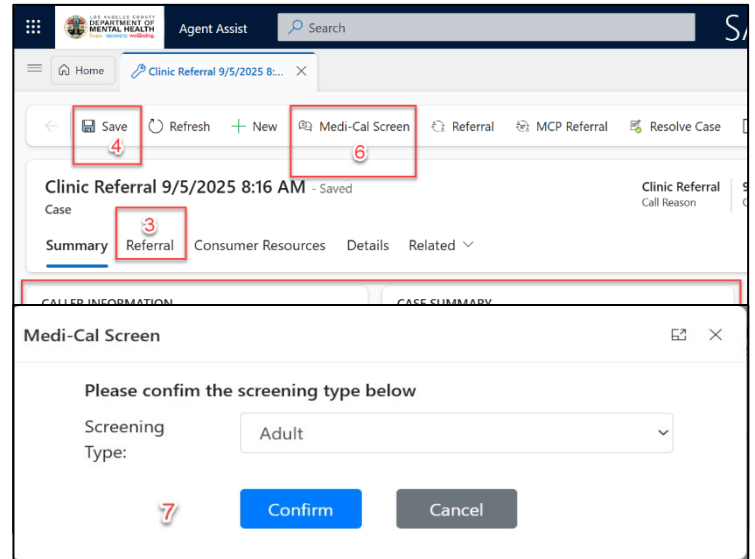
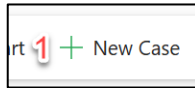




Clinic Referral

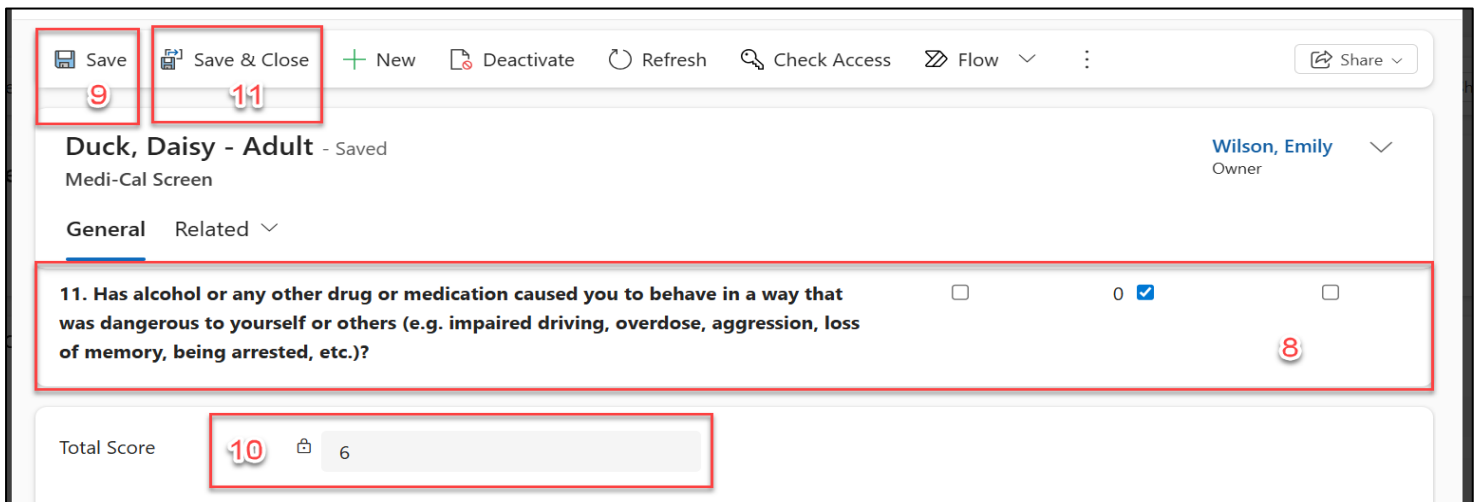
Completing a DHCS Screener

1. From the home page, click **+ New Case**.
2. Fill in the **Caller Information, Case Summary** and **Consumer Information** sections.
3. Next, fill in the information in the **Referral tab**.
 - Contact Information For This Request
 - Mental Health Information
 - Requester/Referring Party
4. Click **Save**
5. Check if the **Medi-Cal Screening Tool Status** is "Required."
6. If "Required," click **Medi-Cal Screen** on the command bar.
7. Then, click **Confirm**.



Note: Depending on the answer, the screener may prompt more questions. Each question has a value of 0, 1, or 2 points. A score of 6 or higher, or if questions #1, 2 or 4 are marked 'yes' on the Youth Screeners, refer them to a DMH provider. If the score is 0-5, refer to their Managed Care Plan.

8. Make sure to ask the caller each question and input their answers.
9. Once finished, click **Save**.
10. The **Total Score** will auto-populate at the bottom. Based on the score, complete the accurate referral.
11. Click **Save and Close** to close out of the Screener.



For additional resources, visit the Adaptive Learning Platform.

