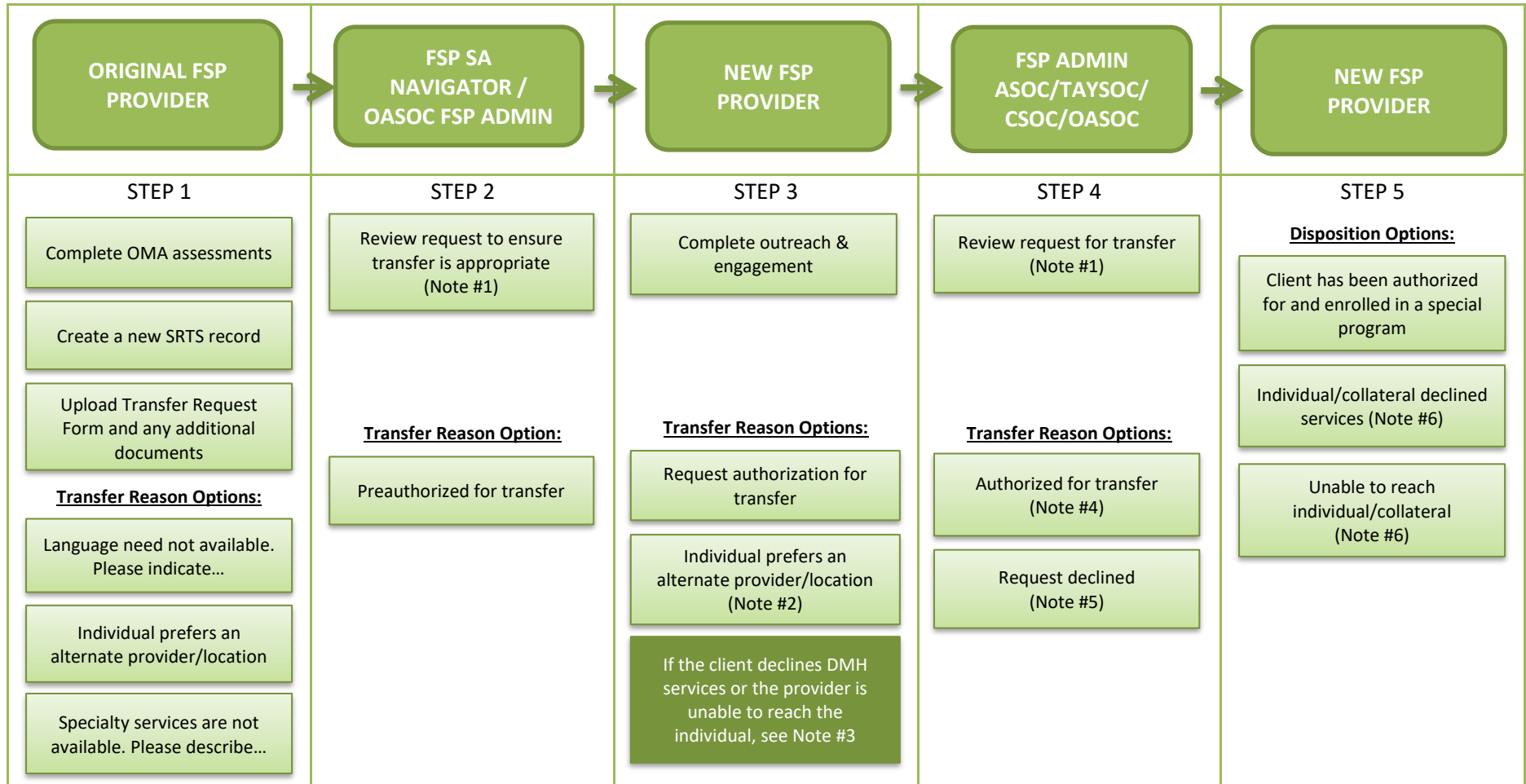# COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)
FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
TRANSFER FROM FSP PROVIDER TO FSP PROVIDER IN THE SAME SERVICE AREA

ORIGINAL FSP PROVIDER	FSP SA NAVIGATOR / OASOC FSP ADMIN	NEW FSP PROVIDER	FSP ADMIN ASOC/TAYSOC/ CSOC/OASOC	NEW FSP PROVIDER
STEP 1	**STEP 2**	**STEP 3**	**STEP 4**	**STEP 5**
Complete OMA assessments	Review request to ensure transfer is appropriate (Note #1)	Complete outreach & engagement	Review request for transfer (Note #1)	**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 documents				Individual/collateral declined services (Note #6)
Transfer Reason Options:	**Transfer Reason Option:**	**Transfer Reason Options:**	**Transfer Reason Options:**	Unable to reach individual/collateral (Note #6)
Language need not available. Please indicate…	Preauthorized for transfer	Request authorization for transfer	Authorized for transfer (Note #4)	
Individual prefers an alternate provider/location		Individual prefers an alternate provider/location (Note #2)	Request declined (Note #5)	
Specialty services are not available. Please describe…		If the client declines DMH services or the provider is unable to reach the individual, see Note #3		

