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

DISENROLLMENT

FSP PROVIDER → NAVIGATOR → CSOC → FSP PROVIDER

**STEP 1**
- Use the existing FSP SRTS record to transfer (Note #1)
- Upload Disenrollment Request Form and addendum if applicable
- Transfer Reason Options: Request for disenrollment
- Include the reason for Disenrollment in the Transfer Comments section.

**STEP 2**
- Ensure that disenrollment is appropriate
- Transfer Reason Options: Request for disenrollment
- Additional information required for request (Note #2)

**STEP 3**
- Transfer Reason Options: Additional information required for request (Note #2)
- Authorized for disenrollment (Note #3)
- Request declined (Note #4)

**STEP 4**
- SRTS record stays with FSP Provider
- Do not update the Disposition

**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 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:** CSOC will forward SRTS confirmation email to Navigator for their records as confirmation that referral has been disenrolled.

**Note #4:** If a request for disenrollment is declined, CSOC will transfer the record back to the Navigator with the transfer reason of “Request declined.” The Navigator will discuss linkage with FSP provider.
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SERVICE REQUEST TRACKING SYSTEM (SRTS)
CHILDREN’S SYSTEM OF CARE (CSOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
INACTIVE STATUS

STEP 1
Use the existing FSP SRTS record to transfer (Note #1)
Upload completed section of the Disposition page (page 4) and addendum if applicable
Transfer Reason Options:
Request for inactive/suspension status
Include the reason for Inactive Status in the Transfer Comments section.

STEP 2
Ensure that inactive status is appropriate
Transfer Reason Options:
Request for inactive/suspension status
Additional information required for request (Note #2)

STEP 3
Transfer Reason Options:
Additional information required for request (Note #2)
Authorized for inactive/suspension status (Note #3)
Request declined (Note #4)

STEP 4
SRTS record stays with FSP Provider
Do not update the Disposition (unless currently blank)

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 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: CSOC will forward SRTS confirmation email to Navigator for their records as confirmation that referral has been inactivated.
Note #4: If a request for inactive status is declined, CSOC will transfer the record back to the Navigator with the transfer reason of “Request declined.” The Navigator will discuss linkage with FSP provider.