

## Subject: Second Opinions

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### Objective:

To ensure that Tuality Health Alliance (THA) has a process in place to allow Oregon Health Plan (OHP) members to acquire a second medical or surgical opinion.

### Policy:

- I. The Health Share Member Handbook is provided to all OHP-THA members within 30 days of their THA plan enrollment. The Member Handbook indicates that members have the right to be involved in the development of their treatment plan; to be informed of all covered and non-covered services; and, under certain circumstances, to receive a second medical or surgical opinion without cost to them.
- II. THA Member Newsletters are available to members via the THA Website. These newsletters provide additional information/instructions for obtaining a second opinion.
- III. Members have a right to request a second opinion.
- IV. A second opinion may be requested/provided in the following manner:
  - a. The member's current practitioner or the member him/herself may choose another THA network practitioner to provide a second medical or surgical opinion.
  - b. THA Medical Management and THA Medical Director may assist in locating/providing a qualified second opinion practitioner.
  - c. If a "like qualified" Full, Associate, or Contracted practitioner is not available within the THA network, the PCP or the member may choose an out-of-plan second opinion practitioner; appointment with an out-of-plan practitioner must be authorized by THA Medical Management.
  - d. Appropriate second opinion authorization will be documented/tracked in the Plexis claims and authorization system.
  - e. The member is informed that he/she will not receive second opinion charges.
  - f. In the event that the recommendations of the first and second practitioner differ regarding the need for surgery or other major medical procedure, the THA Medical Director may authorize a third opinion.

### References: 42 CFR 438.206(b)(3)

OHA Coordinated Care Organization Contract  
Health Share Member Handbook  
Health Share RAE Participation Agreement

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