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MILWAUKEE COUNTY  
DEPARTMENT OF HEALTH  
& HUMAN SERVICES  
**BEHAVIORAL  
HEALTH SERVICES**

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Owner Dana James

Policy Area Wraparound  
(Wrap, REACH,  
youth CCS)-Care  
Cord.

## #077 - Second Opinion

### I. POLICY:

It is the policy of Children's Community Mental Health Services and Wraparound Milwaukee (hereby referenced to as Wraparound Milwaukee) to guarantee each youth and family's right to receive information on available treatment options and alternatives, presented in a manner appropriate to the condition and ability to understand. Youth and families have the right to request a second opinion to make the most informed decision regarding care.

*Note: This policy utilizes the term "Care Coordinator" refers to all Wraparound, REACH, and CCS Care Coordinators and FISS Case Managers. It also uses the term "Youth" which applies to the enrollee in the program, whether a child, adolescent, or young adult.*

### II. PROCEDURE:

- A. Where a second opinion is requested, the Care Coordinator must ensure that reasonable steps are taken to assist the youth and family in obtaining the second opinion.
- B. A Provider who is trained and experienced in diagnosing and/or treating the condition must provide the second opinion.
  1. Internet sites or a telephone conversation cannot be relied upon and would not constitute a second opinion.
  2. Care Coordinators will present the Resource Guide and review with youth and family to locate a Provider within the Wraparound Milwaukee network.
  3. For CCS, if a second opinion is needed with a therapist, the Provider must be in network.

- C. If an appropriately qualified Provider is not available within the network, Wraparound Milwaukee must authorize and reimburse for a second opinion outside the network at no charge to the youth and family, excluding allowable copayments.
  - 1. Care Coordinator will need to follow Policy #041 - Out of Network Services.
  - 2. For CCS, if a second opinion is needed, for a non-therapist, Care Coordinator would assist with finding a Provider who works within the youth's insurance.
- D. The second opinion Provider will review the treatment provided to the youth/family and may recommend changes they consider appropriate.

## Approval Signatures

Step Description	Approver	Date
	Michael Lappen: BHD Administrator	8/16/2022
	Brian McBride: ExDir2 – Program Administrator	8/16/2022
	Dana James: Integrated Services Manager- Quality Assurance	8/10/2022
	Dana James: Integrated Services Manager- Quality Assurance	8/10/2022