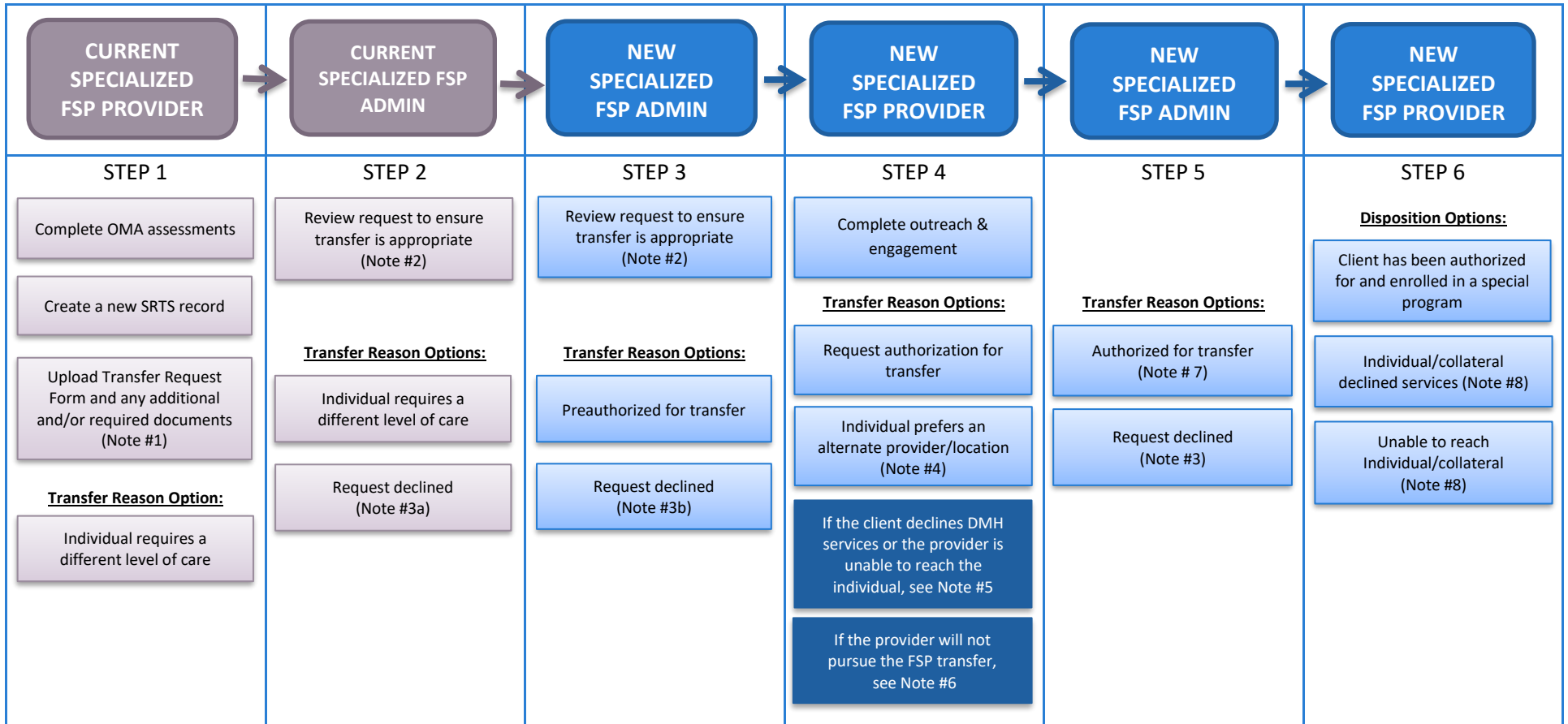# COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)
FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
TRANSFER FROM SPECIALIZED FSP PROVIDER TO SPECIALIZED FSP PROVIDER

CURRENT SPECIALIZED FSP PROVIDER	CURRENT SPECIALIZED FSP ADMIN	NEW SPECIALIZED FSP ADMIN	NEW SPECIALIZED FSP PROVIDER	NEW SPECIALIZED FSP ADMIN	NEW SPECIALIZED FSP PROVIDER
STEP 1	**STEP 2**	**STEP 3**	**STEP 4**	**STEP 5**	**STEP 6**
Complete OMA assessments	Review request to ensure transfer is appropriate (Note #2)	Review request to ensure transfer is appropriate (Note #2)	Complete outreach & engagement		**Disposition Options:**
Create a new SRTS record					Client has been authorized for and enrolled in a special program
Upload Transfer Request Form and any additional and/or required documents (Note #1)	**Transfer Reason Options:**	**Transfer Reason Options:**	**Transfer Reason Options:**	**Transfer Reason Options:**	Individual/collateral declined services (Note #8)
	Individual requires a different level of care	Preauthorized for transfer	Request authorization for transfer	Authorized for transfer (Note # 7)	Unable to reach Individual/collateral (Note #8)
Transfer Reason Option:	Request declined (Note #3a)	Request declined (Note #3b)	Individual prefers an alternate provider/location (Note #4)	Request declined (Note #3)	
Individual requires a different level of care			If the client declines DMH services or the provider is unable to reach the individual, see Note #5		
			If the provider will not pursue the FSP transfer, see Note #6		

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 #3a: If the request for transfer is declined, consult with the requestor to discuss appropriate services/linkage. Transfer the record back to the current specialized FSP provider to enter a disposition.

Note #3b: If the request for transfer is declined, consult with the requestor to discuss appropriate services/linkage. Transfer the record back to the current specialized FSP admin with "Request declined". The current specialized FSP admin then transfers the record back to the current specialized FSP provider to enter a disposition to close the record.

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

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

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

Note #7: The new specialized FSP admin forwards the SRTS e-mail notification to the current specialized FSP provider and current 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 new specialized FSP admin and consider inactive status. The new specialized FSP admin informs the current specialized FSP admin who will consult with the current specialized FSP provider for appropriate linkage.