

CERTIFICATION OF ENROLLMENT  
**SUBSTITUTE SENATE BILL 6584**

61st Legislature  
2010 Regular Session

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

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**President of the Senate**

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

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**Speaker of the House of Representatives**

Approved

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**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.

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**Secretary**

FILED

**Secretary of State  
State of Washington**

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**SUBSTITUTE SENATE BILL 6584**

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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.

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