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## **Provider Substance Use Disorder Program Policy and Procedure Manual Guidance**

The Wyoming Rules and Regulations for Substance Abuse Standards specify a provider shall adopt, implement, and enforce written policies and procedures per Chapter 2, Section 9 (b). It is permissible to include language and information from the rules and regulations in your policy and procedure document as long as it is written as applicable to the program being considered for state certification. Please combine all policy and procedure documents together into one electronic document, dated with the latest revision date.

### **Written policies and procedures must include, at a minimum:**

- Compliance with state and federal law and other legal restrictions affecting confidentiality of alcohol, drug abuse, and health records in all aspects of assessment, treatment, and coordination of services
- Client grievance procedure which must include review of grievances by the provider's executive director
- Clinical oversight
- Client rights including consent to treatment
- Continuing education of staff and cross-training
- Fiscal management in accordance with Generally Accepted Accounting Principles (GAAP)
- A fee schedule or written financial policy which includes a payment plan that considers the client's income, financial resources and number of dependents for clients unable to pay the established fee
- Maintenance and contents of client case records in accordance with Section 11, Chapter 2
- Placement of clients in the appropriate level of care based on ASAM criteria
- Quality of care reviews
- Relevant insurance maintenance



**Policy and Procedure Guidance**  
Provider Certification for  
Substance Use Disorder Services and  
Community Mental Health Centers

Behavioral Health Division  
Mental Health and Substance Abuse Section  
Phone: (307) 777-5253  
Toll-Free 1-800-535-4006  
Fax: (307) 777-5580

- The treatment process and clinical protocols, including the type of infractions or conditions that must occur for a client to be terminated from a provider.

**Contact Us At:**

The Division is happy to assist you throughout your online certification application process. Please feel free to reach out with any questions or concerns by emailing [wdh-certification@wyo.gov](mailto:wdh-certification@wyo.gov) or by phone toll-free 1-800-535-4006.