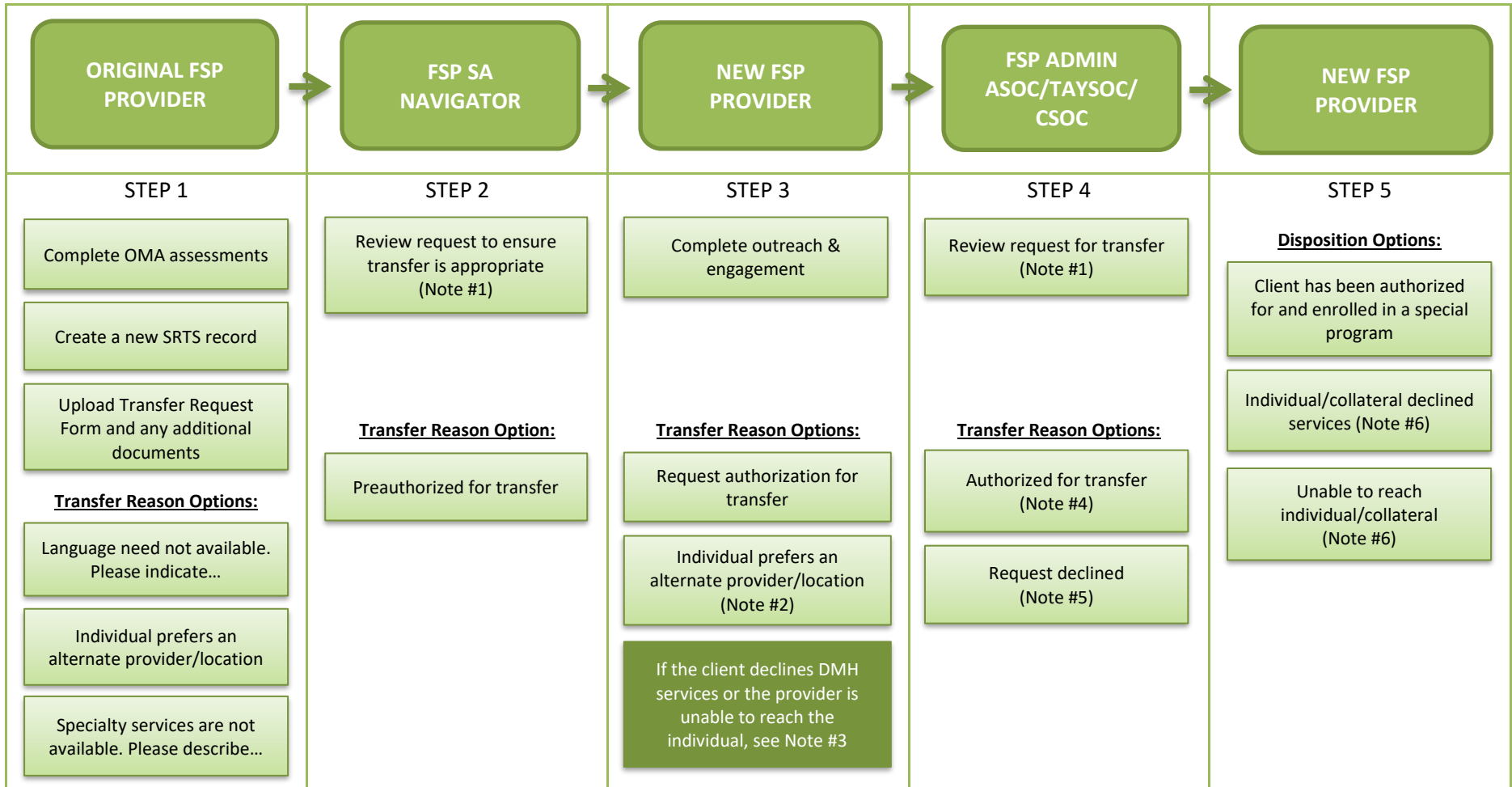


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW

TRANSFER FROM FSP PROVIDER TO FSP PROVIDER IN SAME SERVICE AREA



Note #1: If more information is needed or OMA assessments are incomplete, communicate with the requestor through e-mail or phone.

Note #2: If the client prefers another provider, transfer the record back to the FSP SA navigator for linkage.

Note #3: If the client declines DMH services or the provider is unable to reach individual, the new FSP provider communicates this to the FSP SA navigator before entering a disposition to close the record. The FSP SA navigator informs the original provider to start the disenrollment process from the original authorized SRTS record.

Note #4: FSP Admin forwards the SRTS confirmation e-mail to the FSP SA navigator and FSP provider for their records as confirmation that the transfer was authorized.

