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APRIL 2021

# MCEI Newsletter

*MCEI: Access to Information. Access to Care.*



## Specialist Spotlight

Dr. Michael Shim, MD

Dr. Shim is April's specialist of the month because of his impressive response time of approximately 2 hours!

He is a graduate from Brown University with a B.A. in Biology. Dr. Shim matriculated from NYU School of Medicine in 2001 and completed his residency in Categorical Internal Medicine at NYU in 2004. In 2005, he completed a research fellowship at the Aaron Diamond AIDS Research Center and a gastroenterology fellowship at UCLA David Geffen School of Medicine from 2005-2008. He has been practicing gastroenterology for thirteen years.

Dr. Shim has been with eConsult for a year and believes that the program "allows for rapid triage and turnaround of gastroenterology and hepatology consultations, which is a real plus for all involved." He also appreciates that eConsult "saves the patient quite a bit of time by allowing a consultant's recommendation to be carried out without the patient having to physically visit the consultant."

Professionally, Dr. Shim is passionate about using his skills and knowledge to solve patients' medical problems efficiently and with compassion. In his personal life, he enjoys watching Korean Drama with his significant other to unwind in the evenings. He is an avid Kdrama fan!

Thank you for your dedication Dr. Shim!

## Announcements:

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- Workflow Engineer Jess Ayala trained **Dr. Giv Heidari-Bateni** to answer **Cardiology** Specialty eConsults for ARMC & SBCSD. Welcome Aboard!



# New Changes in eConsult Platform

## Outpatient: Authorization Referral Request

- The SNC eConsult platform has added a feature to allow for a new eConsult request with the ability for a submitter to complete the following:
  - a. Redirection (change Servicing provider)
  - b. Code Addition/Change (CPT codes)
  - c. Extension (extend expiration date) - Different Auth # generated, but with ability to associate to previous Auth #
  - d. Quantity Change (CPT quantity)

The Edit Auth tabs will include the question option that will provide the end user the ability to submit the request.

Is Patient an IEHP Direct Member:  Yes  No    IEHP Member ID:  [Check Eligibility](#)

**Warning: DOB does not match the IEHP ID Entered**

IEHP Patient Found: Keomakara Tan    DOB: 01/01/1990

Are you Submitting a Correction to an Existing Referral?

Referral Number you are requesting an update for:

Update Type Requested:

IEHP Requesting Provider: [Select Provider](#)

Adolfo Aguilera  
23520 Cactus Ave, Moreno Valley, CA 92555 (1477609808) [956000930]

Is the Referral a Patient Request?

Service Priority:

- Medi-Cal: Decision within 5 Business Days
- CMC: Decision within 14 Calendar Days

Expedited may be selected when a physician believes that waiting for a decision under the standard time frame could place the enrollee's life, health or ability to regain function in serious jeopardy.

By Submitting this request as expedited I attest that waiting for a decision under the standard time frame could:

- Place the enrollee's life in serious jeopardy
- Place the enrollee's health in serious jeopardy
- Place the enrollee's ability to regain maximum function in serious jeopardy

Place of Service:

Servicing Facility: [Select a Place of Service](#)

Servicing Facility Address: [Select a Servicing Facility](#)

IEHP Servicing Provider: [Select Provider](#)

[Save Changes](#)

## Clinic Go Lives:

This month, Workflow Engineer Joe DeMassimo trained Clinicas de Salud del Pueblo (Hemet) and Bloomington Community Health Center in eConsult.

If any providers or staff at your clinic need to be trained, please reach out to Joe DeMassimo at [DeMassimo-J@iehp.org](mailto:DeMassimo-J@iehp.org)

