

Second Opinion Network (SON) Program

Frequently Asked Questions

What is the Second Opinion Network (SON)?

Seattle Children's Hospital provides second opinion medication reviews when requested by Washington Apple Health (Medicaid), administered by the Health Care Authority (HCA), when a prescription for a medication exceeds the Pediatric Mental Health guidelines.

What is the Partnership Access Line (PAL)?

Seattle Children's Hospital supports primary care providers (doctors, nurse practitioners and physician assistants) with questions about mental health care such as diagnostic clarification, medication adjustment or treatment planning. This is a resource for prescribers to use for treatment guidance. For Apple Health Medicaid clients, prescribers may use the PAL resource when the SON review process has not been started.

What are the Pediatric Mental Health guidelines?

They are a set of guidelines to ensure safe and effective use of medications in patients in Washington up to age 18. The Pediatric Mental Health Advisory Group and the Drug Utilization Review Board establish the guidelines. These guidelines can be found on [Coordinated Care's Pharmacy web page](#).

How is a SON review initiated?

The SON review process starts when a prescription is sent to a community pharmacy. If the prescription exceeds the Pediatric Mental Health guidelines, the claim may reject indicating that the pharmacy staff or prescriber must contact Coordinated Care to initiate the mandatory review process. In some instances, the claim will continue to pay and Coordinated Care will reach out to the prescriber for more information.

May I call Seattle Children's to schedule a review before it has been initiated by the health plan?

No. Seattle Children's must receive the request from the HCA, with required documentation, prior to scheduling a review. Seattle Children's program staff will reach out to the prescriber(s) office to schedule within 2 business days of receiving the request.

How long does the SON review consult take?

Most scheduled reviews are completed within 15 minutes; however, complicated cases may take longer.

Who do I contact for status updates or questions about the process?

Coordinated Care of Washington, Inc. Pharmacy Department: 1-877-644-4613 ext. 69622.

If you are a prescriber, please contact the HCA's Second Opinion Coordinator at 360-725-1312.

If there has not been a change in therapy, is a SON review needed?

There are many reasons medications may need a SON review. The client may be new to Apple Health Medicaid, medication thresholds may have been updated or changed, and approvals may have been created for a limited time period.

My patient is out of medication. How do they get medication while going through the SON review?

If the patient has been receiving the medication at the same dose, continuation fills will be given until the review is completed.

If the medication is new, and is an antipsychotic, child in crisis criteria may apply. Providers can call Coordinated Care to request an override.

The emergency fill policy may also apply. The policy allows the dispensing pharmacist to use their professional judgment to meet a client's urgent medical need.

How long between the review phone call and the approval at the pharmacy?

The process can take a few days. The recommendations are returned to the HCA and reviewed by a Prescription Drug Program (PDP) staff member. The HCA applies program rules, documents the recommendations and sends decisions to Coordinated Care indicating what should be authorized. Coordinated Care then sets up the appropriate authorizations and shares the recommendations with the prescribers.

If a review was previously completed, is a new review still required?

If the medication therapy is still within previously recommended thresholds, a new review is not needed. If the medication therapy exceeds previously recommended thresholds, a new review will need to be completed.

Will I receive a copy of the Second Opinion consultation?

The participating prescriber will receive a copy of the consultation after it is completed and all needed authorizations are created. If a copy of the Second Opinion consultation is not received within five business days, the prescriber may call Coordinated Care Pharmacy Department at 877-644-4613 ext. 69622 to request a copy.

What if I already spoke to a psychiatrist on the PAL line regarding this medication and dosing?

Respond to the SON request with the patient's records, including a copy of PAL follow-up note. It may be helpful to note on the coversheet that this has been included.