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
TRANSFER FROM FSP PROVIDER TO FSP PROVIDER IN SAME SERVICE AREA

**ORIGINAL FSP PROVIDER** → **NAVIGATOR** → **NEW FSP PROVIDER** → **NAVIGATOR** → **CSOC** → **NEW FSP PROVIDER**

**STEP 1**
- Create a NEW SRTS Record
- Upload Transfer Request Form & Supplemental Form

**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)

**STEP 3**
- Meet with client and family to establish continuance services

**Transfer Reason Options**
- Request authorization for transfer
- Individual prefers an alternate provider/location (Note #2)

**STEP 4**
- Request authorization for transfer
- Additional information required for request (Note #1)

**Transfer Reason Options**
- Additional information required for request (Note #1)

**STEP 5**
- If client declines DMH services or provider is unable to reach individual, see Note #3

**STEP 6**
- Disposition Options:
  - Assessment appointment given at site
  - Individual declined DMH services (Note #6)
  - Unable to reach individual (Note #6)
  - Request declined (Note #5)

**Note #1:** If the Navigator or CSOC needs additional information to determine approval for the request, they will transfer the record back to the FSP provider with the transfer reason of “Additional information required for request”. The provider then provides the Navigator the information needed and repeats Step 4 or informs the Navigator if client declined FSP services (see Note #3).

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

**Note #3:** If the client declines DMH services or the provider is unable to reach individual (discuss with Navigator), enter a disposition then transfer back to Navigator, then Original FSP provider to either continue providing services or begin Disenrollment from original authorized record.

**Note #4:** CSOC will forward the SRTS email notification alert to the Navigator to confirm that the transfer has been authorized.

**Note #5:** If a request for transfer is declined, CSOC will transfer the record back to the Navigator for linkage. 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. The Navigator will then notify the original FSP provider to begin disenrollment process.
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Transfer Reason Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Create a NEW SRTS Record</td>
<td>Current Navigator to transfer record to New SA Navigator</td>
</tr>
</tbody>
</table>
| 2    | 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….  
Additional information required for request (Note #1) |
| 3    | 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….  
Additional information required for request (Note #1) | New Navigator to transfer to New Provider |
| 4    | Transfer Reason Options:  
Preauthorized for transfer  
Additional information required for request (Note #1) | Meet with client and family to establish continuance services |
| 5    | Transfer Reason Options:  
Request authorization for transfer  
Individual prefers an alternate provider / location (Note #2)  
Additional information required for request (Note #1) | Transfer Reason Options:  
Authorized for transfer (Note #4)  
Additional information required for request (Note #1)  
Request declined (Note #5) |
| 6    | Disposition Options | Transfer Reason Options:  
Assessment appointment given at site  
Individual declined DMH services (Note #6)  
Unable to reach individual (Note #6) |
| 7    | Request declined (Note #5) | |

**Note #1:** If the Navigator or CSOC needs additional information to determine approval for the request, they will transfer the record back to the FSP provider with the transfer reason of “Additional information required for request”. The provider then provides the Navigator the information needed and repeats Step 4 or informs the navigator if client declined FSP service (see Note #3).

**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 (discuss with Navigator), the new FSP provider enters a disposition and transfers back to the new Navigator who either transfers to another FSP provider or transfers back to the old Navigator. Old Navigator transfers back to the original FSP provider to either continue providing services or begin disenrollment process.

**Note #4:** CSOC will forward SRTS email notification alert to new Navigator, current Navigator, and current FSP provider to confirm the transfer was authorized.

**Note #5:** If a request for transfer is declined, CSOC will transfer the record back to the Navigator for linkage. 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. The Navigator will then notify the original FSP provider to begin disenrollment process.