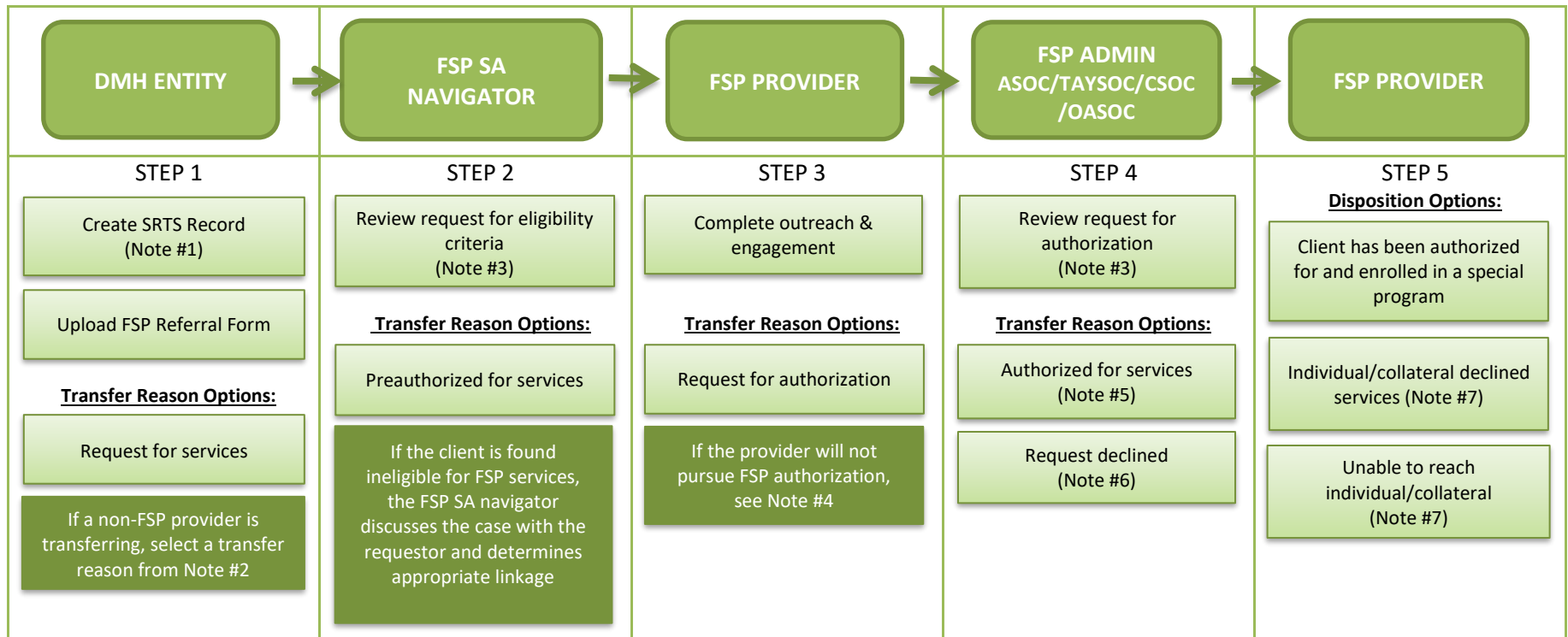
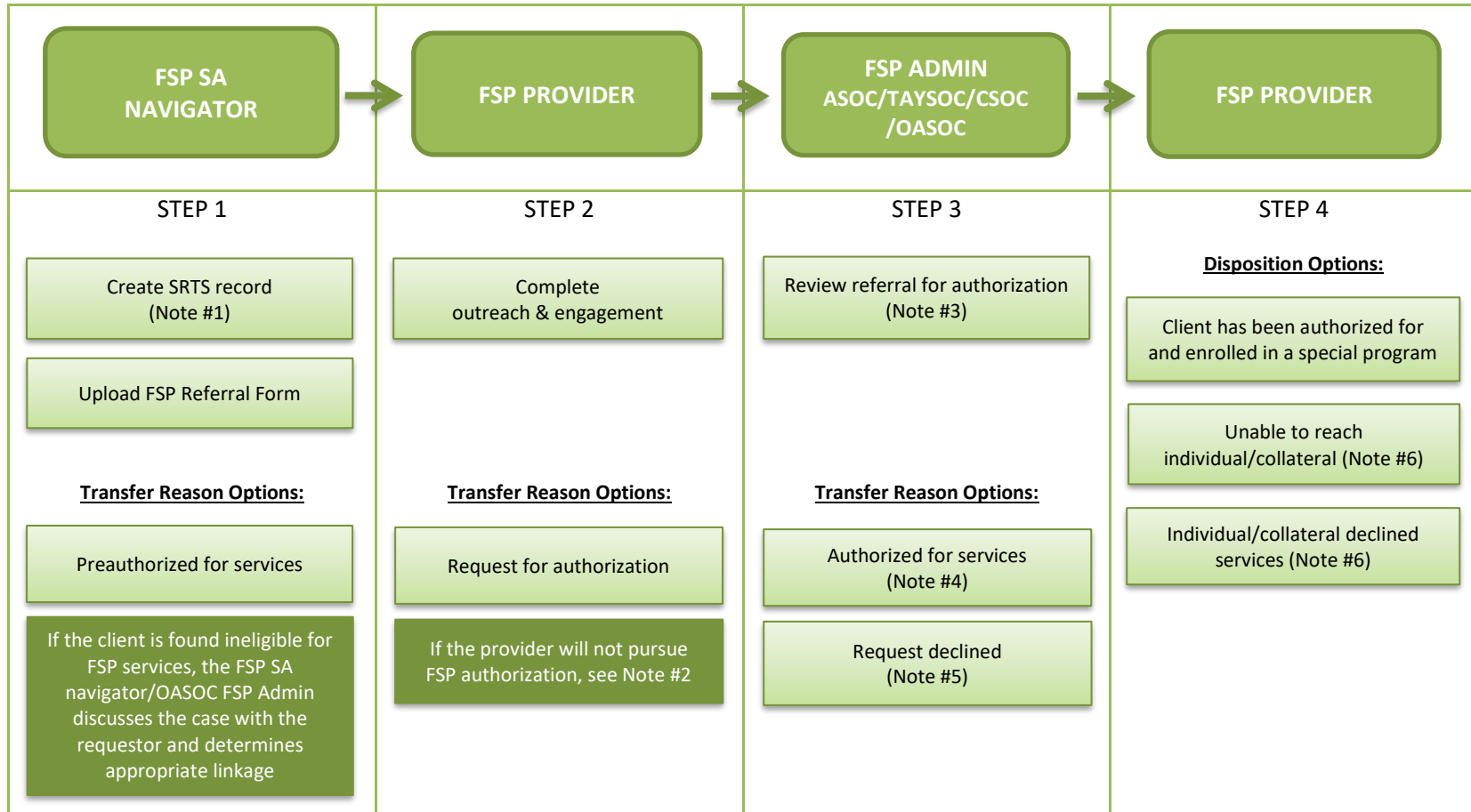


