

Governing Body: MARION COUNTY COMMUNITY AND PROVIDER SERVICES (CAPS)	Function: INTEGRATED DELIVERY SYSTEM (IDS) HANDBOOK	
Subject: Second Opinion Requests	Prepared By: CAPS	Original Date: 10/01/07 Revised Date:

PURPOSE AND SIGNIFICANCE:

Members have the right to a second opinion if they request it. This policy will outline the process for which IDS Providers review these requests.

PROCESS AND/OR PROCEDURE:

A Member, or their legal guardian, may request a second opinion either verbally or in writing to the IDS Provider they are open with. If a request is made, the IDS Provider must honor the request with the following considerations:

- Program managers or supervisors are the designated person within the agency that receives and responds to requests for second opinions.
- Second opinions are provided at no cost to the client.
- IDS Providers are responsible for providing only one second opinion.
- If a Member is requesting multiple second opinions during their course of treatment, the IDS Provider will need to involve Community and Provider Services (CAPS) and the Mid-Valley Behavioral Care Network (MVBCN) as additional requests may result in a Notice of Action.
- Second opinions may occur within the agency, or the IDS Provider may choose to coordinate a secondary authorization with another IDS Provider to offer the second opinion.
- If there is not an agency within the IDS that is capable of completing the second opinion needed, the IDS Provider will need to work with CAPS to potentially utilize an out of panel provider. IDS Providers cannot refer directly to an out of panel provider.
- IDS Providers cannot provide differential treatment to a Member that has requested a second opinion. IDS Providers must continue to provide treatment in a non-punitive manner.