Medication is Prescribed

Second Opinion Review Process (SON)

The client or member attempts to fill the prescription at the pharmacy, the pharmacy receives a claim rejection for exceeding established thresholds.



Fee For Service Client

Pharmacy contacts the Health Care Authority (HCA) to start the authorization request.

If the pharmacy does not provide all of the necessary documentation, HCA contacts the prescriber(s) to obtain the missing documentation.

Once the prescriber(s) returns the requested documentation, HCA reviews all documentation and verifies if a previous SON review is on file or If a new review is needed. If a review is needed HCA submits the request to the SON.

Managed Care Client

If a claim rejection happens at the pharmacy, the pharmacy or the prescriber must contact the Managed Care Organization (MCO) to start the authorization request.

If the MCO
needs additional
information the
prescriber(s) are
contacted to obtain
the documentation.
Once the prescriber
returns the requested
documentation,
the MCO sends the
request to the HCA.

HCA reviews all documentation and verifies if a previous SON review is on file or if a new review is needed. If a review is needed HCA submits the request to the SON.

SON schedules a peer to peer consult with prescriber(s) involved. SON and the prescriber(s) consult; the discussion and recommendation(s) are documented in a Second Opinion Review.

Pharmacy fills
the authorized
medication. For nonapproved
medications the client
should contact the
prescriber for next
steps.

HCA creates
the appropriate
authorizations and/or
denials,based on the
recommendations
from SON and
communicates the
decisions to the
prescriber, client, and
pharmacy.

HCA validates and documents all recommendation(s). HCA sends the recommendations and a copy of the Second Opinion review to the prescriber.

Fee For Service Client

MCO creates
authorizations and/or
denials, based on the
recommendations
from SON and
communicates
decisions to the
prescriber, client, and
pharmacy

HCA validates and documents all recommendation(s). HCA sends the recommendations and a copy of the Second Opinion review to the MCO.

Managed Care Client





Washington State
Health Care Authority