

CERTIFICATION OF ENROLLMENT

SUBSTITUTE SENATE BILL 6584

Chapter 293, Laws of 2010

61st Legislature
2010 Regular Session

HEALTH CARE AUTHORITY--CUSTOMER COMPLAINTS

EFFECTIVE DATE: 06/10/10

Passed by the Senate February 16, 2010
YEAS 46 NAYS 0

BRAD OWEN

President of the Senate

Passed by the House February 28, 2010
YEAS 87 NAYS 9

FRANK CHOPP

Speaker of the House of Representatives

Approved April 1, 2010, 3:34 p.m.

CHRISTINE GREGOIRE

Governor of the State of Washington

CERTIFICATE

I, Thomas Hoemann, Secretary of the Senate of the State of Washington, do hereby certify that the attached is **SUBSTITUTE SENATE BILL 6584** as passed by the Senate and the House of Representatives on the dates hereon set forth.

THOMAS HOEMANN

Secretary

FILED

April 2, 2010

**Secretary of State
State of Washington**

SUBSTITUTE SENATE BILL 6584

Passed Legislature - 2010 Regular Session

State of Washington 61st Legislature 2010 Regular Session

By Senate Health & Long-Term Care (originally sponsored by Senators Fraser, Swecker, Keiser, Schoesler, Roach, McDermott, and Shin)

READ FIRST TIME 02/03/10.

1 AN ACT Relating to monitoring customer complaints and appeals and
2 reporting them to the legislature; and adding a new section to chapter
3 41.05 RCW.

4 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

5 NEW SECTION. **Sec. 1.** A new section is added to chapter 41.05 RCW
6 to read as follows:

7 Beginning in 2011, the state health care authority must process as
8 a complaint an enrollee's expression of dissatisfaction about customer
9 service or the quality or availability of a health service. The agency
10 must require that each health plan that provides medical insurance
11 offered under this chapter, including plans created by insuring
12 entities, plans not subject to the provisions of Title 48 RCW, and
13 plans created under RCW 41.05.140 must submit a summary of customer
14 service complaints and appeals to the agency to be included in an
15 annual report to the legislature. Each annual report must summarize
16 the complaints and appeals processed by the state health care authority
17 and contracted carriers in the preceding twelve months, and include an

1 analysis of any trends identified. The report must be must complete by
2 September 30th of each year.

Passed by the Senate February 16, 2010.

Passed by the House February 28, 2010.

Approved by the Governor April 1, 2010.

Filed in Office of Secretary of State April 2, 2010.