


PLAN OPERATIONS	 From DentaQuest			
	<i>Policy and Procedure</i>			
	Policy Name:	Second Opinion Request	Policy ID:	PLANCG-51
	Approved By:	Quality Assurance and Performance Improvement Committee	Last Revision Date:	11/11/2021
	States:	Oregon	Last Review Date:	11/15/2021
Application:	Medicaid	Effective Date:	11/16/2021	

PURPOSE

To establish the Dental Care Organization’s (DCO’s) policy on second opinion requests by enrollees and the process to submit and review such requests.

POLICY

All second opinion requests must be made by enrollees to the Care Coordination Department. The Second Opinion Form and a Release of Information Form are sent to the enrollee with a self-addressed stamped return envelope. The second opinion appointment is to be scheduled within 30 days of receiving the signed release of information.

Once the release of information is received, the Care Coordination Department will send a request for applicable documentation (ex. chart notes, x-rays, etc.) to the enrollee’s Primary Care Dentist (PCD). Once the requested information is received, the Care Coordination Department will coordinate with the Vice President of Clinical Services to determine the best-suited provider for the second opinion case. The Care Coordination Department will then coordinate an appointment for the second opinion with the secondary provider and enrollee. After the secondary provider has completed the evaluation, the secondary provider will send a report to the enrollee’s PCD and the Care Coordination Department. The Care Coordination Department will contact the enrollee to confirm satisfaction with the second opinion.

The consultation fee for the second opinion will be paid to the secondary provider at the current emergency visit allowed amount.

The DCO shall provide for a second opinion from a contracted provider to determine Dentally Appropriate services. If a contracted provider cannot be arranged then the DCO shall arrange for the enrollee to obtain the second opinion from a non-contracted provider, at no cost to the enrollee.

REFERENCES

OHA DCO 2021 Core Contract Exhibit B Part 4 (2)(1)
 42 CFR §438.206(b)(3) Availability of services

FORMS AND OTHER RELATED DOCUMENTS

Second Opinion form
 Release of Information form

Revision History

Date:	Description
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12/07/2012	Approval and adoption.
06/06/2014	Updates based on annual review.
03/12/2015	Updates based on annual review.
02/23/2016	Updates based on annual review.
02/14/2017	Updates based on annual review.
03/12/2018	Updates based on annual review.
05/20/2019	Updates based on annual review.
12/09/2019	Conversion to revised policy and procedure format and naming convention.
12/30/2020	Updates based on annual review.
05/20/2021	Updates based on OHA audit findings.
11/11/2021	Updates based on annual review.