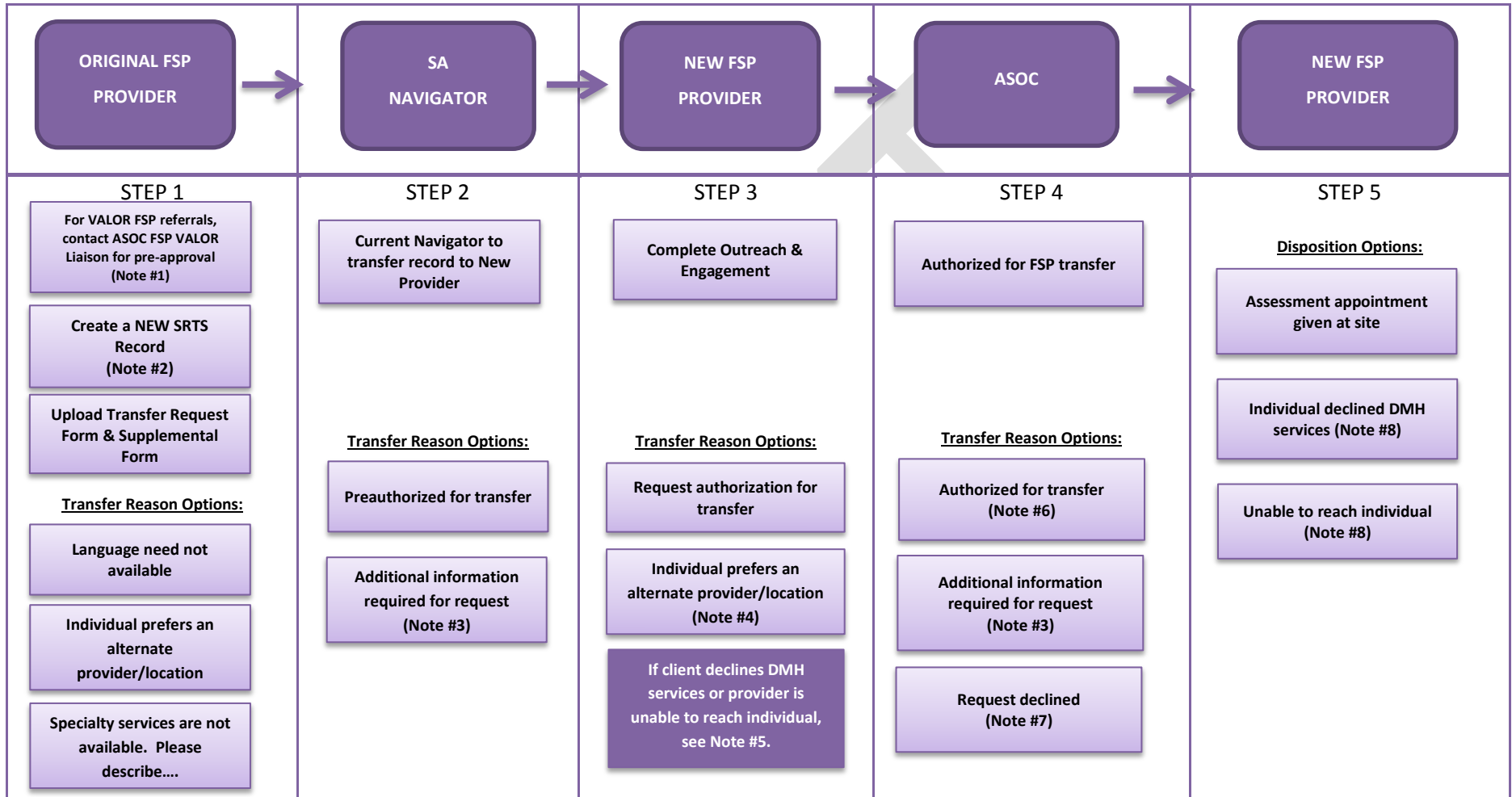


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

**ADULT SYSTEMS OF CARE (ASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
TRANSFER FROM FSP PROVIDER TO FSP PROVIDER IN SAME SERVICE AREA**



Note #1: If this is for a VALOR FSP record, before one is created, ASOC FSP VALOR Liaison must be contacted via email for pre-approval of the client.

Note #2: If this is a VALOR FSP record, identify in the "Reason for request" box as "VALOR FSP Referral".

Note #3: If the Navigator or ASOC needs additional information to determine approval for the request, they will transfer the record back to the FSP provider or Navigator with the transfer reason of "Additional information required for request." They should communicate through e-mail to get the document.

Note #4: If the client prefers another provider, transfer back to the Navigator for linkage.

Note #5: If the client declines DMH services or the provider is unable to reach individual, the new FSP provider enters a disposition to close out the record, then ASOC communicates with the new Navigator, old Navigator, and the original FSP provider to start Disenrollment flowchart from the original authorized record.

