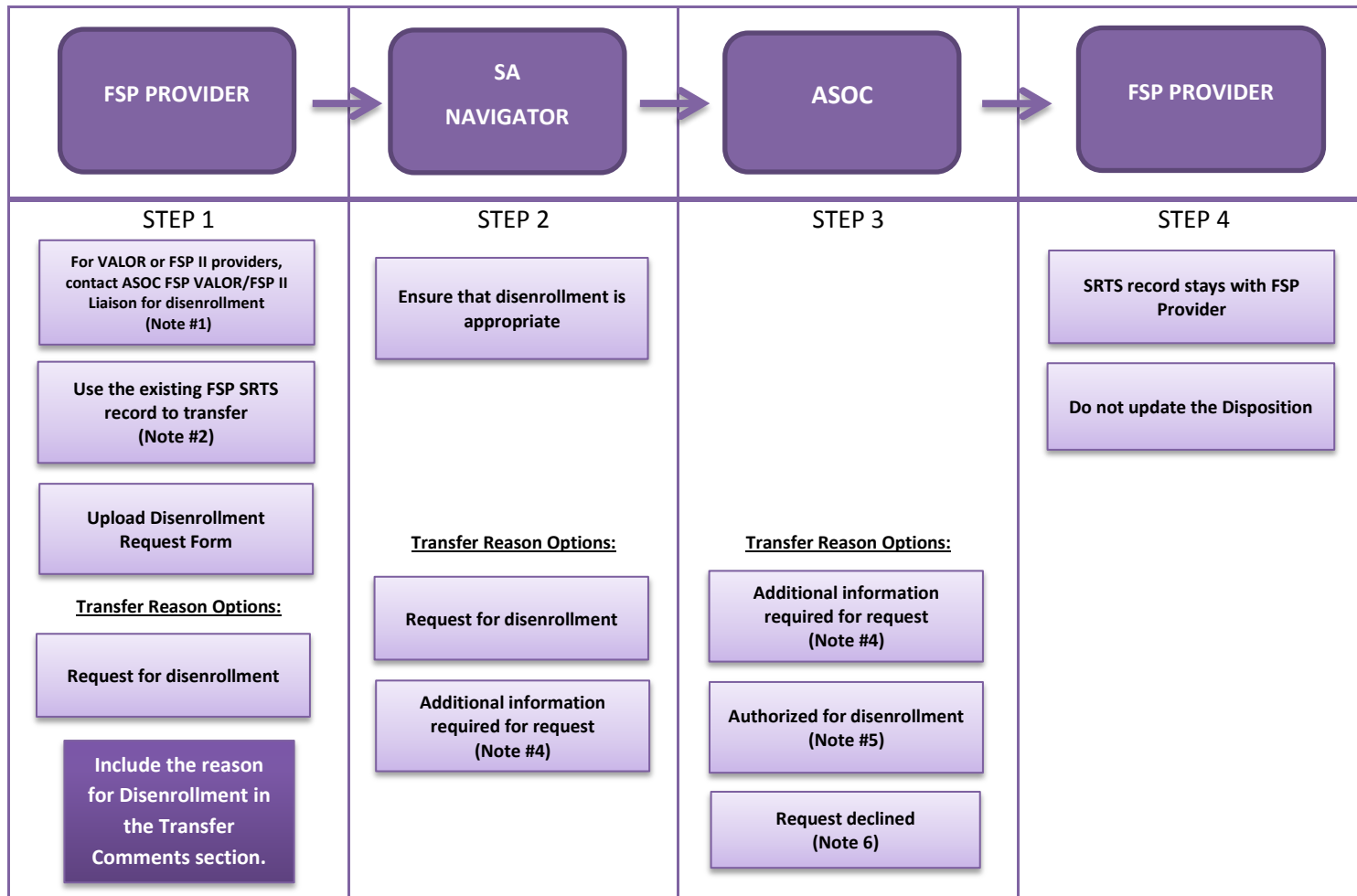


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

**ADULT SYSTEM OF CARE (ASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
DISENROLLMENT**



Note #1: VALOR and FSP II providers must contact ASOC VALOR/FSP II Liaison via email re: the client’s disenrollment before “Request for disenrollment” via SRTS.

Note #2: If this is a VALOR (FSP I or II) or FSP II record, identify in the “Reason for request” box as VALOR FSP I or II, or FSP II disenrollment.

Note #3: Only enter Disenrollment in the SRTS if the client was authorized in the SRTS. If authorized on paper, continue Disenrollment on paper.

