

 <p><b>SPOKANE COUNTY</b> Regional Support Network Prepaid Inpatient Health Plan</p>	Policy Title: <p style="text-align: center;"><b>Second Opinion</b></p>		Policy # <p style="text-align: center;"><b>CS -22</b></p>
	Signature:  <p style="text-align: center;">Signature on file</p>	Revised: 8/31/07	
	Christine Barada, Director Community Services, Housing and Community Development	Reviewed: <p style="text-align: center;">9/10/07</p>	
	Signature Date: <p style="text-align: center;">9/10/07</p>	Signing by authority of Res. No. 2007-0038	

Applies to:  Internal  External

References

**Title 42 CFR 438.206,  
WAC 388-865-0355,  
WAC 388-865-0410,  
MHD Quality Strategy  
MHD/SCRSN Contract**

Scope

SCRSN/PIHP and its contracted providers.

Policy

SCRSN/PIHP and its subcontracted providers shall provide consumers a second opinion, upon their request, regarding the non-authorization or denial of care, the meeting and/or understanding of medical necessity, and the amount or type of services sufficient to meet consumers' needs.

**DEFINITIONS:**

**Enrollee** – an individual enrolled as a Medicaid beneficiary and possessing a valid and current Medical Identification Card issued by the Washington State Medical Assistance Administration

**Consumer** – an individual receiving, or who has received, or who shall receive, mental health services within the SCRSN system of care. When the consumer is a child, the definition of “consumer” includes the minor child’s parents and/or legal guardians.

**Second Opinion** – consulting with and obtaining the assessment, opinion and/or recommendation of a qualified mental health professional other than the identified primary Mental Health Care Provider.

**Types of Second Opinions** – Type 1: second opinion regarding non-authorization or denial of care; Type 2: second opinion regarding medical necessity; and Type 3: second opinion regarding necessary services sufficient to meet consumers' needs.

**Administrative Services Organization** – the agency under current contract to the SCRSN to provide utilization and resource management.

## Procedures/Mechanisms

### SCRSN Procedure:

1. **SCRSN Ensuring Second Opinion within Provider Network.** The SCRSN shall provide a second opinion from a qualified mental health professional within the SCRSN provider network, when requested.  
NOTE: The SCRSN is responsible for payment for any second opinion provided within its provider network.
2. **SCRSN ensuring Second Opinion Outside Provider Network.** If a second opinion is not currently available within the SCRSN provider network, the SCRSN shall provide a second opinion from a qualified mental health professional outside the SCRSN provider network, when requested, and at no cost to the enrollee or consumer. NOTE: The SCRSN is responsible for payment for a second opinion provided outside of its provider network.
3. **SCRSN Offering Second Opinion Within Thirty Days.** Upon a consumer's request, the SCRSN shall ensure a second opinion is offered to occur within thirty (30) days of the request for a second opinion.
4. **SCRSN Providing Second Opinion Regarding denial of care: Type1,** If and when a Medicaid enrollee believes the SCRSN did not authorize medically necessary mental health services, upon the enrollee's request, the SCRSN shall provide a second opinion regarding authorization of care
5. **SCRSN Providing Second Opinion Regarding Medical Necessity: Type 2.** If and when a Medicaid enrollee's status did not meet medical necessity and/or an enrollee expresses the need for more information about the medical necessity for health services, upon the consumer's request, the SCRSN shall provide a second opinion regarding medical necessity.
6. **SCRSN Providing Second Opinion Regarding Necessary Services: Type 3.** Consumers have the right to receive all the services medically necessary to meet their needs (WAC 388-865-0410(m)). If and when a consumer disagrees with the SCRSN, or a provider agency, regarding what services are necessary to meet his/her needs, upon any consumer's request, the SCRSN shall provide a second opinion regarding medically necessary services sufficient to meet the consumer's needs.
7. **SCRSN Accepting Referrals from System Stakeholders.** As further explained below, the SCRSN shall accept referrals to arrange for a second opinion from enrollees, consumers, advocates and agencies within its provider network. Such referrals shall be directed to the SCRSN or designee.

### Provider Network Procedure:

8. **Providers Complying with Right to Second Opinion.** Each provider contracted by the SCRSN shall comply with consumer's right to a second opinion, and inform consumers of their right to a second opinion. Informing consumers of their rights and right to a second opinion shall be documented in the consumer's clinical file. NOTE: Each provider contracted by the SCRSN shall have a policy and procedure, and/or a process, with which clinical staff are consistently successful at informing consumers of their right to a second opinion, and how to access a second opinion.

9. **Providers Making Referrals for Second Opinion.** Upon the request of any consumer, each provider contracted by the SCRSN shall make referrals to arrange for a second opinion, and shall document such referral in the consumer's clinical record. NOTE: Such referrals shall be directed to the SCRSN or designee.

9.1 Providers Ensuring Referral Follow-up. Each provider contracted by the SCRSN shall follow-up any referral for a second opinion, endeavoring to ensure the referral was successful and the referred consumer received the second opinion. Such follow-up shall be noted in the consumers' clinical file. NOTE: Such follow-up shall be directed to the SCRSN or designee.

SCRSN or designee procedures:

10. **Arranging for a Second Opinion.** Upon the receipt of a referral for a second opinion, the SCRSN or designee shall confer with the SCRSN Administrator or designee prior to arranging a second opinion. If a second opinion is not currently available within the SCRSN provider network, the SCRSN or designee will assist consumers to access a second opinion from a qualified mental health professional outside the SCRSN provider network, and at no cost to the enrollee. Such assistance will be noted in the consumer file.(CFR438.206(b)(3), MHD/SCRSN Contract 3.11., SCRSN/Provider Contract).

10.1 Ensuring Second Opinion Within Thirty Days. Upon an enrollee's request, and a provider's referral, the SCRSN or designee shall ensure a second opinion is offered to occur within thirty (30) days of the request for a second opinion, and shall document such assurance in an appropriate consumer file (MHD/SCRSN Contract 3.11., SCRSN/Provider Contract).

### **Monitoring**

This policy will be monitored through the annual contracted provider monitoring, with the appropriate recommendations, findings and/or corrective actions required in performance improvement projects.