

<b>Name:</b>	<b>Second Opinions</b>
<b>Date of Origin:</b>	<b>6/24/2009</b>
<b>Current Effective Date:</b>	<b>06/22/2022</b>
<b>Scheduled Review Date:</b>	<b>06/22/2023</b>

**I. SECOND OPINION POLICY:**

Managed Dental Care of Oregon (MDCO) 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 MDCO 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. MDCO 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, MDCO staff will facilitate the transfer of dental records.
3. When MDCO receives a request for a second opinion, the request and the reason(s) for it will be noted in MDCO'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. MDCO 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
04/19/2019	Annual Update / Review	04/19/2019
4/15/2020	Review	4/15/2020
06/09/2021	Review	06/09/2021
06/22/2022	Review	06/22/2022

**IV. Affected Departments:**

All MDCO Members, Providers, Staff

**V. References:**

MDCO Member Service Guide  
OHP Client Handbook  
Provider Guidelines.