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HOUSE BILL 2147

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State of Washington                      62nd Legislature                      2011 2nd Special Session

By Representatives Cody, Armstrong, Hunt, Reykdal, and Kenney

Read first time 12/05/11. Referred to Committee on Health Care & Wellness.

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 volunteer position of health care authority  
8 ombudsman. The 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, assess, and evaluate the quality control of  
15 services to ensure satisfactory resolution of subscriber health care  
16 problems and concerns.

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