

**WAC 388-892-0300 What are the uniform qualifications for an initial VR service contract?** A VR service contractor must meet all of the following uniform qualifications, as specifically detailed in the DVR RFQ for VR service contracts, to obtain any/all specific types of initial VR service contracts. Such qualifications shall include but not be limited to, qualifications regarding conformance to:

- (1) Federal, state and local laws and DSHS regulations and policies;
- (2) Accessibility;
- (3) Safety and health;
- (4) Liability insurance coverage;
- (5) Having a system in place to report the effectiveness and efficiency of the provider's DVR services;
- (6) Having a system in place to gather and report DVR customer satisfaction;
- (7) DVR code of ethics and standards of practice;
- (8) Having a complaint and dispute resolution process in place for DVR customers;
- (9) Having current background checks in place for personnel serving DVR customers.

[Statutory Authority: RCW 43.20A.310(2), 74.29.020(3) and 74.29.080(8). WSR 03-19-075, § 388-892-0300, filed 9/12/03, effective 10/13/03.]