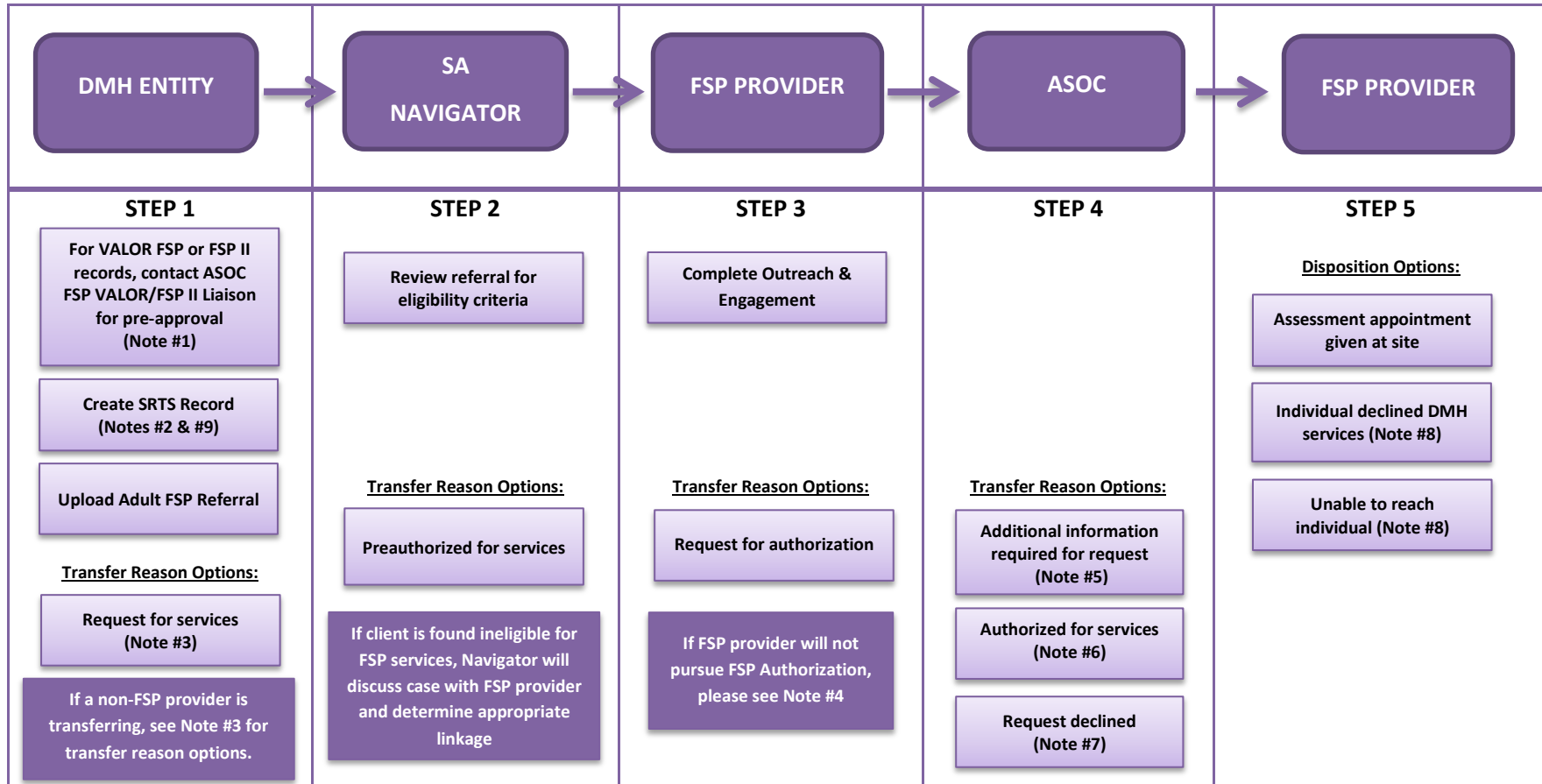# COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)

ADULT SYSTEMS OF CARE (ASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
AUTHORIZATION – REFERRAL BEGINNING WITH DMH ENTITY

