

**Greater Oregon Behavioral Health, Inc.**  
**Policies and Procedures**



**Second Opinion**

Version: 2

Status: Approved

**Citations: 42 CFR 438.206 (b) (3)**

**1.0 Purpose**

Greater Oregon Behavioral Health, Inc. (GOBHI) provides for Members to receive second opinions from qualified healthcare professionals within its network or arranges for Members to obtain second opinions outside of its network, at no cost to the Member.

**2.0 Affected Parties**

GOBHI community mental health programs, subcontractors and the entire GOBHI workforce as reasonable and appropriate for them to carry out their work functions.

**3.0 Definitions**

3.1 “Second opinion” means a Member’s right to request an evaluation of a behavioral health condition by an appropriate qualified healthcare professional or clinician to verify or challenge the diagnosis by a first qualified healthcare professional or clinician.

**4.0 Policy Statement**

GOBHI members may request second opinions on any allowable services covered under the enrollee’s health plan. Second opinion may be related to dx, level of care, treatment planning and prescribing.

**5.0 Procedure**

5.1 A Member, their representative or a provider (on behalf of a Member) will contact GOBHI to request an authorization (if needed) for a second

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opinion. Authorizations for second opinions are only required for in-patient services or specialty outpatient services. GOBHI does not require authorizations for in-network outpatient services.

- 5.2 GOBHI reviews the request utilizing standardized medical necessity guidelines (See 200.30.13) Service Delivery Authorization and assists the Member (or provider acting on behalf of the Member) to locate an appropriate in network provider for the second opinion. If no appropriate provider is available in GOBHI's network, the Member may access an out-of-network provider at no cost to the Member.
- 5.3 GOBHI contacts the Member's behavioral health provider to ensure an appropriate referral to the practitioner providing the second opinion is in place. If the practitioner is out-of-network, a single case agreement between GOBHI or the behavioral health provider and practitioner may be required.
- 5.4 GOBHI monitors complaints and grievances to ensure that Members' needs are being met and address concerns related to the second opinion process. To that end, GOBHI's Quality Improvement Committee reviews grievances and appeals related to second opinions, identifies patterns regarding quality or process and establishes appropriate process improvement.

### 6.0 Effectiveness Criteria

- 6.1 Annually, GOBHI audits the grievances and appeals report and quality improvement committee notes and any trends related to second opinions to ensure compliance with the above procedures.