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

TRANSITIONAL AGE YOUTH SYSTEM OF CARE (TAYSOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW

DISENROLLMENT

<table>
<thead>
<tr>
<th>FSP PROVIDER</th>
<th>NAVIGATOR</th>
<th>TAYSOC</th>
<th>FSP PROVIDER</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STEP 1</strong></td>
<td><strong>STEP 2</strong></td>
<td><strong>STEP 3</strong></td>
<td><strong>STEP 4</strong></td>
</tr>
<tr>
<td>Use the existing FSP SRTS record to transfer (Note #1)</td>
<td>Upon review and approval, client is considered preauthorized for Disenrollment</td>
<td>Transfer Reason Options:</td>
<td>SRTS record stays with FSP Provider</td>
</tr>
<tr>
<td>Upload Disenrollment Request Form and attach supplemental information</td>
<td>Transfer Reason Options:</td>
<td>Request for disenrollment</td>
<td>Do not update the Disposition</td>
</tr>
<tr>
<td>Transfer Reason Options:</td>
<td>Additional information required for request (Note #2)</td>
<td>Authorized for disenrollment</td>
<td></td>
</tr>
<tr>
<td>Request for disenrollment</td>
<td>Additional information required for request (See Note #2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Include the reason for Disenrollment in the Transfer Comments section</td>
<td>Request declined (Note #3)</td>
<td>Request declined (Note #3)</td>
<td></td>
</tr>
</tbody>
</table>

Note #1: Only enter Disenrollment records in the SRTS if the client was authorized in the SRTS. If authorized on paper, continue Disenrollment on paper.

Note #2: If the Navigator or TAYSOC needs additional information to determine approval for services, they will transfer the record back to the FSP provider or Navigator with the transfer reason of “Additional information required for request.”

Note #3: If a request for disenrollment is declined, the Navigator will discuss linkage with FSP provider.
COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)

TRANSITIONAL AGE YOUTH SYSTEM OF CARE (TAYSOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW

INACTIVE STATUS

**PROVIDER**

**NAVIGATOR**

**TAYSOC**

**PROVIDER**

**STEP 1**

- Use the existing FSP SRTS record to transfer (Note #1)
- Upload completed section of the Disposition page (page 4)

**Transfer Reason Options:**

- Request for inactive/suspension status
- Include the reason for Inactive Status in the Transfer Comments section.

**STEP 2**

- Upon review and approval, client is considered preauthorized for inactive status

**Transfer Reason Options:**

- Request for inactive/suspension status
- Additional information required for request (Note #2)
- Request declined (Note #3)

**STEP 3**

- Client authorized for inactive/suspension status
- Additional information required for request (See Note #2)
- Request declined (Note #3)

**STEP 4**

- SRTS record stays with FSP Provider

- Do not update the Disposition

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**Note #1:** Only enter Inactive records in the SRTS if the client was authorized in the SRTS. If authorized on paper, continue Inactive Status on paper.

**Note #2:** If the Navigator or TAYSOC 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.”

**Note #3:** If a request for inactive status is declined, the Navigator will discuss linkage with FSP provider.