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

Policy and Procedure Manual Guidance

The Wyoming Rules and Regulations for Substance Abuse Standards require providers to adopt, implement, and enforce written policies and procedures in accordance with Chapter 2, Section 9(b). Providers may incorporate language and content from the Rules and Regulations into their Policy and Procedure Manual, provided it is tailored to the specific program seeking state certification.

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 and, if the provider receives funds from the Department according to Section 2(b) Chapter 2, review by the governing board

    - Include Behavioral Health Division contact information:
      Wyoming Department of Health Behavioral Health Division
      Herschler Building West, 122 West 25th Street, Suite B,
      Cheyenne, WY 82002

- Clinical oversight (Chapter 2, Section 10)
- Client rights pursuant to W.S. § 35-1-625(b), 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 Chapter 2, Section 11.
- Placement of clients in the appropriate level of care based on American Society of Addiction Medicine (ASAM) criteria

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- Quality of care reviews by the client's treatment team of clinical documentation for the purpose of reviewing the client's progress in treatment and the services provided to ensure the most appropriate level of care is provided, to coordinate needed services outside the provider, and for internal quality assurance
- Relevant insurance maintenance
- 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.

Key Action Items:

- ✓ If the Policy and Procedure Manual consists of multiple documents, please consolidate them into a single electronic file and ensure it reflects *the most recent revision date*.
- ✓ Your Policy and Procedure Manual are a document that will be shared with your clients, as well as referring agencies, to help them understand what they can expect from your business, the services you provide, and detail what their role is in the relationship they have with you as a provider.
- ✓ Your Policies and Procedures should not be a copy and paste of Wyoming Rules and Regulations or Statute.
    - Using a citation or a reference to the above, within your document, is more appropriate.

If you need additional guidance or have any questions, please contact:

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Certification Program Manager
Phone: (307) 777-5253
Toll-Free: (800) 535-4006
Email: wdh-certification@wyo.gov