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 CHILD FSP PROVIDER TO TAY FSP PROVIDER

CHILD FSP PROVIDER	CHILD NAVIGATOR	TAY NAVIGATOR	TAY FSP PROVIDER	TAY NAVIGATOR	CHILD NAVIGATOR	сѕос	ТАУЅОС	TAY FSP PROVIDER
STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7	STEP 8	STEP 9
Create a NEW SRTS Record	Child Navigator to transfer record to TAY Navigator	TAY Navigator to assign to New FSP Provider	Begin and End Outreach & Engagement	Transferring record to Child Navigator for authorization	Transferring record to CSOC for authorization	Client authorized for FSP transfer (Note #5)	Client authorized for FSP transfer (Note #5)	Disposition Options: Assessment appointment given at
Upload Transfer Request Form & Supplemental Form <u>Transfer Reason Options:</u> Specialty services are not available. Please describe	Transfer Reason Options: Specialty services are not available. Please describe Additional information required for request (Note #1)	Transfer Reason Options: Preauthorized for transfer Additional information required for request (Note #1) Request declined (Note #4)	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	Transfer Reason Options: Request authorization for transfer	Transfer Reason Option: Request authorization for transfer	Transfer Reason Option: Request authorization for transfer Additional information required for request (Note #1) Request declined (Note #4)	Transfer Reason Option: Authorized for transfer Additional information required for request (Note #1) Request declined (Note #4)	site Individual declined DMH Services (Note #6) Unable to reach individual (Note #6)

Steps 2 & 3 and Steps 5 & 6 are combined for Navigators that oversee both Child and TAY FSP

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 or Navigator with the transfer reason of "Additional information required for request."

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

Note #3: If the client declines DMH services or provider is unable to reach individual (discuss referral with Navigator), the new FSP provider transfers back to the old Navigator, who transfers back to the new Navigator, then transfers back to the old FSP provider to enter a disposition to close out the record. The original FSP provider then starts Disenrollment from original authorized record.

Note #4: If a request for transfer is declined, TAY Navigator will discuss linkage with FSP provider.

Note #5: CSOC will notify Child SA Navigator and Child FSP provider of successful linkage of services via email. TAYSOC will inform TAY Navigator of successful authorization via email.

Note #6: If the FSP provider selects anything other than "Assessment appointment given at site" as a disposition, they must notify TAYSOC and CSOC and consider Disenrollment or Inactive Status.