

Discrimination Complaint Procedure

The Washington State Health Care Authority (HCA) has established the following complaint procedure required by the Americans with Disabilities Act of 1990 (ADA) and other civil rights related laws including Section 1557 of the Affordable Care Act. If you wish to file a complaint alleging discrimination by HCA on the basis of race, color, national origin, sex, sexual orientation, gender, gender expression or identity, creed, marital status, religion, honorably discharged veteran or military status, age, disability or use of a trained dog guide or service animal by a person with a disability, please follow the process outlined below.

1. Make your complaint in writing and include information about the alleged discrimination, including name, address, and phone number of the complainant, and the location, date, and description of the problem. Alternate means of filing complaints, such as personal interviews or an audio recording of the complaint, will be made available for individuals with disabilities on request. Call HCA at 1-855-682-0787 to make arrangements for alternate means of filing complaints. People who have hearing or speech disabilities please call 711 for relay services.
2. Submit the complaint to HCA's ADA Compliance Officer no later than 90 calendar days after the alleged violation.

ADA Compliance Officer
Washington State Health Care Authority
P.O. Box 42704
Olympia, WA 98504-2704

3. Within 15 calendar days of receiving the complaint, HCA's ADA Compliance Officer will meet with you in person, by telephone, or by other means to discuss the complaint and the possible resolutions. HCA's ADA Compliance Officer will respond in writing within 15 calendar days of the meeting and, where appropriate, in an alternate format accessible to you, such as large print, Braille, or audio recording. The response will explain HCA's position and options for resolving the complaint.
4. If HCA's ADA Compliance Officer's response does not resolve the issue, you may appeal to HCA's Enterprise Risk Manager within 15 calendar days of receiving the response. How to make an appeal will be described in the response you receive from HCA's ADA Compliance Officer.

Within 15 calendar days of receiving the appeal, HCA's Enterprise Risk Manager will arrange to meet with you in person, by telephone, or by other means to discuss the complaint and possible resolutions. Within 15 calendar days following the meeting HCA's Enterprise Risk Manager will respond with the final resolution of the complaint. The response will be in writing and, where appropriate, an alternate format accessible to you, such as large print, Braille, or audio recording.

This information is available on the HCA website under the "Nondiscrimination" link on our home page: www.hca.wa.gov