
SENATE BILL 5830

State of Washington 61st Legislature 2009 Regular Session

By Senators Fraser, Swecker, and Kohl-Welles

Read first time 02/03/09. Referred to Committee on Health & Long-Term Care.

1 AN ACT Relating to establishing the office of the health care
2 authority ombudsman; and adding a new section to chapter 48.02 RCW.

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

4 NEW SECTION. **Sec. 1.** A new section is added to chapter 48.02 RCW
5 to read as follows:

6 There is established, within the office of the insurance
7 commissioner, the position of health care authority ombudsman. The
8 duties of this office are:

9 (1) To research and respond to subscriber calls and complaints in
10 a timely manner;

11 (2) To ensure that health care authority and public employees'
12 benefits board staff are responsive to subscribers' needs and problems;
13 and

14 (3) To monitor the quality control of services to ensure
15 satisfactory resolution of subscriber health care problems and
16 concerns.

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