
HOUSE BILL 2116

State of Washington 62nd Legislature 2011 1st Special Session

By Representatives McCoy, Appleton, Finn, Sells, Ormsby, Maxwell, Moscoso, Clibborn, Ladenburg, and Hunt

Read first time 05/11/11. Referred to Committee on Labor & Workforce Development.

1 AN ACT Relating to conducting a performance audit of the workers'
2 compensation claims management system; adding a new section to chapter
3 51.04 RCW; and providing an expiration date.

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

5 NEW SECTION. **Sec. 1.** A new section is added to chapter 51.04 RCW
6 to read as follows:

7 (1) The joint legislative audit and review committee, in
8 consultation with the department of labor and industries and the
9 workers' compensation advisory committee, shall conduct a performance
10 audit of the workers' compensation claims management system, including
11 self-insured claims. The joint legislative audit and review committee
12 may contract with an independent expert in workers' compensation claims
13 management to assist with the audit.

14 (2) The audit shall:

15 (a) Evaluate the extent to which the department: (i) Makes fair
16 and timely decisions, and resolves complaints and disputes in a timely,
17 fair, and effective manner; and (ii) communicates with employers and
18 workers in a timely, responsive, and accurate manner, including

1 communication about review and appeal rights, and including the use of
2 plain language and sufficient opportunities for face-to-face meetings;

3 (b) Determine if current claims management organization and service
4 delivery models are the most efficient available; analyze organization
5 and delivery for retrospective rating plan participants as compared to
6 nonparticipants to identify differences and how those differences
7 influence retrospective rating plan refunds; and determine whether
8 current initiatives improve service delivery, meet the needs of current
9 and future workers and employers, improve public education and
10 outreach, and are otherwise measurable; and

11 (c) Make recommendations regarding administrative changes that
12 should be made to improve efficiency while maintaining high levels of
13 quality service to help address system costs, and any needed
14 legislative changes to implement the recommendations.

15 (3) The joint legislative audit and review committee shall submit
16 progress reports by December 1, 2012, and December 1, 2013, and the
17 results of the audit by June 30, 2015, to the appropriate committees of
18 the legislature.

19 (4) This section expires December 31, 2015.

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