



COLORADO

Department of Health Care
Policy & Financing

Accountable Care Collaborative Chronic Pain Disease Management Program Frequently Asked Questions

May 2015

Chronic Pain Disease Management Program History

In March 2015, the Accountable Care Collaborative (ACC) implemented the Chronic Pain Disease Management Program (Program) to improve the health of clients with chronic conditions and address rising rates of prescription abuse in Colorado. Modeled after the Project ECHO® programs developed by the University of New Mexico, the Program uses interactive video to connect Primary Care Medical Providers (PCMPs) to a team of specialists with expertise in a variety of pain management disciplines. The Program promotes the use of evidence-based pain management practices and supports PCMPs in treating clients with chronic pain within their primary care practice.

How does the program work?

In this model, a multi-disciplinary team of specialists serves as a resource for PCMPs. PCMPs meet with these specialists via teleconference for consultation on evidence-based disease management recommendations. Connecting providers through interactive video allows any PCMP to participate, even if they are located great distances from the nearest specialist. PCMPs are able to more effectively manage care for chronic pain conditions and clients can remain in their medical home to receive care.

PCMPs participate in the Chronic Pain Provider Collaborative, which uses HIPAA-compliant video conferences to connect PCMPs with a multi-disciplinary team of chronic pain specialists, including behavioral health professionals and pharmacists. The team of specialists review client cases submitted by PCMPs and recommend evidence-based interventions. Each video conference also features a short lecture on specific topics concerning pain management.

The program is administered by Connecticut's Community Health Center (CHC), the only Federally Qualified Health Center with experience replicating the Project ECHO model.

How is the program connected to the ACC?

This program is offered to providers in the ACC, which emphasizes coordinated care and good health outcomes for its clients. A Primary Care Medical Provider (PCMP) serves as a

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member's medical home and leads the member's health care team, connecting members to health care and tracking their progress and outcomes. This program is part of a larger effort to provide PCMPs with additional support to meet the needs of the members they serve, especially those with complex medical conditions.

How many practices are participating in the program?

There are more than 40 clinic sites and more than 80 total providers participating in the Program for 2015. Approximately 85% are primary care providers, and approximately 15% are behavioral health providers that are collaborating with primary care providers. Nearly 40% of the practice sites are outside of the Front Range area, including the clinic for the Southern Ute Indian Tribe.

How can my practice join the program?

Any providers serving as a PCMP in the ACC program are eligible to participate. The program is full for 2015, but we are accepting requests to be placed on the waitlist for 2016.

How can clients choose to be involved in the program?

Clients are not directly involved in the program. PCMPs will identify clients cases that they want to discuss with the multi-disciplinary team of chronic pain specialists. The consulting specialists will not have direct interaction with Medicaid clients, but will offer expertise to PCMPs that will likely lead to more effective treatment plans for clients with chronic pain.

How often do the physician/specialist teams meet?

The live teleconference video sessions are held approximately twice per month, and last no more than two hours per session.

What equipment do I need to participate?

Providers can participate with any device connected to the Internet, such as a tablet, computer or smartphone. The video conferencing platform is HIPAA-compliant.

How does the Program protect the privacy of clients?

The Program is HIPAA-compliant. Participating PCMPs submit their client cases in advance of live sessions to the program administrator, Community Health Center. Personal Health Information is deleted from the cases prior to being reviewed by the multi-disciplinary team of chronic pain specialists. The PCMPs will ensure HIPAA-compliance during the case presentations by not disclosing protected personal health information.

Is there a cost to participate?

No, there is no cost to providers to participate in the Program.

Will participants have access to the videos after the live session?

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Yes, all videos will be recorded and edited into smaller segments, which will be clearly identified by topic, easily searchable and available to all Program participants.

How does the Program help providers?

The Program gives providers easy access to specialists with years of experience in treating chronic pain, allowing providers to build their skills and knowledge without leaving their offices. PCMPs are connected with a multi-disciplinary team of chronic pain specialists to review client cases and learn evidence-based interventions for treating clients with complex conditions. The Program consists of two video sessions each month. Each session will have a short lecture followed by a case-based consultation along with an opportunity for providers to interact with colleagues and share resources.

Who is liable for the client's care—PCMPs, the specialist team or both?

Clients are not under the care of the specialist team; they remain under the care of the PCMP. The specialist team is providing consult to the PCMPs, and is not co-managing client care. Participating PCMPs retain full authority and responsibility for medical decision-making and will exercise independent professional judgment in providing clinical services to clients. Participation in the Program does not change a provider's practice scope or responsibility for clients they are treating.

What results do you expect the Program to have?

The Program is expected to increase the use of evidence-based practices for treating chronic pain, and to increase provider confidence in managing chronic pain and opioid dependence. The ACC will use PCMP surveys and claims analysis to evaluate changes in pain management prescribing patterns. The ACC will also track progress in other priority outcome measures.

Contact Information

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