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)
FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
AUTHORIZATION – REFERRAL BEGINNING WITH DMH ENTITY**



- Note #1:** If the request is a Re-establishment (61 to 365 days after previous disenrollment) or Re-instatement request (within 60 days of the same provider from the previous disenrollment), enter “Re-establishment” or “Re-instatement” in the transfer comments. Upload the Re-Instatement Request Form if it is a re-instatement request. Re-establishments require a new referral form.
- Note #2:** If a non-FSP provider is referring an individual/client for FSP services, select one of the following transfer reasons: 1) Request for services, 2) Specialty services are not available. Please describe specialty need in Comments section, 3) Individual requires a different level of care, or 4) This program is unable to serve the individual. Please select the reason and explain in the Comments section.
- Note #3:** If more information is needed, communicate with the requestor through e-mail or phone.
- Note #4:** If the FSP provider will not pursue FSP authorization, discuss the case with the FSP SA navigator to determine whether a disposition should be entered to close the record or transferred back to the FSP SA navigator to ensure linkage.
- Note #5:** FSP Admin forwards the SRTS confirmation e-mail to the FSP SA navigator and FSP provider for their records as confirmation that the referral was authorized.
- Note #6:** If the request for authorization is declined, FSP Admin transfers the record back to the FSP SA navigator to discuss linkage with the FSP provider.
- Note #7:** If the individual/collateral declined services or is unable to be reached, notify the FSP SA navigator and request for inactive status after entering the appropriate disposition.

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
 SERVICE REQUEST TRACKING SYSTEM (SRTS)
 FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
 AUTHORIZATION – REFERRAL BEGINNING WITH FSP SA NAVIGATOR**



Note #1: The FSP SA navigator creates the SRTS record only if the referral source does not have SRTS access (e.g., Health Providers). If the request is a Re-establishment (61 to 365 days after previous disenrollment) or Re-instatement request (within 60 days of the same provider from the previous disenrollment), enter “Re-establishment” or “Re-instatement” in the transfer comments. Upload the Re-Instatement Request Form for Re-instatement requests, if applicable. Re-establishments require a new referral form.

Note #2: If the FSP provider will not pursue FSP authorization, discuss the case with the FSP SA navigator to determine whether a disposition should be entered to close the record or transferred back to the FSP SA navigator to ensure linkage.

Note #3: If more information is needed, communicate with the requestor through e-mail or phone.

Note #4: FSP Admin forwards the SRTS confirmation e-mail to the FSP SA navigator for their records as confirmation that the referral was authorized.

Note #5: If the request for authorization is declined, FSP Admin transfers the record back to the FSP SA navigator to discuss linkage with the FSP provider.

Note #6: If the individual/collateral declined services or is unable to be reached, notify the FSP SA navigator and request for inactive status after entering the appropriate disposition.