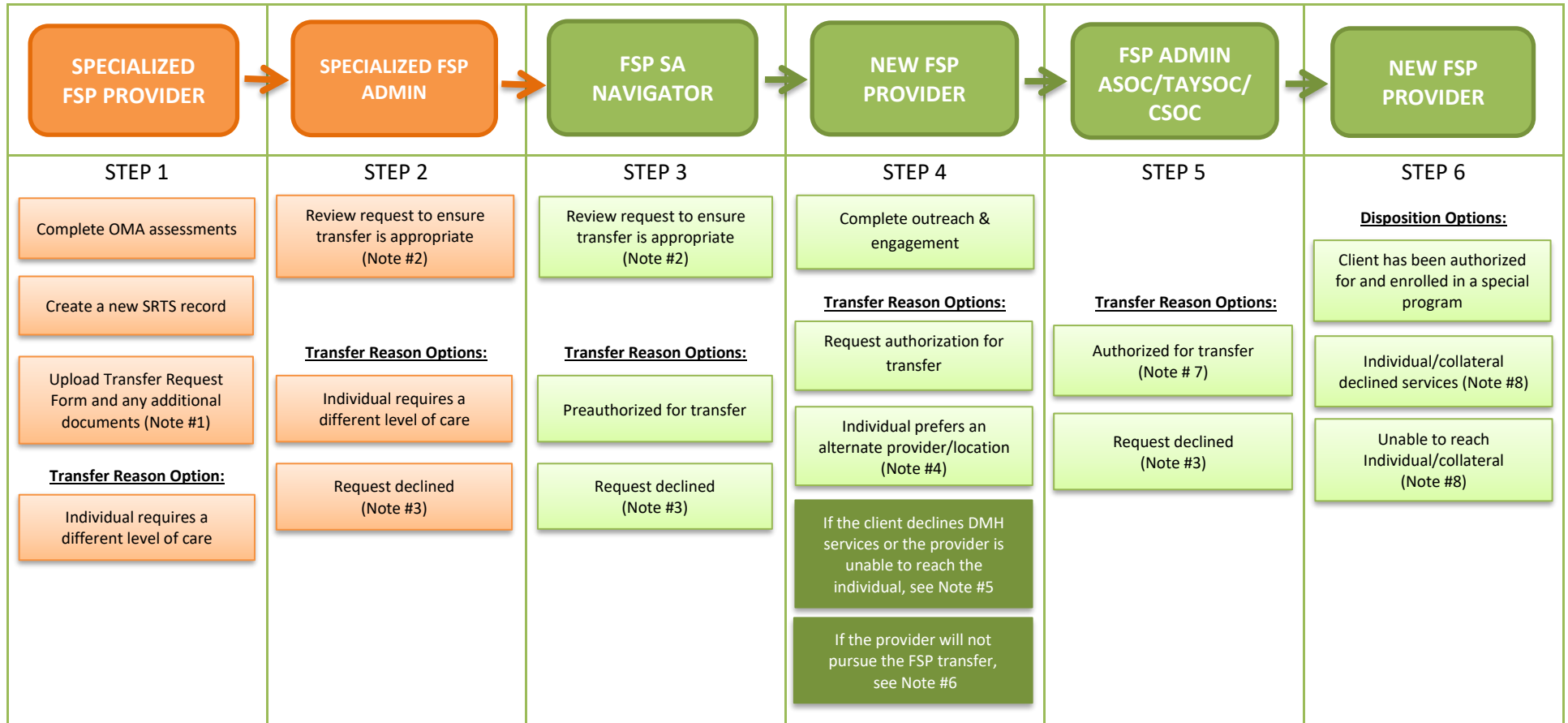


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)
FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
TRANSFER FROM SPECIALIZED FSP PROVIDER TO FSP PROVIDER**



Note #1: Examples of additional documents include: AIA, CTP, Meds Log, current contact information, and summary.

Note #2: If more information is needed or OMA assessments are incomplete, communicate with the requester through e-mail or phone.

Note #3: If the request for transfer is declined, consult with the requester to discuss appropriate services/linkage.

Note #4: If the client prefers another provider, transfer record back to the FSP SA navigator for linkage.

