### 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	сѕос	NEW FSP PROVIDER
STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6
Create a NEW SRTS Record	Current Navigator to transfer record to New Provider	Meet with client and family to establish continuance services			Disposition Options: Assessment
Upload Transfer Request Form & Supplemental Form					appointment given at site
Transfer Reason Options	Transfer Reason Options:	Transfer Reason Options:	Transfer Reason Options	Transfer Reason Options:	Individual declined DMH services (Note #6)
Language need not available	Preauthorized for transfer	Request authorization for transfer	Request authorization for transfer	Authorized for transfer (Note #4)	Unable to reach individual
Individual prefers an alternate provider/location	Additional information required for request (Note #1)	Individual prefers an alternate provider/ location (Note #2)	Additional information required for request (Note #1)	Additional information required for request (Note #1)	(Note #6)
Specialty services are not available. Please describe		If client declines DMH services or provider is unable to reach individual, see Note #3		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 disenvolument process.

### 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

## TRANSFER FROM FSP PROVIDER TO FSP PROVIDER IN A DIFFERENT SERVICE AREA

CURRENT FSP PROVIDER	CURRENT SA NAVIGATOR	NEW SA NAVIGATOR	NEW FSP PROVIDER	NEW FSP NAVIGATOR	csoc	NEW FSP PROVIDER
STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7
Create a NEW SRTS Record	Current Navigator to transfer record to New SA Navigator	New Navigator to transfer to New Provider	Meet with client and family to establish continuance services			Disposition Options
Upload Transfer Request Form & Supplemental Form	Transfer Reason Options: Client would like services in a different	Transfer Reason Options:	Transfer Reason Options	Transfer Reason Options:	Transfer Reason Options:	appointment given at site
Transfer Reason Options Client would like	Service Area	Preauthorized for transfer	Request authorization for transfer	Request authorization for transfer	Authorized for transfer (Note #4)	Individual declined DMH services (Note #6)
services in a different Service Area Language need not available	available Individual prefers an alternate provider/location		Individual prefers an alternate provider / location (Note #2)	Additional information required for request (Note #1)	Additional information required for request (Note #1)	Unable to reach individual (Note #6)
Individual prefers an alternate provider/location	Specialty services are not available. Please describe		If client declines DMH services or provider is unable to reach individual, see Note #3		Request declined (Note #5)	
Specialty services are not available. Please describe	Additional information required for request (Note #1)					

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 disenvollment 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 disenvolument process.