# Your Month In Review

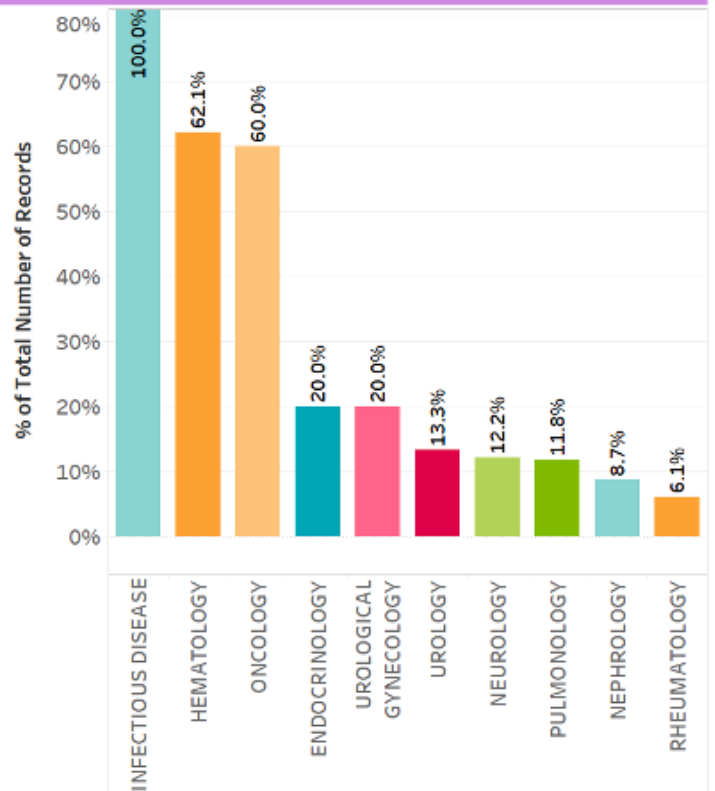
## ARMC Care Coordination

There were **63 eConsults** that were resolved without the need for a face-to-face visit with the specialist.

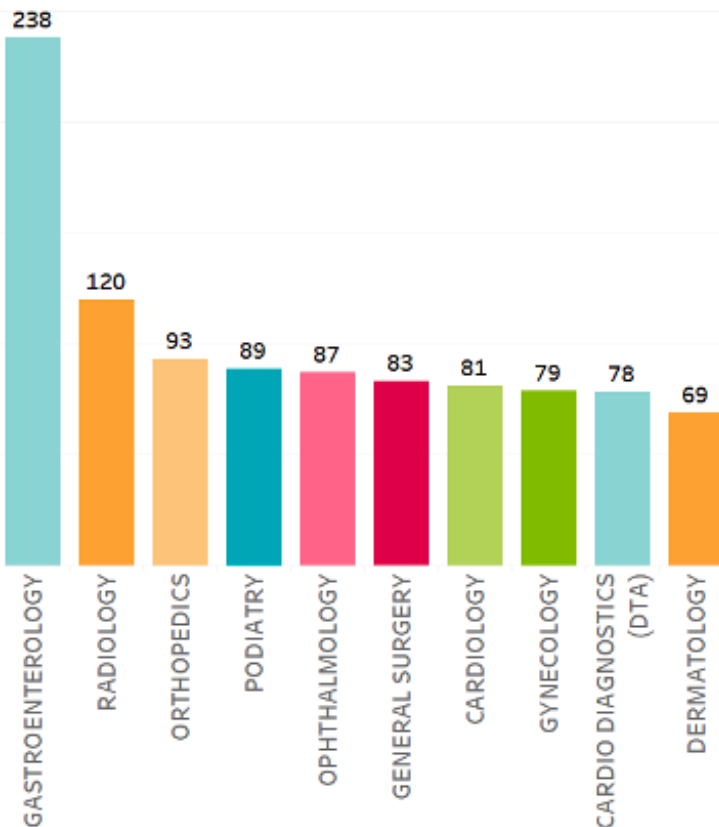
This month, **Infectious Disease** resolved the most eConsults without the need for a face-to-face specialty visit.

ARMC and SBCSD PCPs were able to serve **1,366 patients** through access to specialty recommendations or care via MCell.

## Percent of eConsults Resolved without the Need for Specialty Visits in March



## Top 10 Specialties for March



## Specialty Spotlight

- There are 7 ARMC and SBCSD primary care clinics.
  - **1,410 eConsults** were submitted in March
  - **28,326 eConsults** were submitted since the program's start.
- Combined, there are 96 clinics from ARMC, Riverside University Health System (RUHS) and Inland Empire Health Plan (IEHP)
  - **98,281 eConsults** since the start of MCell

**There have been a total of 98,281 eConsults since the program's start date.**

# SUPPORT

We are here to support you in any way we can. Our MCEI team offers continuous support and training to physicians and clinical staff, which can be done virtually or in-person.

## SUPPORT DESK

From username and password assistance to technical aid and clarification of workflow processes, Jessica Ayala is here to help!

Submit a ticket via the eConsult platform or call the help desk at (909) 687-0244.

The support team will assist you within 24 hours.  
In-Person or Virtual Assistance



## REFRESHER ECONSULT TRAINING



Schedule appointments for provider and clinical staff introductory and refresher eConsult trainings with our workflow engineers:

Joe DeMassimo | DeMassimo-J@iehp.org | (909) 727-7494  
Sarah Taquet | Taquet-S@iehp.org | (909) 767-1900  
Carlos Delgadillo | Delgadillo-C@iehp.org | (909) 296-2890

Multi-County eConsult Initiative <https://www.econsultie.com>