



## PENINSULA RSN

### ADMINISTRATION POLICIES AND PROCEDURES

**Policy Name:** SECOND OPINIONS

**Policy Number:** 2.13

**Reference:** WAC 388-865-0455; 42 CFR 438.206

**Effective Date:** 12/2002

**Revision Date(s):** 12/2008

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Policy: Corrective Action Plan
- Policy: Enrollee Rights

#### PURPOSE

Consumers within the Peninsula Regional Support Network (PRSN) have a right to free access to a second opinion from another clinician within the network. If a qualified clinician is not available within the network, the network provider will provide a second opinion outside the network at no cost to the enrollee.

#### PROCEDURE

1. PRSN providers will allow consumers free access to a second opinion
  - Consumers will be notified of their right.
  - The right to a second opinion is part of the client rights that each consumer is provided and signs to acknowledge receipt.
2. If requested, a second opinion shall be provided:
  - When the enrolled recipient needs more information as to the medical necessity of treatment recommended by the PIHP; or
  - If the enrolled recipient believes the PIHP is not authorizing medically necessary community mental health rehabilitation services.
3. PRSN providers will arrange for timely access to a second opinion
  - For an intake assessment, within thirty (30) days from the request.

- For direct mental health services, within thirty (30) days from the request.
4. If a network provider is unable to provide a second opinion within the network, the enrollee shall be provided a second opinion outside the network.
    - The network provider shall provide out of network second opinions at no cost to the consumer should they be necessary.
    - The network agency shall maintain receipts for proof of payment for one (1) fiscal year.
  5. If a network provider fails to provide full access to a second opinion, it constitutes a contract violation.
    - The contract requires access to be provided to second opinions.
    - If a violation occurs, corrective action steps as outlined in the contract will be instituted.

## **MONITORING**

This policy is a mandated by statute.

1. This policy will be monitored through use of PRSN:
  - Exhibit N Report and Grievance Tracking
  - Ombuds provides monthly activity report and verbal reports to the PRSN office, QUIC, and QRT members. The Ombuds office does outreach to each network provider, day treatment program, local NAMI affiliate, and through the BRIDGES to Parent Voice program.
  - Monthly Provider Chart Reviews
  - Quality Management Plan and QUIC activities
  - Annual PRSN Provider and Subcontractor Administrative Review
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.