

WAC 110-15-3590 DSHS's responsibilities to consumers. DSHS

must:

- (1) Treat consumers in accordance with all applicable federal and state nondiscrimination laws, regulations and policies;
- (2) Complete applications for SCC program subsidies based on information the consumer provides, and determine a consumer's eligibility within thirty days from the date the consumer applied;
- (3) Accept a variety of forms of verification and may not specify the type of documentation required;
- (4) Authorize payments only to a licensed or certified child care provider the consumer chooses who meets the requirements in WAC 170-290-3750;
- (5) At application and reapplication, authorize payments when no adult in a consumer's family (under WAC 170-290-3540) is able or available to care for the consumer's children as defined in WAC 170-290-0003;
- (6) Inform a consumer of:
 - (a) The consumer's copayment amount as determined in WAC 170-290-3620 and defined in WAC 170-290-0075;
 - (b) The consumer's rights and responsibilities under the SCC program when he or she applies or reapplies;
 - (c) The types of child care providers the SCC program will pay;
 - (d) The community resources that can help the consumer select child care when needed;
 - (e) Other options for child care subsidies, if the consumer does not qualify for SCC program subsidies; and
 - (f) The consumer's rights to an administrative hearing;
- (7) Provide prompt child care authorizations to a consumer's child care provider;
- (8) Respond to a consumer within ten days if the consumer reports a change of circumstance that affects the consumer's:
 - (a) SCC eligibility;
 - (b) Copayment; or
 - (c) Providers; and
- (9) Provide an interpreter or translator service at no cost to the consumer to explain information related to the SCC program.

[WSR 18-14-078, recodified as § 110-15-3590, filed 6/29/18, effective 7/1/18. Statutory Authority: RCW 43.215.070 and chapter 43.215 RCW. WSR 16-19-107, § 170-290-3590, filed 9/21/16, effective 10/22/16. Statutory Authority: RCW 43.215.060, 43.215.070, and chapter 43.215 RCW. WSR 16-09-059, § 170-290-3590, filed 4/15/16, effective 5/16/16; WSR 12-11-025, § 170-290-3590, filed 5/8/12, effective 6/8/12; WSR 11-12-078, § 170-290-3590, filed 5/31/11, effective 7/1/11. Statutory Authority: RCW 43.215.060, 43.215.070, 2006 c 265, and chapter 43.215 RCW. WSR 09-22-043, § 170-290-3590, filed 10/28/09, effective 12/1/09.]