

	Title: Second Opinion Request	Version: 2
	Owner: Melissa Mitchell (Director of Production)	Approved: 03/22/2018

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

Responsibility: Quality Improvement (QI)/Utilization Review (UR) Committee

Scope: Advantage Dental Services, LLC

Definitions: n/a

Forms: Second Opinion form; Release of Information form

References: 42 CFR 438.100

Policy:

If an enrollee wants a second opinion they need to make that request through the Case Management Department. The **second opinion form** is completed and a Release of Information Form is sent to the enrollee with a self-addressed stamped return envelope. The second opinion is to be scheduled within 30 days of receiving the signed release of information.

When the release of information is received, a request for chart notes, x-rays, etc., pertaining to the reason for a second opinion, is requested from the Primary Care Dentist (PCD). After the requested information is received, it is forwarded to the Case Management Department for assignment to a provider to offer a second opinion. After the secondary provider has made their diagnosis, the secondary provider will send a report to the enrollee’s PCD and the Case Management Department. The Case Management Department will then notify the enrollee of diagnosis.

The consultation fee for the second opinion will be paid at the current Emergency Visit allowed amount.

If a DCO contracted provider is available to see the enrollee, but the enrollee refuses to see the DCO contracted provider and requests to see a non-DCO contracted provider, then the enrollee is responsible for the consultation fee. If DCO does not have a qualified contracted provider, DCO shall arrange for enrollee to see a non-contracted qualified provider at no cost to enrollee. The DCO will inform the enrollee that non-DCO contracted providers may not completely understand the **MAP Dental Services Rulebook**, and may not be able to tell them what services are covered under the enrollee’s plan.

Approvals:

Date: 03/22/2018

Approved by:

Lorena Reinhart (Executive Assistant), Executive Assistant, Operations

Reviewed and Revised

12/07/2012	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
06/06/2014	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio

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03/12/2015	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
02/23/2016	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Jeff Dover
02/14/2017	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
03/17/2017	QI/UR Committee			
03/12/2018	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Rose Novak