
SENATE BILL 5966

State of Washington 62nd Legislature 2011 2nd Special Session

By Senators Fraser and Swecker

Read first time 12/01/11. 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 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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