



Quality Assurance Bulletin

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Program Support Bureau

County of Los Angeles - Department of Mental Health

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SERVICE REQUEST LOG UPDATES: USING THE SERVICE REQUEST TRACKING SYSTEM

This Bulletin is an addendum to QA Bulletin 13-06, issued November 7, 2013, regarding the Service Request Log.

Background

California Code of Regulations Title 9 §1810.405(f) requires that all initial requests for specialty mental health services (SMHS) be maintained on a written log and contain the date of the request, the name of the individual for which services are being sought, and the initial disposition of the request. In addition to providing the data elements required by the State, DMH Policy 202.43, Scheduling Clinical Appointments and Associated Documentation, requires additional data elements be captured for all scheduled initial appointments and provides timeframes for providing initial appointments. QA Bulletin 13-06 created and required all providers to use the Service Request Log that is located online at http://file.lacounty.gov/dmh/cms1_203924.xls in order to meet the Title 9 and DMH Policy requirements (see the online form for all currently required data elements). It standardized the logging of initial requests, ensured all required data elements are captured, and indicated initial disposition at the provider site that received the initial request.

Per regulations, all initial requests for services must be recorded regardless of the provider site. An "initial request" is defined as any request for SMHS that will require a new assessment to be completed. This includes a new client who does not yet have a clinical record or a client returning for services after termination/inactivity (See DMH Policies 104.09 and 202.30). SMHS may be sought by the client or someone on behalf of the client, either directly or through referral, in person or in writing. The date of the initial request is the date that the DMH, including its contractors, receives the request.

Since the issuance of QA Bulletin 13-06, the Department has developed the Service Request Tracking System (SRTS) which is a web-based electronic application encompassing all of the required data elements of the Service Request Log. In addition, the SRTS has the ability to track a request from point of origin to final disposition when the request is transferred between providers for a mental health assessment.

Note: Providers using the Service Request Log or SRTS shall document preferred language requests and cultural considerations on the Service Request Log or SRTS and are no longer required to keep a separate Cultural Competence Log. Providers using the paper Service Request Log shall continue to fax these logs to the Cultural Competence Unit. The definition of culture may be found in the Short-Doyle/Medi-Cal Organizational Provider's Manual, Chapter 1, under General Documentation Rules.

Request-to-Disposition within the Same Provider Site (Single-Site Disposition)

When the initial request for services and the disposition of that request occur within the same provider site, this is a single-site disposition. In order to report on single-site dispositions throughout the DMH system-of-care, all providers with an Electronic Health Record System (EHRS) must have all required data elements on the Service Request Log incorporated within their EHRS **within six (6) months** of the date of this Bulletin. Providers in the process of developing an EHRS are strongly encouraged to use the SRTS for single-site dispositions in lieu of the paper Service Request Log immediately. Providers without an EHRS shall use the SRTS for all single-site dispositions by July 31, 2014. The paper Service Request Log will be obsolete for all providers after January 31, 2015.

Note: The Department will eventually require that contractors collecting single-site disposition information in their EHRS be able to electronically transmit the required Service Request Log data elements to the Department.

Request-to-Final Disposition across Provider Sites (Multi-Site Disposition)

The SRTS is to be used by all providers when the initial request for services originates at a provider site that refers the client to another DMH system-of-care provider site for final disposition (i.e. multi-site disposition). If a provider is receiving an initial request for services via the SRTS from another mental health provider, only the disposition of that request is required to be entered into the SRTS by the receiving provider. **All providers are required to log initial requests for services that they are referring to other DMH provider sites and to receive referred requests from other DMH provider sites in the SRTS by July 31, 2014.** In order to use the SRTS, all providers must register their staff. The SRTS may be used to track multi-site dispositions as soon as staff are registered.

NOTE: If an initial request for services is entered in the SRTS, it does NOT need to also be logged in an SRL. DMH directly-operated providers using IBHIS that receive an initial request for services from another provider site via the SRTS do need to complete the Service Request Log in IBHIS in addition to entering the disposition of the request (assuming they are completing the assessment) in the SRTS.

DMH directly-operated and contract providers may send questions regarding the SRTS to SRTS@dmh.lacounty.gov. Please address other questions regarding the contents of this bulletin, including those related to the Service Request Log and its required data elements, to your Service Area QA Liaison.

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