DMH ENTITY	SA NAVIGATOR	FSP PROVIDER	ASOC	FSP PROVIDER
STEP 1	**STEP 2**	**STEP 3**	**STEP 4**	**STEP 5**
For VALOR FSP or FSP II records, contact ASOC FSP VALOR/FSP II Liaison for pre-approval (Note #1)	Review referral for eligibility criteria	Complete Outreach & Engagement		**Disposition Options:**
Create SRTS Record (Notes #2 & #9)				Assessment appointment given at site
Upload Adult FSP Referral				Individual declined DMH services (Note #8)
Transfer Reason Options:	**Transfer Reason Options:**	**Transfer Reason Options:**	**Transfer Reason Options:**	Unable to reach individual (Note #8)
Request for services (Note #3)	Preauthorized for services	Request for authorization	Additional information required for request (Note #5)	
If a non-FSP provider is transferring, see Note #3 for transfer reason options.	If client is found ineligible for FSP services, Navigator will discuss case with FSP provider and determine appropriate linkage	If FSP provider will not pursue FSP Authorization, please see Note #4	Authorized for services (Note #6)	
			Request declined (Note #7)	

Note #1: Before a record is created, ASOC FSP VALOR/FSP II Liaison must be contacted via email for pre-approval of the client.

Note #2: Identify in the "Reason for request" box if this is a VALOR FSP I or II Referral or FSP II Referral.

Note #3: If a **non-FSP provider** is referring an individual/potential client for FSP services, use one of the following transfer reason(s): 1) "Specialty services are not available. Please describe specialty need in Comments section", 2) "Individual requires a different level of care", or 3) "This program is unable to serve the individual. Please select the reason and explain in Comments section".

Note #4: FSP provider not pursuing FSP authorization must discuss the case with the Navigator to determine whether a disposition should be entered (i.e. close the record) or transfer the record back to the Navigator or another agency to ensure linkage. VALOR or FSP II Providers not pursuing FSP authorization must discuss the case with ASOC FSP VALOR/FSP II liaison to determine whether a disposition should be entered or transfer to the Navigator to ensure linkage.

Note #5: If the Navigator or ASOC needs additional information to determine approval for FSP, they should communicate through e-mail to get the document.

Note #6: ASOC to forward SRTS confirmation email to SA Navigator and FSP Provider for their records as confirmation that referral has been authorized.
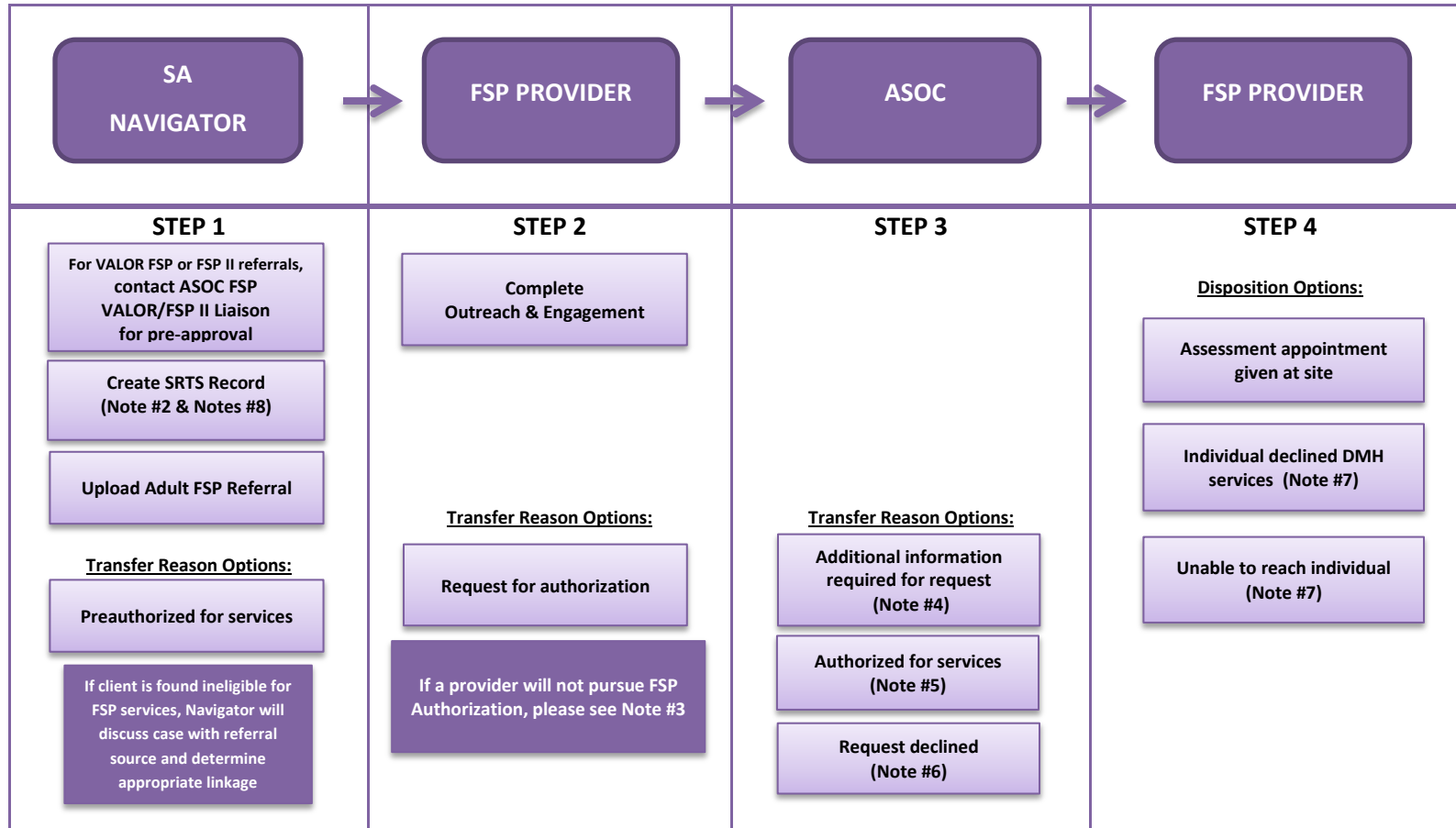
Note #7: If a request for authorization is declined, ASOC will transfer the record back to the Navigator. Navigator will discuss linkage with FSP provider.