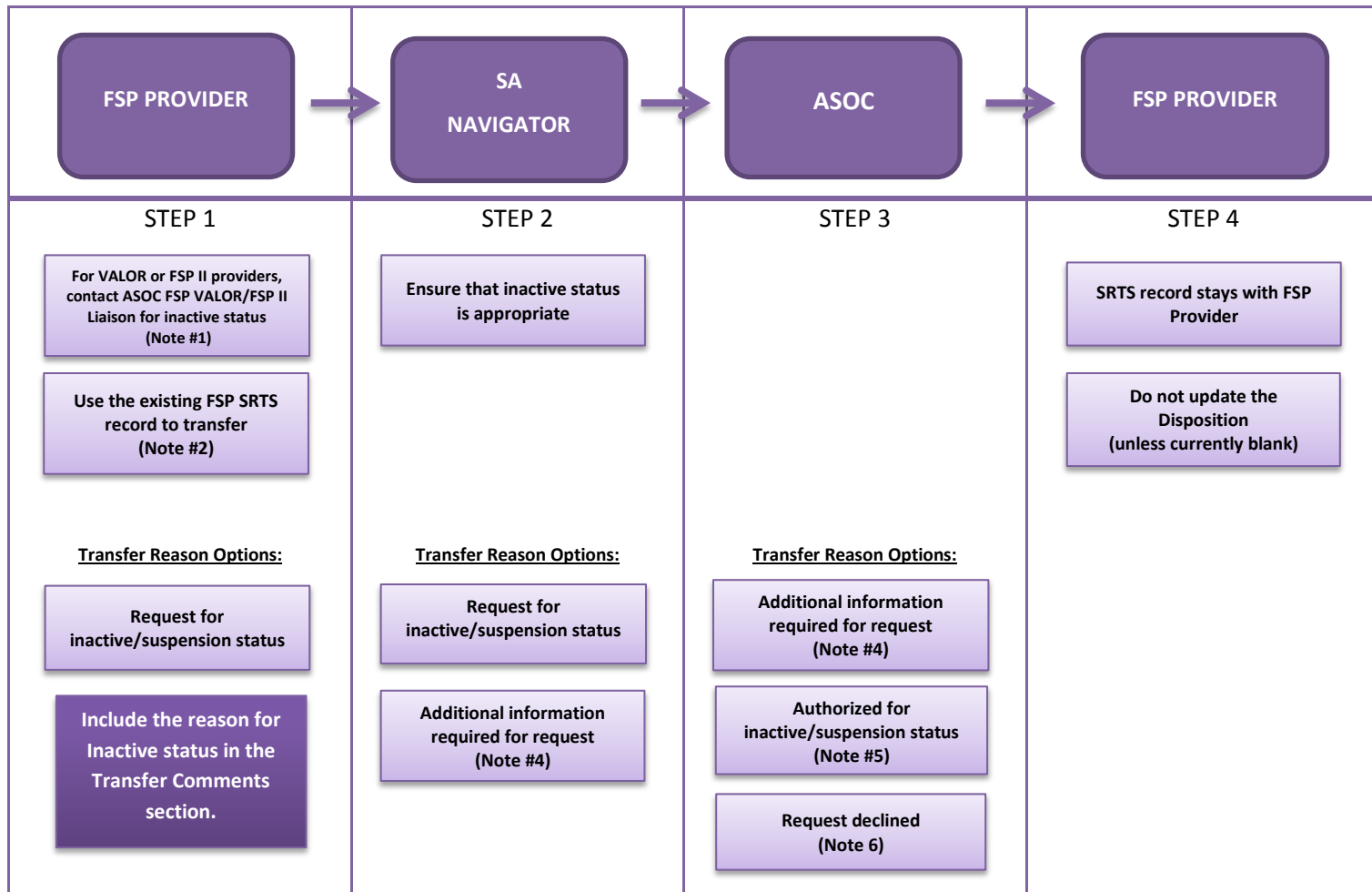
Note #4: If the Navigator or ASOC needs additional information to determine approval for the request, they should communicate through e-mail to get the document.

Note #5: ASOC will forward SRTS confirmation email to the Navigator and FSP provider to confirm that the Disenrollment has been authorized.

Note #6: If a request for Disenrollment is declined, ASOC will transfer the record back to the Navigator with the transfer reason “Request declined.” The Navigator will discuss linkage with FSP provider.

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

**ADULT SYSTEM OF CARE (ASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
INACTIVE STATUS**



Note #1: VALOR and FSP II providers must contact ASOC VALOR/FSP II Liaison via email re: the client’s inactive status before “Request for inactive status” via SRTS.

Note #2: If this is a VALOR (FSP I or FSP II) or FSP II record, identify in the “Reason for request” box as VALOR (FSP I or FSP II) or FSP II inactive status”.

Note #3: Only enter inactive status request in the SRTS if the client was authorized in the SRTS. If authorized on paper, continue Inactive status request on paper.

Note #4: If the Navigator or ASOC needs additional information to determine approval for the request, they should communicate through e-mail to get the document.

Note #5: ASOC will forward SRTS confirmation email to the Navigator to confirm that the inactive status has been authorized.

Note #6: If a request for inactive status is declined, ASOC will transfer the record back to the Navigator with the transfer reason “Request declined.” The Navigator will discuss linkage with FSP provider.