



Request for Second Opinion Procedure

Effective Date 08/23/2021
Approved Date 08/23/2021

Veronica Kelley, BSW, LCSW, Director

Purpose To provide San Bernardino County Department of Behavioral Health (DBH) Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) workforce members a uniform process for responding to requests for second opinions. This procedure applies to all DBH workforce members, including contract agencies and Fee For Service (FFS) providers.

Procedure A client and/or legal guardian may request a second opinion when DBH or its network of providers, including contract agencies and Fee-For-Service providers, determines the client does not meet medical necessity and therefore is not entitled to either SMHS or DMC-ODS services.

Request for Second Opinion must be submitted on the Request for Second Opinion (RSO) form QM048_E, or QM048_S. These forms are available in the lobbies of all clinics/programs that render services and on the DBH website at <https://wp.sbcounty.gov/dbh/forms/>.

The table below describes the steps and actions for submitting and processing a RSO form:

Step	Action
1.	Client completes RSO form and submits to DBH Quality Management (QM) staff in person, by mail, or by fax.
2.	Client may request assistance completing the form from DBH in person, or by phoning the DBH Access Unit at 1 (888) 743-1478 or the DBH Patients' Rights Office at 1 (800) 440-2391. Staff from either of these units will complete and submit the form on the client's behalf within one (1) business day.
3.	All RSO forms shall be forwarded to DBH QM for logging and tracking regardless of the submission method. Upon receiving RSO form, QM logs the request and emails the RSO to the involved clinic or program.
4.	Upon receiving RSO from QM, clinics and programs shall: <ul style="list-style-type: none"> Review the request to determine the clinical/medical needs of the potential client requesting the second opinion; Complete the re-evaluation as clinically appropriate but no later than 30 calendar days from notification of the request, and Notify QM when second evaluation is completed, and of the resolution/outcome.
5.	Upon receiving notice of resolution/outcome from clinic or program, QM logs the information and closes the request.

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Request for Second Opinion Procedure, Continued

Procedure,
continued

Step	Action
6.	Submit RSO forms to QM using any of the methods below: By Mail: Quality Management Second Opinion Request 303 E. Vanderbilt Way San Bernardino CA, 92415-0026; By email: DBH-SecondOpinionRequest@dbh.sbcounty.gov, or By fax: DBH QM (909) 890-0353

QM
Documentation
Requirements

DBH QM shall adhere to the following documentation requirements:

- Ensure information is entered into the Second Opinion Log accurately and resolved in a timely manner;
- Complete the Second Opinion Log in accordance with the Log Requirements information block in the RSO Policy (QM6053);
- RSO's shall be tracked, reviewed, and monitored at least quarterly by DBH-QM Division, and
- RSO's may be reviewed for discussion at the Quality Management Action Committee (QMAC) meetings.

Note: When three (3) or more requests for a second opinion occur regarding a specific provider within the same reporting quarter, possible quality of service issues will be considered and shall be brought to the attention of the appropriate Program Manager for review and follow up, if necessary.

Referenced
Forms,
Policies, and
Procedures

This information block will guide you to all forms, policies, and procedures referenced in this Procedure.

[DBH Departmental Forms:](#)

- QM048_E Request for Second Opinion (English)
- QM048_S Request for Second Opinion (Spanish)

[DBH Standard Practice Manual:](#)

- QM6053 Request for Second Opinion Policy

Related Policy
or Procedure

[DBH Standard Practice Manual:](#)

- QM6053 Request for Second Opinion Policy

Reference(s)

- California Code of Regulations, Title 9, Section 1810.405(e)
- Code of Federal Regulations, Title 42, Section 438.206(b)
- Revenue Contract with the California Department of Health Care Services for the Provision of Specialty Mental Health Services