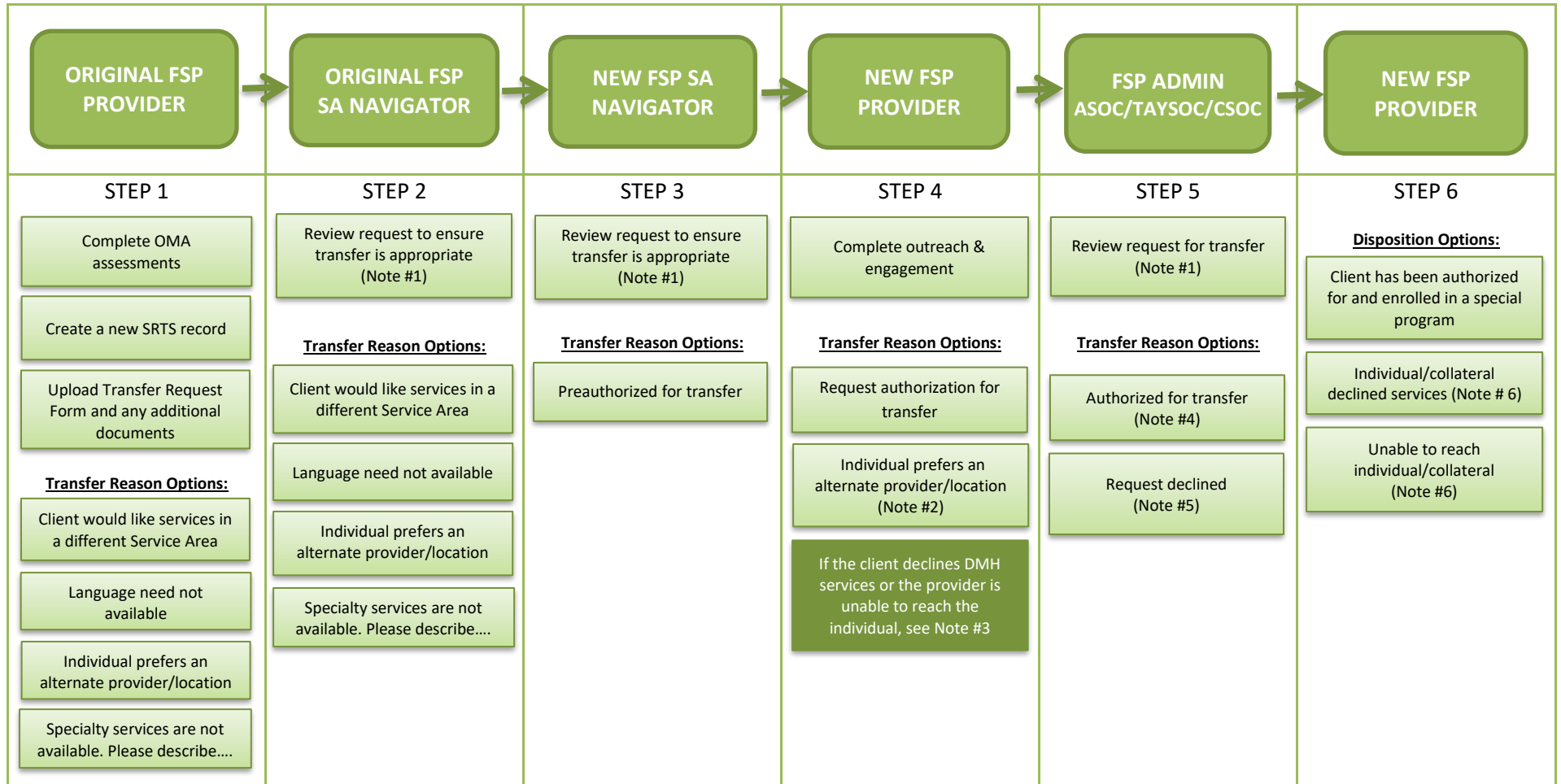
Note #5: If the request for authorization is declined, FSP Admin transfers the record back to the FSP SA navigator to discuss linkage with the FSP provider.

Note #6: If the individual/client declined services or is unable to be reached, notify the FSP SA navigator and consider inactive status. The FSP SA navigator consults with the original FSP provider for appropriate linkage.

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

FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW

TRANSFER FROM FSP PROVIDER TO FSP PROVIDER IN A DIFFERENT SERVICE AREA



Note # 1: If more information is needed or OMA assessments are incomplete, communicate with the requestor through e-mail or phone.

Note # 2: If the client prefers another provider, transfer back to the Navigator for linkage.

Note # 3: If the client declines DMH services or the provider is unable to reach the individual, the new FSP provider communicates this to the new FSP SA navigator before entering a disposition to close the record. The new FSP SA navigator consults with the original FSP SA navigator and the original FSP provider to start the disenrollment process from the original authorized SRTS record.

Note #4: FSP Admin forwards the SRTS e-mail notification alert to the FSP SA navigator and FSP provider to confirm that the transfer was authorized.

Note #5: If the request for authorization is declined, FSP Admin transfers the record back to the FSP SA navigator to discuss linkage with the FSP provider.

Note #6: If the individual/client declined services or is unable to be reached, notify the FSP SA navigator and consider inactive status. The new FSP SA navigator notifies the original FSP SA navigator. The original FSP SA navigator consults with the original provider for appropriate linkage.