



Your Rights to a Second Opinion

If you received eligibility screening at OnPoint Services that determined you are not eligible for mental health treatment services provided by OnPoint, you have a right to a second opinion.

What is a second opinion?

A second opinion is a second screening completed by another clinician of OnPoint. At that time, you will be given an opportunity to explain your psychiatric needs and why you feel you need to receive services.

The results of the second opinion screening will be reviewed by the OnPoint Executive Director or designee to make a final determination of your eligibility for services.

What should I do to receive a second opinion?

You should make the request for a second opinion known immediately to the mental health clinician who performed the first screening. You may also call OnPoint at one of the numbers listed above to request a second opinion. A second assessment appointment will be scheduled for you at that time.

What if I have more questions?

If you have any further questions or concerns about the services provided to you by OnPoint, please call OnPoint's Customer Services Department at 269-686-5124 or Toll Free 877-608-3568.