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

ADULT SYSTEM OF CARE (ASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW

DISENROLLMENT

FSP PROVIDER ➔ SA NAVIGATOR ➔ ASOC ➔ FSP PROVIDER

**STEP 1**
- For VALOR or FSP II providers, contact ASOC FSP VALOR/FSP II Liaison for disenrollment (Note #1)
- Use the existing FSP SRTS record to transfer (Note #2)
- Upload Disenrollment Request Form
- Transfer Reason Options: Request for disenrollment
- Include the reason for Disenrollment in the Transfer Comments section.

**STEP 2**
- Ensure that disenrollment is appropriate
- Transfer Reason Options: Request for disenrollment
- Additional information required for request (Note #4)

**STEP 3**
- Transfer Reason Options:
  - Additional information required for request (Note #4)
  - Authorized for disenrollment (Note #5)
  - Request declined (Note #6)

**STEP 4**
- SRTS record stays with FSP Provider
- Do not update the Disposition

**Note #1:** VALOR and FSP II providers must contact ASOC FSP VALOR/FSP II Liaison via email re: the client’s disenrollment before “Request for disenrollment” via SRTS.

**Note #2:** If this is a VALOR (FSP I or II) or FSP II record, identify in the “Reason for request” box as VALOR FSP I or II, or FSP II disenrollment.

**Note #3:** Only enter Disenrollment in the SRTS if the client was authorized in the SRTS. If authorized on paper, continue Disenrollment on paper.

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

**Note #5:** ASOC will forward SRTS confirmation email to the Navigator and FSP provider to confirm that the Disenrollment has been authorized.

**Note #6:** If a request for Disenrollment is declined, ASOC will transfer the record back to the Navigator with the transfer reason “Request declined.” The Navigator will discuss linkage with FSP provider.

Revised 12/19/16
## ADULT SYSTEM OF CARE (ASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW

### INACTIVE STATUS

<table>
<thead>
<tr>
<th>FSP PROVIDER</th>
<th>SA NAVIGATOR</th>
<th>ASOC</th>
<th>FSP PROVIDER</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STEP 1</strong></td>
<td><strong>STEP 2</strong></td>
<td><strong>STEP 3</strong></td>
<td><strong>STEP 4</strong></td>
</tr>
<tr>
<td>For VALOR or FSP II providers, contact ASOC FSP VALOR/FSP II Liaison for inactive status (Note #1)</td>
<td>Ensure that inactive status is appropriate</td>
<td></td>
<td>SRTS record stays with FSP Provider</td>
</tr>
<tr>
<td>Use the existing FSP SRTS record to transfer (Note #2)</td>
<td></td>
<td></td>
<td>Do not update the Disposition (unless currently blank)</td>
</tr>
</tbody>
</table>

**Transfer Reason Options:**
- Request for inactive/suspension status
- Include the reason for Inactive status in the Transfer Comments section.

**Transfer Reason Options:**
- Request for inactive/suspension status
- Additional information required for request (Note #4)

**Additional information required for request (Note #4):**
- Authorized for inactive/suspension status (Note #5)
- Request declined (Note 6)

**Notes:**

1. **Note #1:** VALOR and FSP II providers must contact ASOC FSP VALOR/FSP II Liaison via email re: the client’s inactive status before “Request for inactive status” via SRTS.
2. **Note #2:** If this is a VALOR (FSP I or FSP II) or FSP II record, identify in the “Reason for request” box as VALOR (FSP I or FSP II) or FSP II inactive status”.
3. **Note #3:** Only enter inactive status request in the SRTS if the client was authorized in the SRTS. If authorized on paper, continue Inactive status request on paper.
4. **Note #4:** If the Navigator or ASOC needs additional information to determine approval for the request, they should communicate through e-mail to get the document.
5. **Note #5:** ASOC will forward SRTS confirmation email to the Navigator to confirm that the inactive status has been authorized.
6. **Note #6:** If a request for inactive status is declined, ASOC will transfer the record back to the Navigator with the transfer reason “Request declined.” The Navigator will discuss linkage with FSP provider.

Revised 12/19/16