

Second Opinions

It is the right of Medicaid consumers to receive a second opinion at their request, free of charge. Consumers may request a second opinion if they disagree with a provider regarding diagnosis, treatment recommendations, or other clinical decisions, or if the decision is made to reduce or deny services. Consumers may request a second opinion by calling BHI's Utilization Manager at (720) 490-4400 with their request. The consumer will be scheduled for the appropriate assessment. Procedures and reports obtained from any second opinion consultations are documented and incorporated into the consumer's record.