth platform and services
- Unable to access the needed care through Telehealth option
- Other (please specify)

If you selected that patients are unable to access the needed care through a Telehealth option, please identify what services are missing.

Have you identified any additional opportunities or ways that Telehealth services could be expanded in Colorado?



Requested Information about Telehealth

eConsults

The following questions collect information on eConsults, which we define as remote consultations between providers through a secure platform (usually between a primary care provider and a specialist) to exchange health information and discuss client/member care.

What are the main challenges for expanding eConsult services in Colorado? (Select all that apply)

- Issues with coverage, billing or reimbursement
- Insufficient tools and technology
- Workflow integration issues
- Specialists are not available to support the need
- Lack of training resources
- Barriers in current policies
- Other (please specify)

If you selected that specialists are not available to support the need, please identify what specialties

- Dermatology
- Gastroenterology
- Neurology
- Orthopedic Surgery
- Psychiatry
- Urology
- Other (please specify)

Do you have any recommendations on how eConsults can be expanded to better serve patients/clients across Colorado?



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Do you have any other thoughts or recommendations we should consider related to Telehealth or eConsult services?



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Thank you!