

# **WASHINGTON STATE HEALTH INSURANCE POOL**

## **GRIEVANCE COMMITTEE CHARTER**

**Updated and Approved March 13, 2015**

### **PURPOSE**

The Grievance Committee oversees the procedures for appeals by enrollees or applicants and makes determinations on appeals submitted to the WSHIP Board of Directors in accordance with the WSHIP Complaints and Appeals Policy.

### **MEMBERSHIP**

The Grievance Committee will be comprised of at least three Board members including one Board member each representing member plans, consumers, and either business or agents, plus the Executive Director who will serve in a non-voting capacity. Additionally, a representative of the Office of the Insurance Commissioner will be a non-voting member of the Grievance Committee. The committee may interview WSHIP's administrator with respect to any appeal but the administrator will not take part in committee decisions. A quorum of the Grievance Committee shall be two voting committee members.

### **MEETINGS**

The Grievance Committee will meet monthly unless there are no appeals to review at the time of the scheduled meeting. The committee will also meet as deemed necessary to respond to appeals that require an expedited review and determination.

### **DUTIES**

The Grievance Committee will:

1. Participate in the appeals process as outlined in the WSHIP Complaints and Appeals Policy.
2. Review all appeals brought forth by the pool administrator and make decisions consistent with the policies of the pool.
3. Notify the person of its decision in writing and inform the person of any further appeal options.
4. Oversee adherence to the timelines as outlined in the WSHIP Complaints and Appeals Policy, ensuring timely response and communication between the administrator and the enrollee or applicant.
5. Recommend policy and/or benefit changes that may be identified through the appeals process to help ensure consistency with carriers in the Washington individual market.