

## **Colorado Access ACC III Provider Education Session – Innovaccer FAQ**

On Wednesday, March 26, 2025, Colorado Access (COA) hosted a Provider Education Session focusing on the Innovaccer platform and the features that will be available within this tool for use by COA's PCMP partners. There were several questions that were asked during this session in the chat, and these have been compiled into the following FAQ document to serve as a reference for the attendees of that session. Feel free to reach out to your assigned Practice Facilitator or the Practice Support general email ([Practice\\_Support@coaccess.com](mailto:Practice_Support@coaccess.com)) with any additional questions or concerns regarding upcoming ACC Phase III changes.

### ***Can you pull ER reports from Patient 360?***

- Yes, but there is a consideration of lag time as there will only be weekly and monthly data loads into Innovaccer. If information is provided through an ADT feed, it will show but may not be instantaneous or “real-time” due to the frequency in which COA loads this data into Innovaccer.

### ***On that note, will SFTP daily loads feed into Innovaccer?***

- Most-likely, but it will be a once/week load vs instantaneous.

### ***Are these features only available for Medicaid patients? Or once you have Innovaccer, will it begin picking up information on non-Medicaid patients as well?***

- Currently, Innovaccer will provide information for Region 4 (Adams, Arapahoe, Denver and Douglas County) Medicaid members only.

### ***Will we be able to submit claims electronically through Innovaccer or will there be a way in the future to do so?***

- No, this platform will not be used for claims submission/processing as Innovaccer is a health plan reporting tool and does not inherently have this functionality. Offering digital tools is an additional requirement in Phase III, though, and use case of electronic claims submission tool integration to Innovaccer is something we are looking into further, though this would be through a separate tool specifically designed for that purpose.

### ***Will some of the other Innovaccer features be available (e.g., EHR integration, outreach platform)?***

- There have been a lot of internal conversations of bi-way communication regarding EHRs, but we will have only a single direction feed at first from COA to providers. EHR integration talks are on the table for 2027/28 and digital outreach is something that Innovaccer can do, but we are still exploring what platform is the best for us and our providers. Innovaccer also has established relationships with EHR vendors so when the time comes, they are well positioned for one or bi-directional integration.

### ***Can we locate our KPI information on Innovaccer?***

- Specific KPI widgets/call outs are not on Innovaccer, but the Quality module within the platform will align with the quality metric program under Phase III.

**\*\*Note:** It has also been mentioned that Innovaccer comes with a significant number of new language/acronyms surrounding the available modules and information within. With this, COA will work to create glossaries and other resources to ensure clarity and facilitate use of this new platform upon go-live.