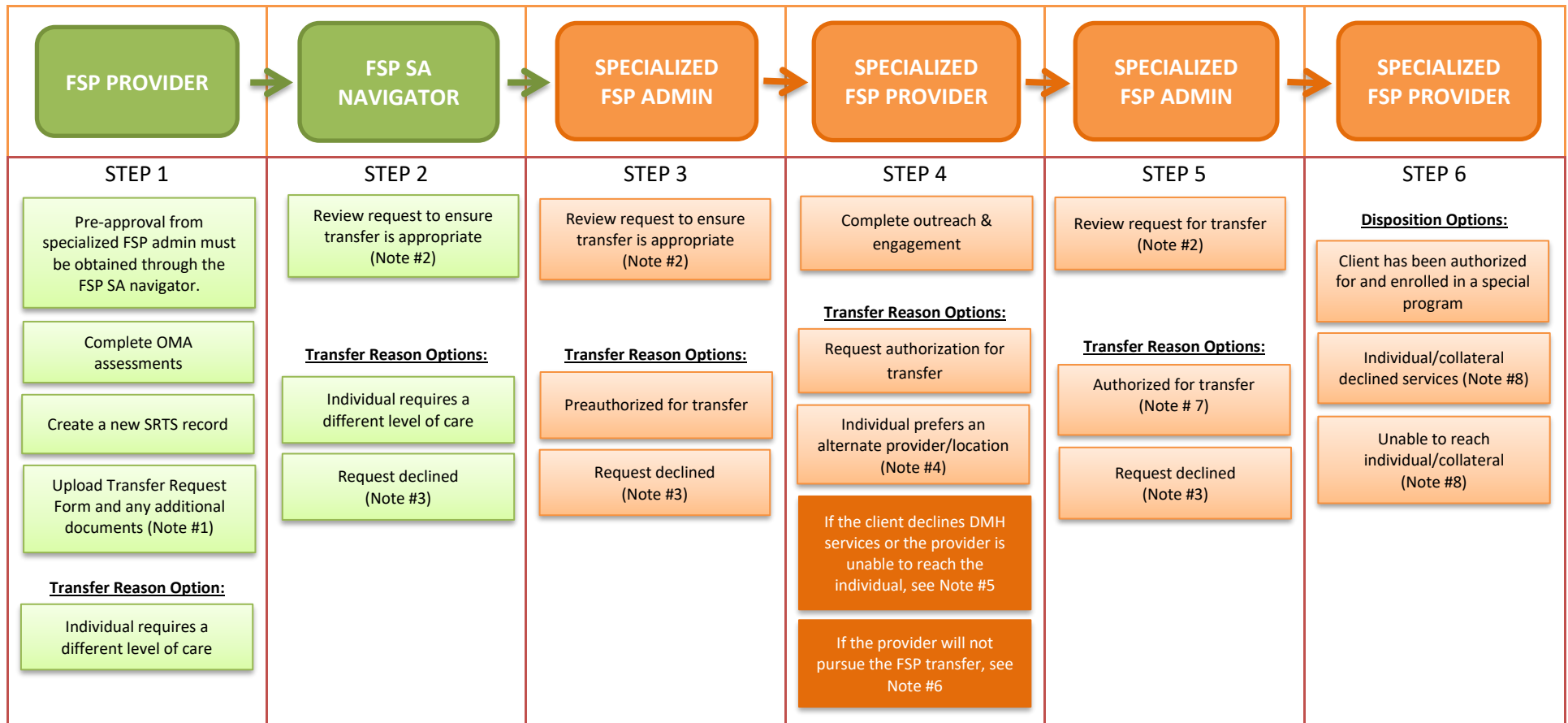
Note #5: If the client declines DMH services or the provider is unable to reach the individual, the new FSP provider communicates this to the FSP SA navigator before entering a disposition to close the record. The FSP SA navigator informs the specialized FSP admin and the original specialized FSP provider to determine appropriate linkage or to follow their workflow for disenrollment.

Note #6: If the new FSP provider will not pursue the FSP transfer, discuss the case with the FSP SA navigator to determine whether a disposition should be entered to close the record or transferred back to the FSP SA navigator to ensure linkage. The FSP SA navigator consults with the specialized FSP admin and specialized FSP provider to determine appropriate linkage or to follow their workflow for disenrollment.

Note #7: FSP Admin forwards the SRTS e-mail notification to FSP SA navigator, specialized FSP provider, and specialized FSP admin for their records as confirmation that the transfer was authorized.

Note #8: 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 informs the specialized FSP admin who will consult with the specialized 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 SPECIALIZED FSP PROVIDER**



Note #1: Examples of additional documents include: AIA, CTP, Meds Log, current contact information, and summary.

Note #2: If more information is needed or OMA assessments are incomplete, communicate with the requestor through e-mail or phone.

Note #3: If the request for transfer is declined, consult with the requestor to discuss appropriate services/linkage.

Note #4: If the client prefers another provider, transfer the record back to the specialized FSP admin for linkage.

Note #5: If the client declines DMH services or the provider is unable to reach the individual, the specialized FSP provider communicates this to the specialized FSP admin before entering a disposition to close the record. The specialized FSP admin informs the FSP SA navigator and the original FSP provider to determine appropriate linkage or to follow their workflow for disenrollment.

Note #6: If the specialized FSP provider will not pursue the FSP transfer, discuss the case with the specialized FSP admin to determine whether a disposition should be entered to close the record or transferred back to the specialized FSP admin to ensure linkage. The specialized FSP admin consults with the FSP SA navigator and original FSP provider to determine appropriate linkage or to follow their workflow for disenrollment.

Note #7: Specialized FSP admin forwards the SRTS confirmation e-mail to the FSP SA navigator and FSP provider for their records as confirmation that the referral was authorized.

Note #8: If the individual/client declined services or is unable to be reached, notify the specialized FSP admin and consider inactive status. Specialized FSP admin notifies the FSP SA navigator who will consult with the original FSP provider for appropriate linkage.