More Common SRTS User Errors

➔ **Creating a New Service Request Instead of Updating the Existing Request**

If you need to update information in a service request that has been closed, (e.g., the client rescheduled the initial assessment appointment, you originally entered the wrong DOB, the client's preferred language is Spanish instead of English, you want to add/change information regarding the referral source), <u>do not create another service request for the client</u>. The application <u>does not</u> automatically update old information with new information, so you are creating a **duplicate request** that will have to be deleted.

Please e-mail SRTS@dmh.lacounty.gov with the Tracking Confirmation # and the specific edits you want made to the request; an administrator will update the information for you and note it in the Comments section of the record.

➔ **Sending FSP Authorization Requests Via Fax Instead of Using the SRTS**

The practice of faxing paper FSP authorization requests has been discontinued system-wide; all requests for FSP authorization should be done via the SRTS. The <u>only</u> exception is when there are no active SRTS users for the program; however, faxing should only be used in the interim until staff receive their SecurID tokens and register as SRTS users.

➔ **Having an Active Program in the SRTS With No Active Users**

When a program is aware that a registered user is no longer accessing the SRTS, notify SRTS Admin **immediately** at SRTS@dmh.lacounty.gov so we can inactivate the user. Please remember that we require <u>at least two active users per program location</u> to ensure there is back-up for illness, vacation and/or staff turnover. If your program does not have any active users to receive or transfer SRTS service requests, SRTS Admin will work with you to do one of the following:

♦ Register new users with a C# to process service requests
♦ Register interim staff with a C# to review service requests until the new users receive their tokens and C#'s
♦ Inactivate the program location to ensure no active service requests are transferred to the program

To register users, please complete the attached SRTS user registration form and return to SRTS@dmh.lacounty.gov

→ Transferring To Another Program With Incorrect Disposition Drop-down Option

When transferring a record, please click the SRTS Lookup button **FIRST** to confirm the program location is *not* in the SRTS before choosing one of these two Disposition drop-down options. These options should only be chosen for programs *not* found in the Lookup.

1) **"*Does not meet program criteria. Referral made for appropriate non-DMH provider"*** Examples of **non-DMH** providers are hospital, church, board & care, etc. You will be required to enter the program the client was referred to.

2) "*Referral made to appropriate DMH service provider; unable to transfer a record"*

Almost all DMH service providers (directly-operated and contracted) are in the SRTS. If you do not see the program location you want in the Lookup, it may be that the program currently does not have any active users in the system and has been temporarily inactivated. In the interim, choose this drop-down option; you will be required to enter the program the client was referred

If the provider pops up in the Lookup, you should always select the program location, click the Transfer button and transfer the record to the program location.

Questions? e-mail SRTS@dmh.lacounty.gov