

**WAC 296-19A-262 What actions related to conduct, behavior, or ethical violations by a credentialed vocational provider, intern, or firm may result in corrective action or sanctions?** (1) Internal staff and parties to a claim can submit concerns or complaints to the department about a vocational provider or firm at any time. The department's program that is responsible for the conduct of vocational providers reviews all concerns and complaints. The program's intent is to resolve the issues at the lowest possible level, for example, through conversation and collaboration with the vocational provider and their firm.

(2) However, a vocational provider and/or vocational firm may be subject to corrective action or sanctions for conduct that does not comply or is inconsistent with the applicable laws and policies including, but not limited to:

- (a) Title 51 RCW, Industrial insurance;
- (b) Chapter 49.60 RCW, Discrimination—Human rights commission;
- (c) Washington Administrative Code;
- (d) Medical aid fee schedule and payment policies;
- (e) Department policies.

(3) Examples that may warrant investigation and/or corrective action or sanctions include, but are not limited to:

- (a) Situations involving a real or perceived conflict of interest;
- (b) Misrepresentation;
- (c) Situations where the vocational provider or firm has, or is perceived to have, abused the relationship between the vocational provider and the worker.

[Statutory Authority: RCW 51.04.020, 51.04.030, 51.32.095, 51.36.100, and 51.36.110. WSR 19-21-149, § 296-19A-262, filed 10/22/19, effective 1/1/20.]