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

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

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

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

FILED
April 2, 2010

CHRISTINE GREGOIRE
Governor of the State of Washington

BRAD OWEN
President of the Senate

FRANK CHOPP
Speaker of the House of Representatives

THOMAS HOEMANN
Secretary

State of Washington
AN ACT Relating to monitoring customer complaints and appeals and reporting them to the legislature; and adding a new section to chapter 41.05 RCW.

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

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

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