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/OASOC FSP Admin 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 FSP SA navigator/OASOC FSP Admin before entering a disposition to close the record. The FSP SA navigator/OASOC FSP Admin 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 original FSP provider for their records as confirmation that the transfer was authorized. (N/A to OASOC FSP Admin)
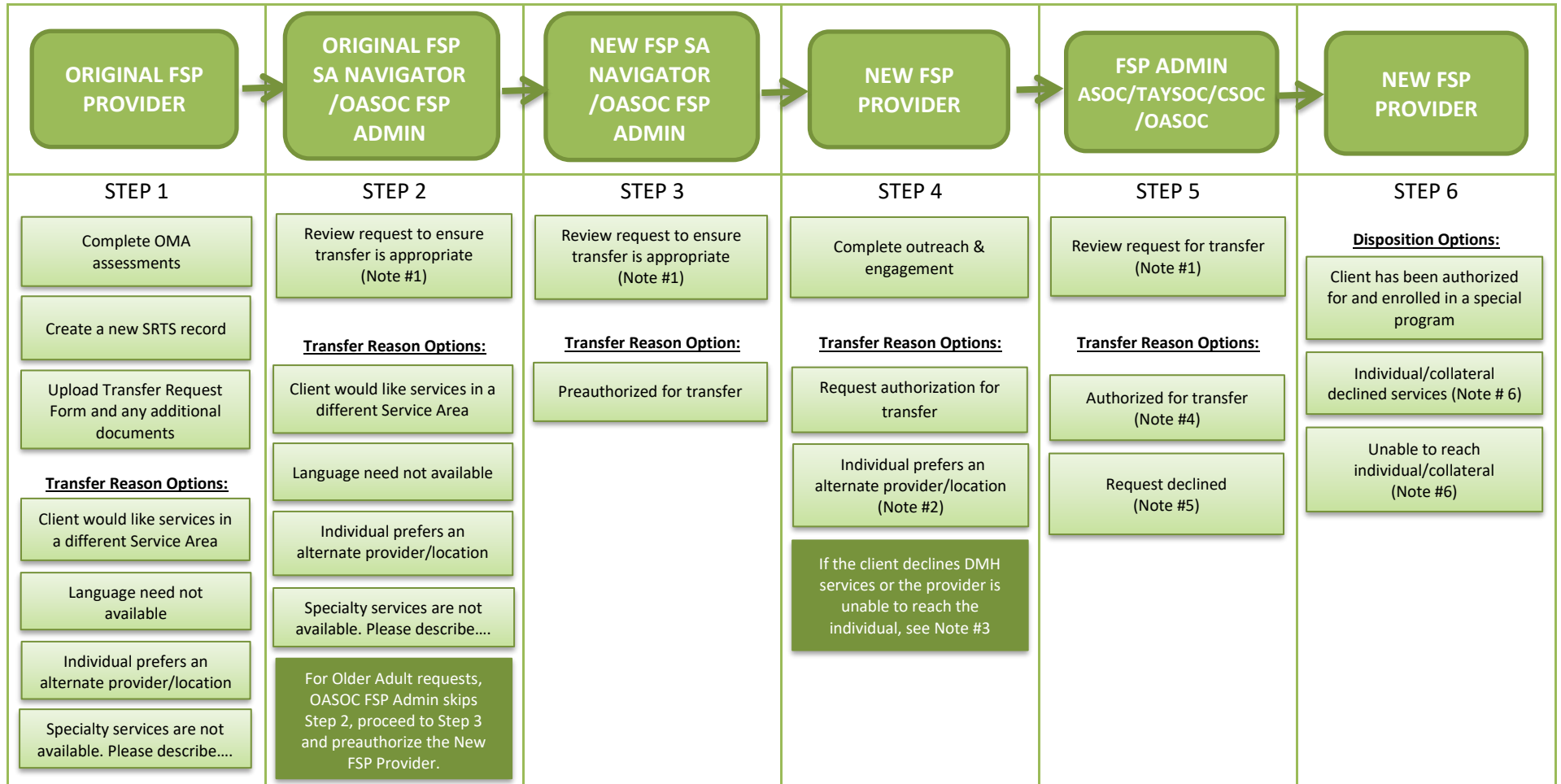
Note #5: If the request for authorization is declined, FSP Admin transfers the record back to the FSP provider to discuss linkage with the FSP SA navigator. (OASOC FSP Admin discusses linkage directly with the FSP provider).

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

REVISED 4/5/19

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

ORIGINAL FSP PROVIDER	ORIGINAL FSP SA NAVIGATOR /OASOC FSP ADMIN	NEW FSP SA NAVIGATOR /OASOC FSP ADMIN	NEW FSP PROVIDER	FSP ADMIN ASOC/TAYSOC/CSOC /OASOC	NEW 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 #1)	Review request to ensure transfer is appropriate (Note #1)	Complete outreach & engagement	Review request for transfer (Note #1)	**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 documents	**Transfer Reason Options:**	**Transfer Reason Option:**	**Transfer Reason Options:**	**Transfer Reason Options:**	
	Client would like services in a different Service Area	Preauthorized for transfer	Request authorization for transfer	Authorized for transfer (Note #4)	Individual/collateral declined services (Note # 6)
Transfer Reason Options:	Language need not available		Individual prefers an alternate provider/location (Note #2)	Request declined (Note #5)	Unable to reach individual/collateral (Note #6)
Client would like services in a different Service Area	Individual prefers an alternate provider/location		If the client declines DMH services or the provider is unable to reach the individual, see Note #3		
Language need not available	Specialty services are not available. Please describe….				
Individual prefers an alternate provider/location	For Older Adult requests, OASOC FSP Admin skips Step 2, proceed to Step 3 and preauthorize the New FSP Provider.				
Specialty services are not available. Please describe….					

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 new FSP SA navigator/OASOC FSP Admin 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/OASOC FSP Admin before entering a disposition to close the record. The new FSP SA navigator/OASOC FSP Admin 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 original and new FSP SA navigator and original 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 provider to discuss linkage with the FSP SA navigator (OASOC FSP Admin discusses linkage directly with the FSP provider).

Note #6: If the individual/client declined services or is unable to be reached, notify the FSP SA navigator/OASOC FSP Admin 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.