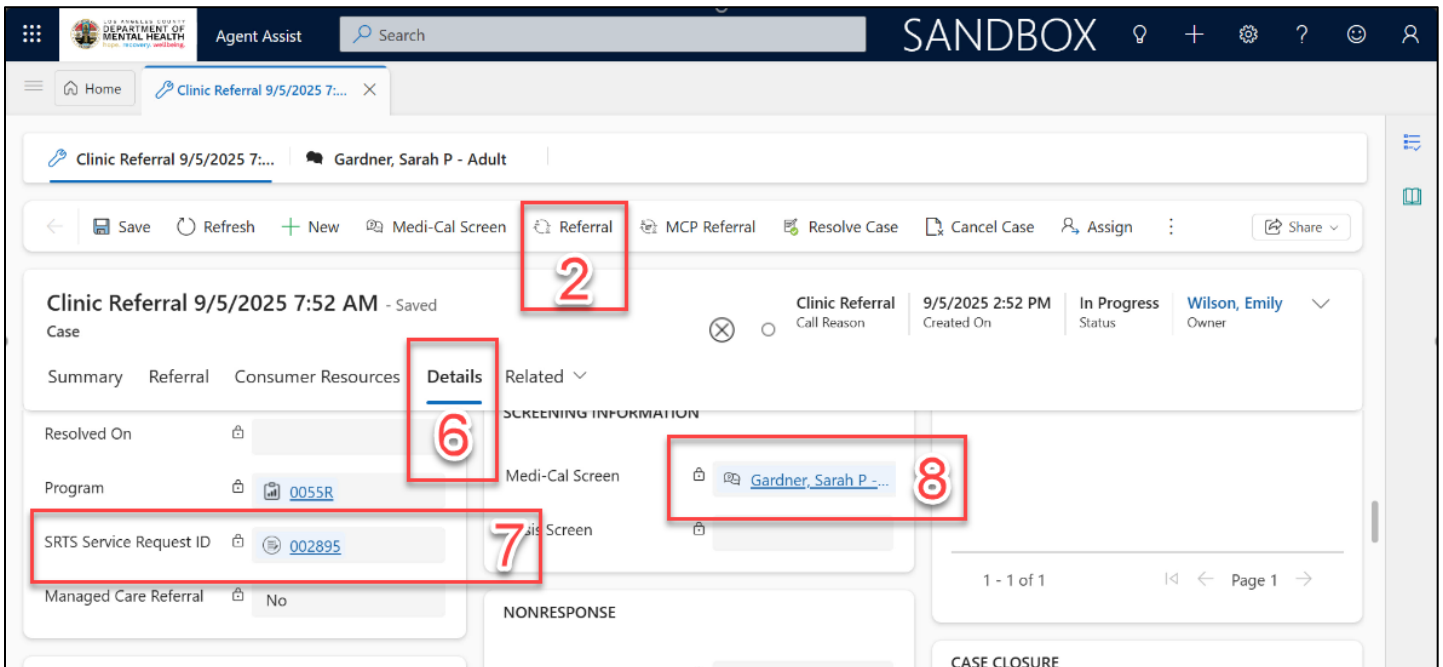


Refer Consumer to LAC DMH Provider

1. If the score is above 6, or if questions #1, 2 or 4 are marked 'yes' on the Youth Screeners, refer the consumer to one of our DMH providers. In the command bar, click **Referral**.
2. The Provider Search Referral window appears where you can search for a provider for the consumer. The consumer address on file will auto-populate here. If this needs to be updated, you may do so here. Note: Ensure the consumer record is also updated. Then, click **Search**.
3. Select the provider by clicking **Get Program**.
4. A list of Program pane appears to the right where you can select from the list of programs. Click **Select** for the desired program.
5. A confirmation message appears. Click **Confirm** to continue.
6. Upon click of confirm, an SRTS referral will be created. You don't need to do this for every case, but to double check your work, navigate to the **Details** tab to view the SRTS Service Request ID was generated on the case record.
7. Under the Case Details section, review the **SRTS Service Request ID field**.
8. You can also review the screening information on the case record. In the Screening information section, click the **Medi-Cal Screen hyperlink**.
9. Now, you can resolve the case with the Final Disposition of "Referred to Outpatient Mental Health"



