



TO: ALL PROVIDERS

RE: eConsults

IMPACTED PLANS: MAINSTREAM MEDICAID PLANS, HIV SNP PLANS, AND HEALTH AND RECOVERY PLANS (HARP)

Dear MetroPlusHealth Provider,

Effective June 1, 2024, MetroPlusHealth will begin coverage for **eConsults** also known as electronic consultations between a treating/requesting provider and a consultative provider (physicians [including psychiatrists], physician assistants [PAs], nurse practitioners [NPs], midwives [MWs]).

eConsults are intended for patient-specific treatment questions to be answered by a consultative provider without an in-person visit.

The consultative provider should respond to the eConsult request within three business days.

Limitations:

- eConsults **cannot** be used to arrange a referral or an in-person visit.
- eConsults may not be appropriate for cases that involve complex decision-making and urgent medical decision-making.
- eConsults **must** be performed through electronic communication between the treating/requesting provider and the consultative provider.

Member Rights and Consent

The treating/requesting provider is required to provide information about the eConsult and obtain written or verbal consent from the member **prior to each eConsult**. Member has the right to refuse an eConsult and see a consultative provider in-person if they wish to do so.

Documentation Requirements

The following information **must** be documented in the medical record by the treating/requesting provider:

- the written or verbal consent made by the member for the eConsult
- the request made by the treating/requesting provider, and
- the recommendation and rationale from the consultative provider.



Billing Guidelines

Both the treating/requesting provider and the consultative provider **must** be enrolled in the NYS Medicaid program to receive reimbursement for eConsults.

For dates of service **June 1, 2024, onwards**, please submit claims for eConsults with the correct CPT codes to prevent future denials.

- **99451 Consultative Provider**
 - Interprofessional telephone/internet/electronic health record assessment and management service provided by a consultative physician or other qualified health care professional, including a written report to the patient's treating/requesting physician or other qualified health care professional, 5 minutes or more of medical consultative time.

- **99452 Treating/Requesting Provider**
 - Interprofessional telephone/internet/electronic health record referral service(s) provided by a treating/requesting physician or other qualified health care professional, 30 minutes.

If you have any questions regarding this memo, please contact MetroPlusHealth at: ProviderRelationsOps@metroplus.org.

Thank you.

MetroPlusHealth