

1 **PROPOSED RESOLUTION 5**

2
3 **CREATE A VOLUNTEER OMBUDSPERSON FUNCTION WITHIN THE**
4 **WASHINGTON STATE INSURANCE COMMISSIONER’S OFFICE**

5 Create a volunteer Ombudsperson function within the Washington State
6 Insurance Commissioner’s Office to assist HCA health insurance subscribers
7 navigate through problems created by denials from Health Care Insurance and
8 changes brought on by the new National Health Care Insurance Reform
9 legislation.

10
11 WHEREAS, subscribers to HCA Health Insurance may be denied legitimate
12 benefits and claims, and timely review and disposition of claims are in the best
13 interests of all parties; and,

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15 WHEREAS, the Governor’s Office of the State of Washington has started a
16 Health Care Sub-Cabinet to facilitate the implementation of the new Affordable
17 Health Care Act while Washington and many other states are struggling with
18 budget shortfalls, and the states need to be able to monitor situations which
19 may lead to unfunded mandates from the Federal Government; and,

20
21 WHEREAS, the recent passage of health care reform bill with inadequate
22 funding could possibly result in Washington State cutting current health care
23 benefits for the aged, infirmed, and poor, increased costs, and/or decline in the
24 quality of health care services for public employees and/or retiree health care
25 insurance Health Care Authority (HCA) subscribers; and,

1 WHEREAS, the lack of an effective Health Care Authority (HCA) continuous
2 quality improvement effort and effective value-added analysis that monitors the
3 quality and level of health care for HCA health insurance subscribers will
4 eventually be mandated between now and the next five years; and,

5
6 WHEREAS, Washington State RPEC would be smart to request legislation that
7 monitors, assesses, and evaluates HCA health care insurance vendors and
8 health care services provided using value-added/loss cost benefit analysis
9 methods to minimize the diminution of health care services to HCA
10 subscribers.

11
12 THEREFORE BE IT RESOLVED, that the RPEC Convention approve a proposal
13 to create a volunteer ombudsperson function within the Washington State
14 Insurance Commissioner's Office, like SHIBA or SHIBA-like capabilities
15 statewide, to assist HCA subscribers with denials and assist HCA subscribers
16 through the coming major health care changes that affect all the retired public
17 employee HCA subscribers and assess any negative impacts to retired public
18 employee HCA subscribers within Washington State, etc.

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20 Submitted by Chapter 2 on July 22, 2011

21 Jean Kelly, President

22
23 Committee Assignment Legislative Committee

24 Committee Recommendation Concur

25 Convention Action Pass