

eConsult Guidelines – Request/Response/Payment

Guidelines for eConsult Requests

eConsults are:

- Focused questions that a specialist can reasonably answer without assuming knowledge of the patient's entire medical history
- Answered solely by the information available in CareConnect
- Answerable within 3 business days, without an in-person visit
- Converted to scheduled visits if deemed necessary upon review

eConsults are NOT:

- Logistical questions of a specialty practice (e.g. "where should my patient go to get x service?")
- If a patient was previously seen by a specialist, the question should be sent directly to that specialist using the conventional InBasket messaging system in CareConnect.
- Easily answered by consulting a textbook or clinical guidelines

Guidelines for eConsult Responses

- Re-state the question: define the parameters to address based on the clinical question
- Explain rationale: Indicate the clinical and or evidence-based reasons for recommendation
- Provide recommendations for ongoing monitoring: collaborate with PCP regarding care plan

How to Determine Whether an eConsult Receives Payment

1. Was the eConsult converted by the eConsultant to a visit due to complexity?

If the eConsult was converted to a visit by the eConsultant, the eConsult does not get paid.

If advice was given and the eConsultant said something along the lines of "...but we would be happy to see this patient in formal consultation," this eConsult is still paid.

2. Was the eConsult completed for a UCLA Managed Care patient or UC Care patient?

Currently, compensation is provided to both the referring and the responding providers for UCLA Medical Group patients (commercial and senior) and UC Care patients.

3. Was the eConsult encounter completed appropriately?

In order for payment to be processed, the specialist must remember to enter a charge (CPT 99446), route the encounter back to the referring provider, and close the encounter.