



Accountable Care Collaborative Chronic Pain Disease Management Program

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 will promote the use of evidence-based pain management practices and support PCMPs in treating clients with chronic pain within their primary care practice.

How the Program Works

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.

The program will be administered by Connecticut's Community Health Center, the only Federally Qualified Health Center with experience replicating the Project ECHO model.

Participant Information

- 42 clinic sites participating
 - 25 Located within front range
 - 17 Outside of front range
- 84 providers
 - 41 MD/DO
 - 13 Psychologist/Ph.D/LCSW/LPC/other behavioral health provider
 - 9 NP/FNP
 - 9 PA
 - 5 RN/APN



- 3 PharmD
- 3 Other
- >95,000 Medicaid clients served by participating clinic sites

Program Evaluation

The Program is expected to improve PCMP adherence to evidence-based practices and 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 evaluate PCMP confidence in providing pain treatments and track progress in other priority outcome measures.

Contact Information

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Accountable Care Collaborative eConsult Program

The Accountable Care Collaborative (ACC) eConsult Program is a new program that increases access to specialty care for ACC clients. The eConsult Program allows Primary Care Medical Providers (PCMPs) to quickly and easily consult with specialty physicians using an online, HIPAA-compliant electronic consultation system. With this telemedicine technology, PCMPs and specialists can co-manage care for ACC clients in need of specialty care. The program is scheduled to be implemented in 2015 and will begin with rheumatology specialists. The Department looks to gradually build the program to include other medical subspecialties, such as neurology and behavioral health.

How the Program Works

The eConsult Program modernizes traditional patient consultation and referral processes by using telemedicine technology to exchange patient information. PCMPs use an online portal to enter clinical questions, medical information, test results, consult notes, and images for specialists to review. Specialists can easily respond to clinical questions and provide recommendations for ongoing care. eConsult Program providers access the online portal at times that are convenient for them, minimizing disruption of the provider workflows.

The eConsult Program reimburses both PCMPs and specialists for services provided through the program. Specialists respond to PCMPs within a defined time period to help resolve the client case. To make it easier for providers to share information and maintain better electronic health records for clients, the eConsult Program will be implemented through the Colorado Regional Health Information Organization's Patient Care 360 software platform.

Better Access to Specialty Care

The ACC is providing timely primary care for its clients, but access to specialty care continues to be a significant challenge for all Medicaid clients. PCMPs and Regional Care Collaborative Organizations have requested support in connecting clients with most types of specialty care. The eConsult Program will help grow medical neighborhoods in the ACC and will benefit its clients statewide, whether they are located in the heart of a metropolitan area or in one of Colorado's 24 rural counties or 23 frontier communities.