Note #8: If FSP provider selects anything other than "Assessment appointment given at site" as a disposition, they must notify the Navigator and consider Inactive Status.

Note #9: If the request is a Re-Establishment (61 days to 365 days after previous disenrollment) or Re-Instatement request (within 60 days of the same provider from the previous disenrollment), note in the Comments section. Upload Re-Instatement Request Form, if applicable.

Revised 5/4/17

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)

ADULT SYSTEMS OF CARE (ASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
AUTHORIZATION – REFERRAL BEGINNING WITH SA NAVIGATOR

SA NAVIGATOR	→	FSP PROVIDER	→	ASOC	→	FSP PROVIDER

STEP 1	STEP 2	STEP 3	STEP 4
For VALOR FSP or FSP II referrals, contact ASOC FSP VALOR/FSP II Liaison for pre-approval	Complete Outreach & Engagement		**Disposition Options:**
Create SRTS Record (Note #2 & Notes #8)			Assessment appointment given at site
Upload Adult FSP Referral			Individual declined DMH services (Note #7)
Transfer Reason Options:	**Transfer Reason Options:**	**Transfer Reason Options:**	Unable to reach individual (Note #7)
Preauthorized for services	Request for authorization	Additional information required for request (Note #4)	
If client is found ineligible for FSP services, Navigator will discuss case with referral source and determine appropriate linkage	If a provider will not pursue FSP Authorization, please see Note #3	Authorized for services (Note #5)	
		Request declined (Note #6)	

Note #1:   Before a record is created, ASOC FSP VALOR/FSP II Liaison must be contacted via email for pre-approval of the client.

Note #2:   Identify in the "Reason for request" box if this is a VALOR FSP I or II Referral or FSP II Referral.

Note #3:   FSP provider not pursuing FSP authorization must discuss the case with the Navigator to determine whether a disposition should be entered (i.e. close the record) or transfer the record back to the Navigator or another agency to ensure linkage. VALOR or FSP II Providers not pursuing FSP authorization must discuss the case with ASOC FSP VALOR/FSP II liaison to determine whether a disposition should be entered or transfer to the Navigator to ensure linkage.

Note #4:   If the Navigator or ASOC needs additional information to determine approval for FSP, they should communicate through e-mail to get the document.

Note #5:   ASOC to forward SRTS confirmation email to SA Navigator for their records as confirmation that referral has been authorized.

Note #6:   If a request for authorization is declined, ASOC will transfer the record back to the Navigator. Navigator will discuss linkage with FSP provider.

Note #7:   If FSP provider selects anything other than "Assessment appointment given at site" as a disposition, they must notify the Navigator and consider Inactive Status.

Note #8:   If the request is a Re-Establishment (61 days to 365 days after previous disenrollment) or Re-Instatement request (within 60 days from the previous disenrollment), note in the Comments section. Upload Re-Instatement Request Form, if applicable.