

MOUD patient rights complaint form

Patients that take Medications for Opioid Use Disorder (MOUD) should be treated like anyone else when being admitted and cared for in medical and treatment settings. When patients are not, the facility might be violating WACs, Washington Law Against Discrimination (WLAD), and/or Americans with Disabilities Act (ADA).

When your patients experience this, we ask that you please fill out the requested information below to the best of your ability and return it to the State Opioid Treatment Authority (SOTA) office.

We take complaints about any type of treatment and medical setting including but not limited to residential treatment facilities, skilled nursing facilities, hospitals, substance use disorder outpatient treatment settings, withdrawal management facilities, carceral settings, residential settings, etc.

When the SOTA office receives the information below, a process will be initiated whereby the SOTA office will connect with the regulatory authority over that setting type, potentially the patient's Managed Care Organizations (MCO)/Medicaid, and Attorney General's Office, and other entities as necessary to resolve the complaint.

Date of complaint

Name of reporting party making the complaint

Name of organization or provider the complaint is about

Organization or provider address

Patient name

Patient date of birth

Patient ProviderOne number*

Patient MCO*

*If applicable – The Washington State Opioid Treatment Authority office can help even if the patient is not covered under Medicaid.

Description of complaint. You may include additional information as an attachment.

Submit and contact

To submit your completed form and for questions, please email or call Lauren Kula:

Lauren.Kula@hca.wa.gov
360-742-2182

Resources

- **[Know Your Rights MOUD Flyer, Human Rights Commission and Attorney General of Washington](#)**
- **[WA RCW 71.24.585](#)**
- **[WA HCA WAC 182-502-0016](#)**
- **[WA DOH WAC 246-341-1108](#)**
- **[Americans with Disabilities Act](#)**
- **[Washington Law Against Discrimination WLAD RCW 49.60.040\(7\)](#)**