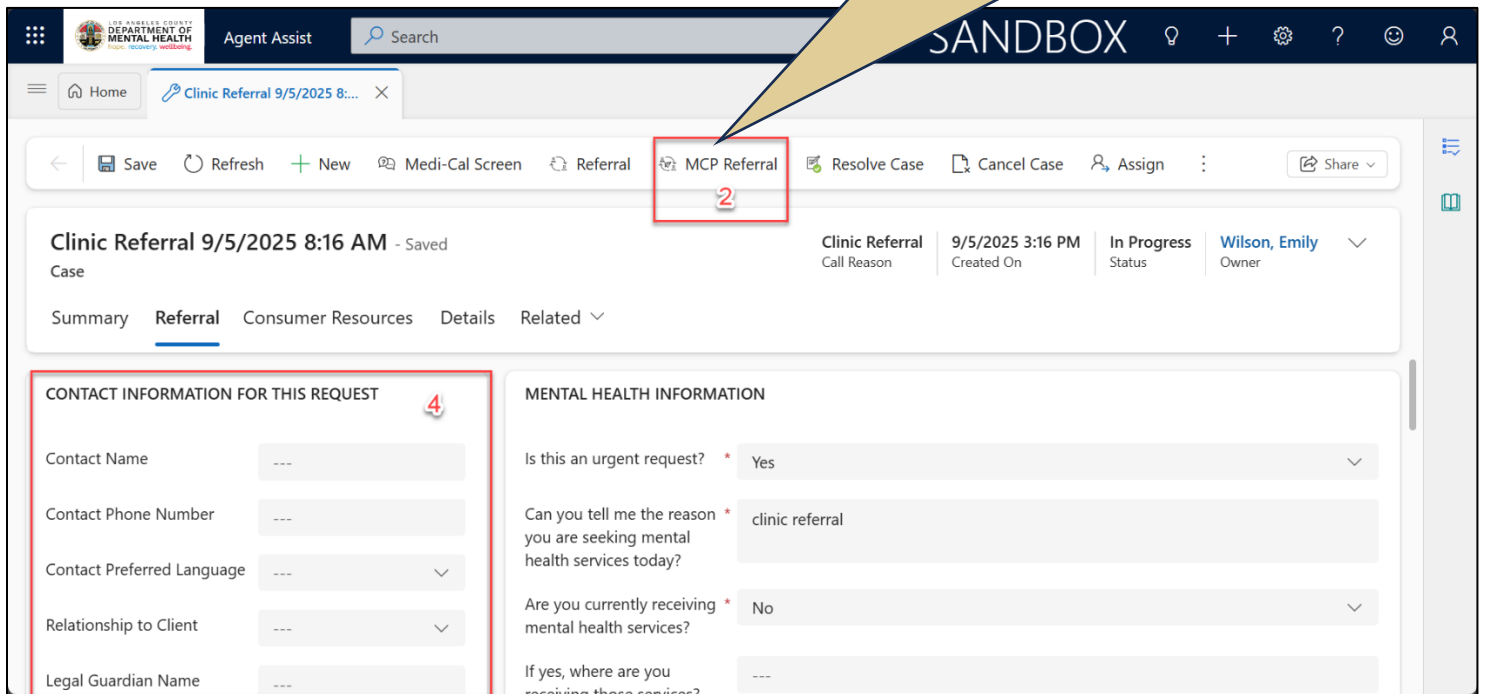
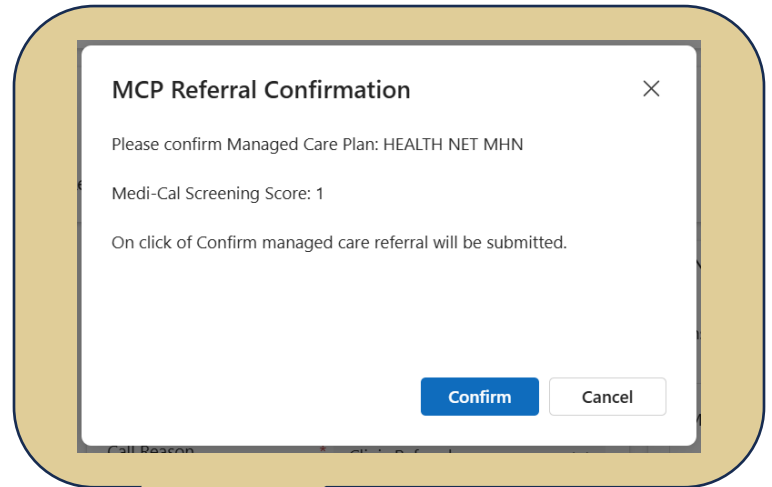
Note: If you don't see the Medi-Cal Screen hyperlink populated, click the Refresh button in the Command bar.






Refer a Consumer to their Managed Care Plan

1. When the score is 0-5, refer the consumer to their MCP.
 Note: The Consumer's MCP should be selected in the Consumer Record already.
2. Click the **MCP Referral** button.
3. A pop-up message will appear with the Consumer's Managed Care Plan (as selected from the Consumer Record) along with the Medi-Cal Screening Score. It also notifies you that on Click of Confirm, an MCP referral will be submitted. Click **Confirm**.
4. Note: It's extremely important to complete the **Contact Information For This Request**, especially for MCP referrals because this is what will be generated on the PDF and in the email sent to the MCPs.



 Note: What happens now is Agent Assist sends all the information on this referral over to the SRTS and creates a record in the SRTS with a disposition of Screener and referred to Managed Care Plan. Then an automated email is sent to the MCP selected in the Consumer Record with the completed screener attached.