TRANSFER FROM FSP PROVIDER TO FSP PROVIDER IN SAME SERVICE AREA

**STEP 1**: Create a NEW SRTS Record

- Transfer Reason Options:
  - Language need not available
  - Individual prefers an alternate provider/location
  - Specialty services are not available. Please describe...

**STEP 2**: Current Navigator to transfer record to New Provider

- Transfer Reason Options:
  - Preauthorized for transfer
  - Additional information required for request (Note #1)
  - Request declined (Note #2)

**STEP 3**: Complete Outreach & Engagement

- Transfer Reason Options:
  - Request authorization for transfer
  - Individual prefers an alternate provider/location (Note #3)
  - If the client declines DMH services or provider is unable to reach individual, see Note #4

**STEP 4**: Authorized for FSP Transfer (Note #5)

- Transfer Reason Options:
  - Individual declined DMH services (Note #6)
  - Unable to reach individual (Note #6)

**STEP 5**: TAYSOC

**STEP 6**: NEW FSP PROVIDER

**Disposition Options**:
- Assessment appointment given at site
- Individual declined DMH services (Note #6)

**Notes**:

**Note #1**: 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 #2**: If a request for transfer is declined, Navigator will discuss linkage with FSP provider.

**Note #3**: If the client prefers another provider, transfer back to the Navigator for linkage.

**Note #4**: If the client declines DMH services or provider is unable to reach individual, the new FSP provider enters a disposition to close out the record, communicates with the Navigator, and informs the original FSP provider to start Disenrollment flowchart from the original authorized record.

**Note #5**: TAYSOC will inform TAY Navigator, original FSP provider and new FSP provider of the transfer’s successful authorization via email.

**Note #6**: If the FSP provider selects anything other than "Assessment appointment given at site" as a disposition, they must notify the Navigator and consider Disenrollment.

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

### Step 1
Create a NEW SRTS Record

Upload Transfer Request Form & Supplemental Form

Transfer Reason Options:
- Client would like services in a different service area
- Language need not available
- Individual prefers an alternate provider/location
- Specialty services are not available. Please describe...

### Step 2
Current Navigator to transfer record to New SA Navigator

Transfer Reason Options:
- Client would like services in a different service area
- Language need not available
- Individual prefers an alternate provider/location
- Specialty services are not available. Please describe...

### Step 3
New Navigator to transfer to New Provider

Transfer Reason Options:
- Preauthorized for transfer
- Additional information required for request (Note #1)
- Request declined (Note #5)

### Step 4
Complete Outreach & Engagement

Transfer Reason Options:
- Request authorization for transfer
- Individual prefers an alternate provider/location (Note #2)
- Additional information required for request (Note #1)
- If the client declines DMH services or provider is unable to reach individual, see Note #3

### Step 5
Transfer Reason Options:
- Authorized for FSP transfer (Note #4)

### Step 6
TAYSOC

Dispositional Options:
- Assessment appointment given at site
- Individual declined Services (Note #6)
- Unable to reach individual (Note #6)

### Step 7
NEW FSP PROVIDER

New Navigator to transfer to New Provider

Transfer Reason Options:
- Request declined (Note #5)

Individual prefers an alternate provider/location

Specialty services are not available. Please describe...

Additional information required for request (Note #1)

If the client declines DMH services or provider is unable to reach individual, see Note #3

Request declined (Note #5)

Authorized for transfer (Note #4)

Unable to reach individual (Note #6)

Authorized for transfer

Unable to reach individual

Assessment appointment given at site

Individual declined Services

Unable to reach individual

Authorized for FSP transfer

Note #1: 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 #2: If the client prefers another provider, transfer back to the Navigator for linkage.

Note #3: If the client declines DMH services or provider is unable to reach individual, the new FSP provider enters a disposition to close out the record, informs the new Navigator, who communicates with the old Navigator, who communicates with the new Navigator, and informs the original authorized FSP provider to start Disenrollment flowchart from the original authorized record.

Note #4: TAYSOC will inform TAY Navigator, original FSP Provider and new FSP Provider of the transfer’s successful authorization via email.

Note #5: If a request for transfer is declined, Navigator will discuss linkage with FSP Provider.

Note #6: If the FSP Provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify the Navigator and consider Disenrollment.