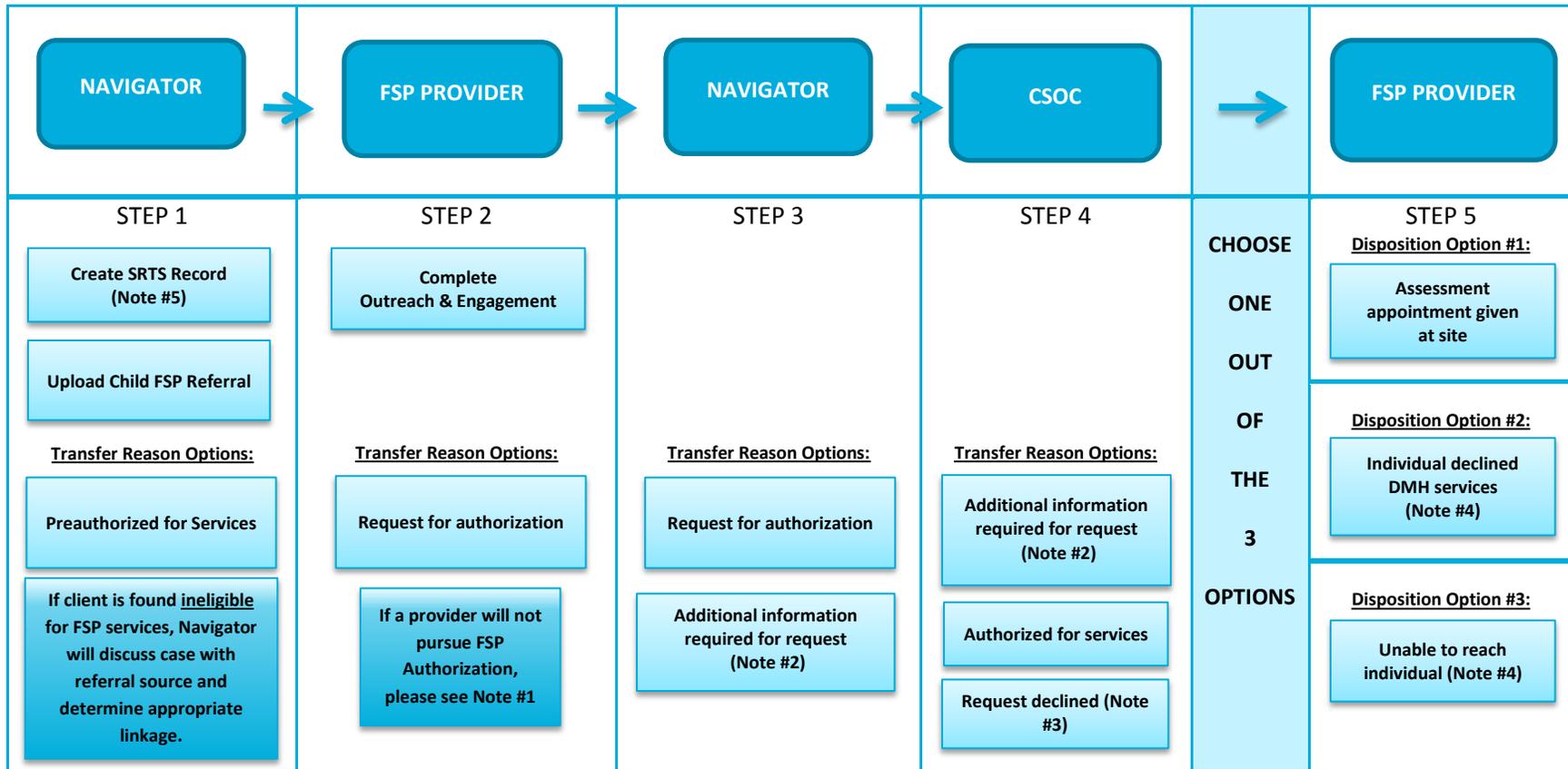
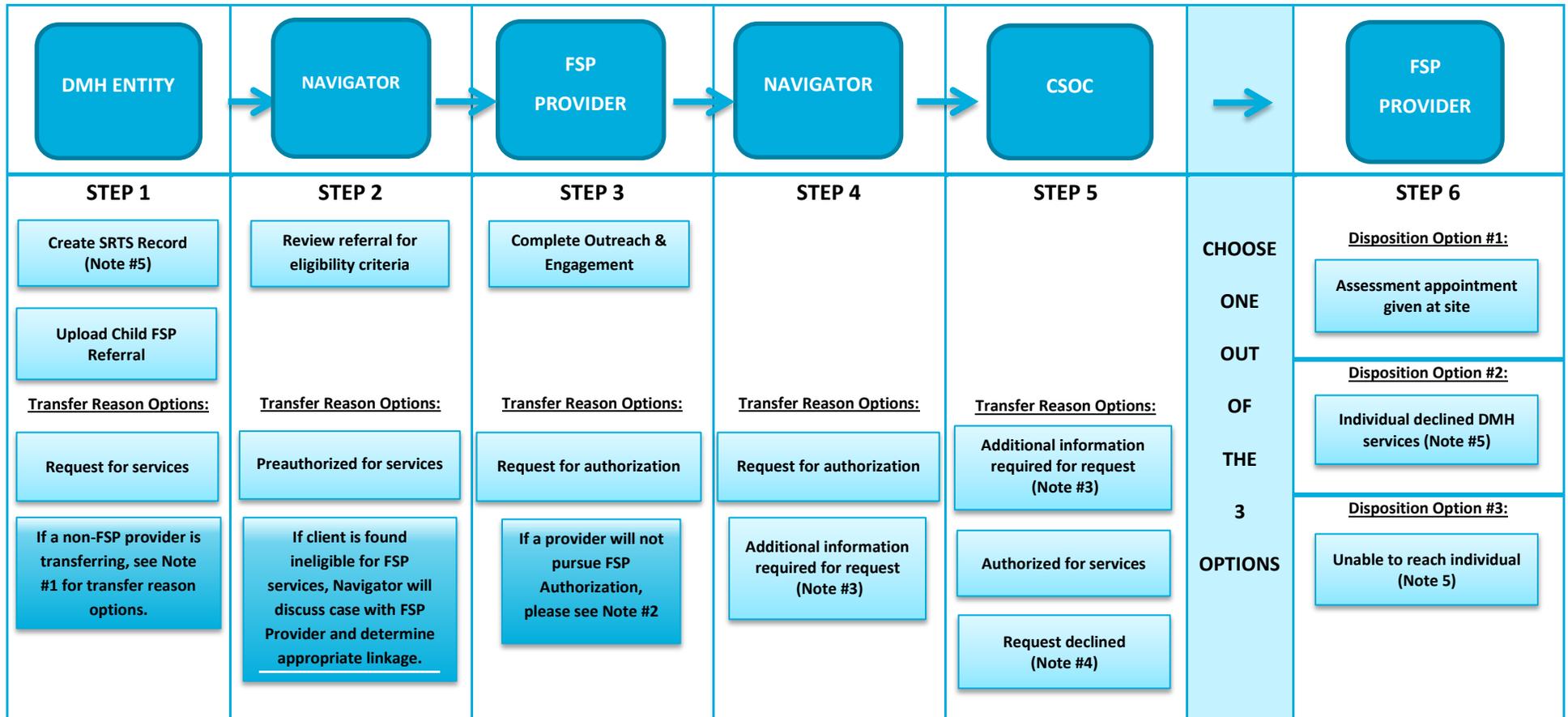


COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
 SERVICE REQUEST TRACKING SYSTEM (SRTS)
 CHILDREN’S SYSTEMS OF CARE (CSOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
 AUTHORIZATION – REFERRAL BEGINNING WITH NAVIGATOR



- Note #1:** Providers not pursuing FSP authorization must discuss the case with the Navigator to determine whether a disposition should be entered (i.e. close the record) or transfer the record back to the Navigator or another agency to ensure linkage.
- Note #2:** If the Navigator or CSOC 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 authorization is declined, CSOC will transfer the record back to the Navigator for linkage. Navigator will discuss linkage with FSP provider.
- Note #4:** If the FSP provider selects anything other than “Assessment appointment given at site” as a disposition, they must discuss the case with Navigator and consider Disenrollment or Inactive Status.
- Note #5:** If the request is a Re-Instatement request (within 60 days of the same provider from the previous disenrollment) or Re-Establishment (61 days to 365 days after previous disenrollment), note in the Comments section. Upload Re-Instatement Request Form, if applicable. Re-Establishments require a new referral.

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
 SERVICE REQUEST TRACKING SYSTEM (SRTS)
 CHILDREN’S SYSTEM OF CARE (CSOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
 AUTHORIZATION – REFERRAL BEGINNING WITH DMH ENTITY



- Note #1:** If a **non-FSP provider** is referring an individual/potential client for FSP services, use one of the following transfer reason(s): 1) “Specialty services are not available. Please describe specialty need in Comments section”, 2) “Individual requires a different level of care”, or 3) “This program is unable to serve the individual. Please select the reason and explain in Comments section”.
- Note #2:** Providers not pursuing FSP authorization must discuss the case with the Navigator to determine whether a disposition should be entered (i.e. close the record) or transfer the record back to the Navigator or another agency to ensure linkage.
- Note #3:** If the Navigator or CSOC needs additional information to determine approval for FSP, they can transfer the record back to the FSP provider with the transfer reason of “Additional information required for request”.
- Note #4:** If a request for authorization is declined, CSOC will transfer the record back to the Navigator. Navigator will discuss linkage with FSP provider.
- Note #5:** If the FSP provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify the Navigator and consider Disenrollment or Inactive Status.
- Note #6:** If the request is a Re-Instatement request (within 60 days of the same provider from the previous disenrollment) or Re-Establishment (61 days to 365 days after previous disenrollment), note in the Comments section. Upload Re-Instatement Request Form, if applicable. Re-Establishments require a new referral.