

## Section 21. Complaint Investigations.

- (a) Residents' unresolved grievances and/or complaints shall be referred to the Long-Term Care Ombudsman.
- (b) The Office of the Ombudsman shall complete all complaint investigations within an appropriate time frame depending upon the seriousness of the allegations.
- (c) Written reports of investigations and the status of resolutions completed by the Nursing Care Facility shall be provided by the Long-Term Care Ombudsman to the Licensing Division within thirty (30) days after the completion of the investigation.

Exception: Those complaints or problems reported directly to the State Survey Agency or referred by the Long-Term Care Ombudsman to the State Survey Agency shall be investigated by the State Survey Agency as per the Agreement between the Secretary of the U.S. Department of Health and Human Services and the State of Wyoming dated June 18, 1985.

## Section 22. Hearings.

- (a) The Program Division Administrator shall present the preliminary decisions and reasons to the parties concerned and provide an opportunity for resolution. Any request for a hearing by the facility shall adhere to the time frames of (b) below.
- (b) Any Nursing Care Facility aggrieved by a decision of the Program Division may request a hearing by submitting a written request to the Program Division within ten (10) days of the date of the adverse action at 6101 Yellowstone Road, North Building, Room 259B, Cheyenne, WY 82002.
- (c) In matters concerned with the spread of communicable disease, the Wyoming State Health Officer shall present the preliminary decisions and reasons to the parties concerned and provide an opportunity for a hearing. Any request for a hearing by the facility shall adhere to the time frames of (b) above.
- (d) Hearings requested under the terms of these rules and regulations shall be held by the Program Division in accordance with the provisions of the Wyoming Administrative Procedures Act at W.S. §16-3-101 et. seq.

## Section 23. Licensure.

- (a) Shall be in accordance with the current Rules and Regulations for Licensure of Nursing Care Facilities adopted by the Department of Health.
- (b) Licensure Rules and Regulations are available at a nominal fee from the Office of Health Quality, 2020 Carey Avenue, 8<sup>th</sup> Floor, Cheyenne, WY 82002, 307-777-7123.