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

OLDER ADULT SYSTEMS OF CARE (OASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
TRANSFER FROM FSP PROVIDER TO FSP PROVIDER

### Step 1
Create a NEW SRTS Record
- **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
OASOC to transfer to New Provider
- **Transfer Reason Options**
  - Preauthorized for transfer
  - Additional information required for request (Note #1)
  - Request declined (Note #5)

### Step 3
Complete Outreach & Engagement
- **Transfer Reason Options**
  - Request authorization for transfer
  - Individual prefers an alternate provider/location (Note #2)
  - If the client declines DMH services or provider is unable to reach individual, see Note #3.

### Step 4
Client authorized for FSP transfer (Note #4)
- **Transfer Reason Options**
  - Authorized for transfer
  - Additional information required for request (Note #1)
  - Request declined (Note #5)

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

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**Note #1:** If OASOC needs additional information to determine approval for FSP, they will transfer the record back to the FSP provider with the transfer reason of “Additional information required for request”.

**Note #2:** If the client prefers another provider, transfer back to OASOC 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, then OASOC communicates with the new Navigator, old Navigator, and the original FSP provider to start Disenrollment from the original authorized record.

**Note #4:** OASOC will inform the new FSP provider and original FSP provider of successful authorization via email.

**Note #5:** If a request for transfer is declined, OASOC 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 OASOC and consider Disenrollment.