

Fast, Expert Specialty Advice With ConferMED eConsults

IMPROVE SPECIALIST ACCESS. ENHANCE CARE. GET REWARDED.

ConferMED eConsults offers primary care providers (PCPs) secure, no-cost access to California-licensed, board-certified specialists—right from your electronic medical record (EMR) system.

Earn \$70 per eConsult

From **October 1, 2025, through October 1, 2026**, participating PCPs will receive a **\$70 incentive** for each eConsult submitted and billed within each quarter. Payments will be issued quarterly via check or electronic funds transfer to the Medi-Cal provider. This supports timely access to care and helps meet access standards.

How it works



1 PCP submits eConsult: Send a digital referral with clinical information, labs and images through EMR.



2 Specialist reviews: Receives and responds with treatment guidance.



3 Receive response: PCP gets feedback within **3 business days**.

What is an eConsult?

An eConsult is a secure, asynchronous digital consultation between a PCP and a specialist for non-urgent, non-procedural care.

- 75–80% of eConsults prevent unnecessary in-person specialist visits.
- PCPs stay at the center of care coordination.
- Reduces duplicative testing and unnecessary referrals.

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CPT code 99452 describes interprofessional consultations via phone, internet or EMR. For details, visit the Department of Health Care Services Medi-Cal Providers website at <https://mcweb.apps.prd.cammis.medi-cal.ca.gov/>.

Eligibility and participation

- **Participation is voluntary.**
Contact Denise Miller at Denise.Miller3@healthnet.com to get started.
- **Open to fee-for-service (FFS) PCPs serving primary-insured members.** (Note, members eligible for Medi-Cal and Medicare, or Duals members, are excluded.)
- **There are no fees, software, hardware or subscription costs to participate.** ConferMED customizes the referral process to your EMR.
- **ConferMED submits claim to Health Net*, on behalf of Community Health Plan of Imperial Valley, for payment of eConsult.**
- **Agree to outcome data reporting with ConferMED.** Participating FFS participating physician groups (PPGs) must agree to report utilization and outcome data to the Plan.
- **Perform and submit eConsults.** Complete and submit eConsults for eligible primary-insured members during the pilot period: **Oct. 1, 2025, through Oct. 1, 2026.**



Specialist response times:

- 85% within 24 hours
- 96% within 48 hours
- 99% within 72 hours

Why choose an eConsult?

- **Easy to implement**
 - No startup or ongoing costs.
 - Seamlessly integrates into your workflows.
- **Improves satisfaction**
 - Faster treatment and specialist access for patients.
 - Strengthen PCP-patient relationships.
- **Boosts key metrics**
 - Member experience and satisfaction.
 - Health outcomes and HEDIS^{®1} rates.
 - Referral resolution and health equity.
- **Reduces costs and risks**
 - Fewer unnecessary referrals and emergency room visits.
 - Lower specialty care costs.
 - Decreased member grievances, morbidity and mortality.

ConferMED is our provider of choice

The Plan partners with ConferMED, a nationally recognized eConsult provider with:

- Hundreds of California-licensed, board-certified specialists.
- 70+ specialty areas.
- Integration within your EMR system.

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Available specialties

Specialty	Adult	Pediatrics
Addiction medicine	✓	N/A
Allergy	✓	✓
Cardiology	✓	✓
Dermatology	✓	✓
Ear, nose, throat (ENT)	✓	✓
Endocrinology	✓	✓
Gastroenterology	✓	✓
General surgery	✓	N/A
Genomic medicine	N/A	✓ ²
Hematology	✓	✓
Infectious disease	✓	✓
Medical oncology	✓	N/A
Nephrology	✓	✓
Neurology	✓	✓
Neuropsychology	✓	✓
OB/GYN	✓	Adolescents
Obesity medicine	✓	N/A
Orthopedics	✓	✓
Pain medicine	✓	N/A
Psychiatry	✓	✓
Pulmonology with sleep medicine	✓	✓
Retinal reading	✓	✓ ³
Rheumatology	✓	✓
Urology	✓	✓
Vascular surgery	✓	N/A

N/A = not applicable



Questions?

Contact:

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eConsult Program Manager

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✓ Specialist subject to change based on need, access and availability.

¹HEDIS: Healthcare Effectiveness Data and Information Set

²Only available in the following counties: Fresno, Tulare, Kings, Kern, Inyo, Madera, Merced, Stanislaus.

³Requires specific camera for use with consultation.

Community Health Plan of Imperial Valley ("CHPIV") is the Local Health Authority (LHA) in Imperial County, providing services to Medi-Cal enrollees in Imperial County. CHPIV contracts with Health Net Community Solutions, Inc. to arrange healthcare services for CHPIV enrollees. *Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.

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