

**Subject: Second Opinion**

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**Objective:**

- I. To ensure that Tuality Health Alliance (THA) has a process in place to offer THA-Oregon Health Plan (OHP) Members the ability under certain circumstances to acquire a second medical or surgical opinion in accordance with the Member Rights and Responsibilities documented in the THA Member Handbook.
- II. To ensure that THA members are informed through the THA Member Handbook of the right for a second opinion under certain circumstances and that the second opinion is available free of charge.

**Policy:**

- I. The THA Member Handbook is provided to all new THA OHP members within 30 days of eligibility.
  - A. Periodic member newsletters provide additional information on obtaining second opinions.
  - B. The THA Member Handbook indicates that members have the right to be involved in the development of their treatment plan, and to be informed in an understandable fashion about all covered and non-covered services and the right to receive a second medical or surgical opinion with out cost to them under certain circumstances.
- II. Second Opinions may be requested either by the practitioner or the member by contacting THA Medical management under the following circumstances:
  - A. When the diagnosis is in doubt due to conflicting test results,
  - B. When there are questions about a diagnosis or plan of care for a condition that threatens loss of life, limb, or bodily function, or a serious chronic condition.
  - C. The clinical indications are complex, unclear, or confusing.
  - D. When there are questions about the reasonableness or necessity of a recommended surgical procedure.
  - E. When the treatment plan in progress is not improving the member's condition and it is documented that there has been appropriate compliance with the recommended plan.

- III. Second Opinions may be provided by physician practitioners in the following manner:
- A. The PCP or member may choose a practitioner within the THA network to provide a second medical or surgical opinion.
  - B. If “like qualified” practitioners are not available in THA Full and Associate network, the PCP or member’s choice of a contracted practitioner will be considered. The THA Medical Director will assist in providing a qualified physician for the second opinion.
  - C. If “like qualified” practitioners are not available in the THA network (Full, Associate and Contracted), the PCP or member’s choice of a contracted physician will be considered.
  - D. The member is informed that there are no charges to them for this second opinion.
  - E. Appropriate authorization will be documented in Plexis for tracking purposes.
  - F. In the event that the recommendations of the first and second physician differ regarding the need for surgery or other major medical procedure, a third opinion may be considered pending the consideration of the THA Medical Director.

Formulated: November 2007

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**THA Plan Director**

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**THA Medical Director**