



## CAPITOL DENTAL CARE

## POLICY

<b>Name:</b>	<b>Second Opinion</b>
<b>Date of Origin:</b>	<b>06/24/2009</b>
<b>Current Effective Date:</b>	<b>04/20/2017</b>
<b>Scheduled Review Date:</b>	<b>04/19/2019</b>

### I. SECOND OPINION POLICY:

Capitol Dental Care (CDC) provides its Oregon Health Plan (OHP) members with a second opinion from a qualified participating provider upon request. If a qualified participating provider cannot be arranged then CDC will arrange for the member to obtain the second opinion from a non-participating provider, at no cost to the member.

### II. SECOND OPINION PROCEDURES:

1. CDC shall assist members in obtaining a second opinion upon their request, or upon the request of the provider.
2. Members will be referred to participating providers in the same office when available. When this is not possible, CDC staff will facilitate the transfer of dental records.
3. When CDC receives a request for a second opinion, the request and the reason(s) for it will be noted in CDC's computer system and coded appropriately. These requests will be monitored and tracked to determine the frequency and reason for second opinions requested, in an effort to ensure that member's needs are being met. Any questionable patterns noted will be addressed by the Quality Improvement Committee.
4. CDC conveys to its providers that the OHP provides each member with a right to a second opinion and instructs providers of this right through language in the Provider Handbook distributed to all providers and as well as through its on-line newsletter.

### III. Revision Activity

Modification Date	Change or Revision and Rationale	Effective Date of Policy Change
06/24/2009	Policy Approved	06/24/2009
04/23/2015	Annual Update/Review	04/23/2015
04/20/2017	Annual Update/Review	04/20/2017

### IV. Affected Departments:

All CDC Members, Providers, Staff

**V. References:**

CDC Member Service Guide  
OHP Client Handbook  
Provider Guidelines.