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

DISENROLLMENT

<table>
<thead>
<tr>
<th>FSP PROVIDER</th>
<th>OASOC</th>
<th>FSP PROVIDER</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STEP 1</strong></td>
<td><strong>STEP 2</strong></td>
<td><strong>STEP 3</strong></td>
</tr>
<tr>
<td>Use the existing FSP SRTS record to transfer (Note #1)</td>
<td>Upon review and approval, client is considered authorized for disenrollment.</td>
<td>SRTS record stays with FSP Provider</td>
</tr>
<tr>
<td>Upload Disenrollment Request Form</td>
<td>Transfer Reason Options:</td>
<td>Do not update the Disposition</td>
</tr>
<tr>
<td>Transfer Reason Options:</td>
<td>Authorized for disenrollment</td>
<td></td>
</tr>
<tr>
<td>Request for disenrollment</td>
<td>Additional information required for request (Note #2)</td>
<td></td>
</tr>
<tr>
<td>Include the reason for Disenrollment in the Transfer Comments section.</td>
<td>Request declined (Note #3)</td>
<td></td>
</tr>
</tbody>
</table>

**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 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 #3:** If a request for disenrollment is declined, OASOC will transfer the record to a more appropriate provider and notify the requesting FSP provider.

Revised 8/4/16
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

INACTIVE STATUS

<table>
<thead>
<tr>
<th>FSP PROVIDER</th>
<th>OASOC</th>
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</tbody>
</table>

**Use the existing FSP SRTS record to transfer (Note #1)**

**Upload completed section of the Disposition page (page 4)**

**Transfer Reason Options:**
- Request for inactive/suspension status
- Include the reason for Inactive Status in the Transfer Comments section.

**Upon review and approval, client is considered authorized for inactive status.**

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

**SRTS record stays with FSP Provider**

**Do not update the Disposition**

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**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 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 #3:** If a request for Inactive Status is declined, OASOC will transfer the record to a more appropriate provider and notify the requesting FSP provider.

Revised 8/4/16