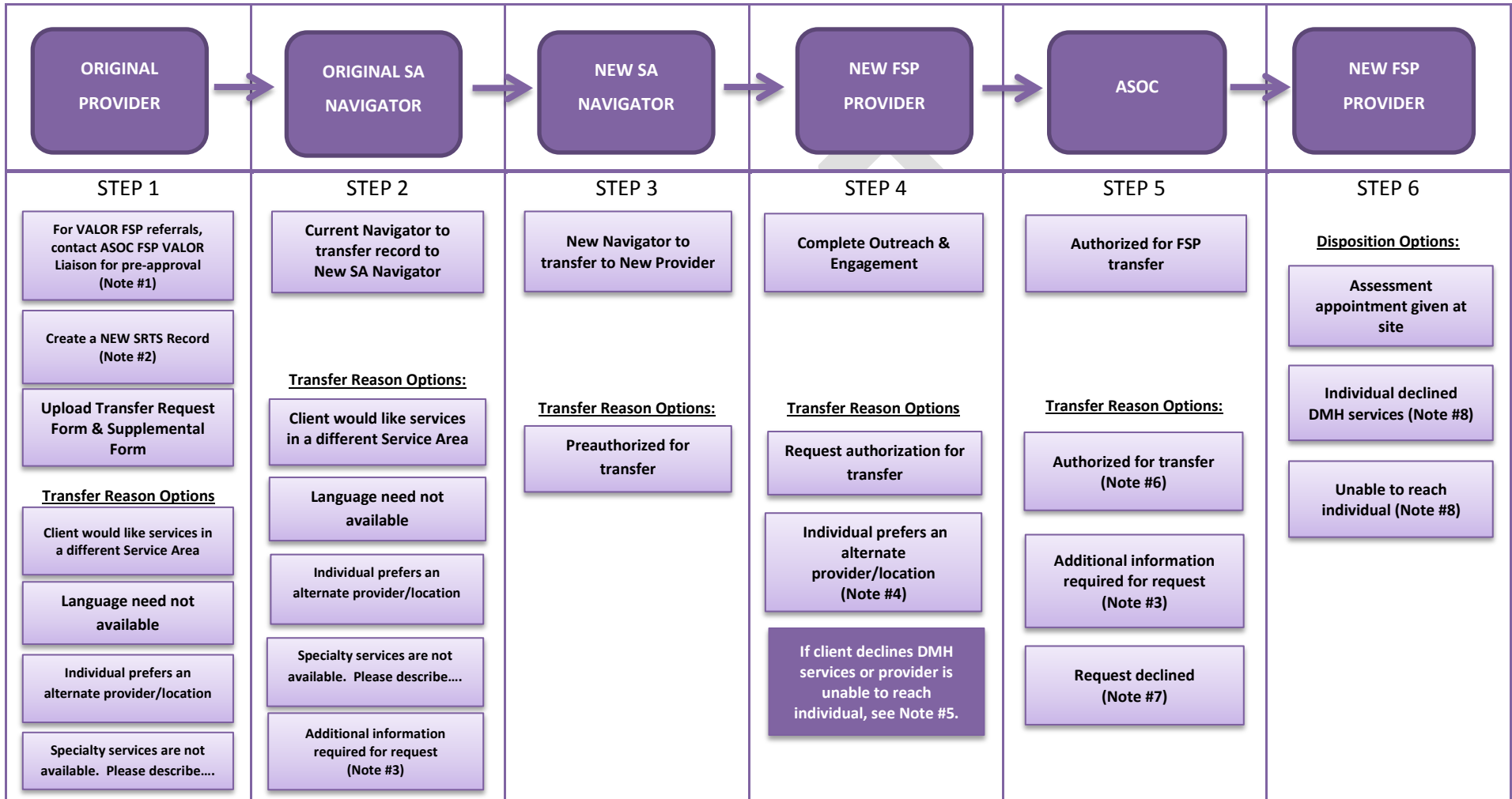
Note #6: ASOC will forward the SRTS confirmation email to the Navigator and FSP provider to confirm that the transfer has been authorized.

Note #7: If a request for transfer is declined, ASOC will transfer the record back to the Navigator for linkage. Navigator will discuss linkage with FSP provider.

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

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

**ADULT SYSTEMS OF CARE (ASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
TRANSFER FROM FSP PROVIDER TO FSP PROVIDER IN A DIFFERENT SERVICE AREA**



Note #1: If this is for a VALOR FSP record, before one is created, ASOC FSP VALOR Liaison must be contacted via email for pre-approval of the client.

Note #2: this is a VALOR FSP record, identify in the "Reason for request" box as "VALOR FSP Referral".

Note #3: If the Navigator or ASOC needs additional information to determine approval for the request, they will transfer the record back to the FSP Provider or Navigator with the transfer reason of "Additional information required for request." They should communicate through e-mail to get the document.

Note #4: If the client prefers another provider, transfer back to the Navigator for linkage.

Note #5: If the client declines DMH services or the provider is unable to reach individual, the new FSP provider enters a disposition to close out the record, then ASOC communicates with the new Navigator, old Navigator, and the original FSP provider to start Disenrollment flowchart from the original authorized record.

Note #6: ASOC will forward the SRTS email notification alert to the Navigator and FSP provider to confirm that the transfer has been authorized.

Note #7: If a request for transfer is declined, ASOC will transfer the record back to the Navigator for linkage. Navigator will discuss linkage with FSP provider.

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