Los Angeles County | Department of Mental Health | Chief Information Office Bureau

Service Request Log Solution | COMPANION GUIDE

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Disclosure Statement

This document represents the Los Angeles County Department of Mental Health (LACDMH) implementation instructions for Service Request Log service (SRL). This document specifies the required operation workflows, data elements along with associated restrictions to capture data required by LACDMH. LACDMH reserves the right to modify and change the document at any time. LACDMH will disseminate the information in a timely manner, should there be any change to this document.

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Revision and Sign-off Sheet

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A. INTRODUCTION

A.1 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. Department of Mental Health (DMH) QA Bulletin 13-06 required all LA County Contracted Behavioral Health Providers aka Trading Partners (TP) to use the Service Request Log to meet the Title 9 and DMH Policy 302.07, Access-to-Care (formerly 202.43, Scheduling Clinical Appointments and Associated Documentation) requirements. As a rule, SRL Data must be submitted by the end of each month for the previous month based on the Request Date.

The Service Request Log (SRL) Service is intended to track and monitor initial requests for service including universal screening data directly from Contracted Behavioral Health Providers' Electronic Health systems (EHR)s in order to satisfy State mandated Access-to-Care reporting.

A.2 Purpose

The SRL Service Companion Guide is intended for DMH Trading Partners and their respective EHR vendors as a guide when interfacing and trading electronically from their respective EHR systems. This document is designed to provide a logical view of the required, conditionally required, and optional SRL data in order to exchange information with DMH. In addition the other items specified in this guide are: Busines Use Cases, Workflows, Operation details, attribute descriptions, restrictions, and acceptable values. This guide also describes service operation details in terms of requests and responses.

A.3 Overview

This guide assumes the reader has a working understanding of the following technology stack including but not limited to the open protocols and standards of SOAP, WSDL, XSD, and XML as they relate to data exchange between applications or systems. In addition, it is imperative that the reader has a working knowledge of user authentication using x.509 certificates, Public Key Infrastructure (PKI) exchange, and Certificate Authority technologies.

The DMH SRL Service supports the following operations to facilitate SRL data exchange between Trading Partners and DMH:

- Search Service Request
- Get Service Request
- Add Service Request
- Update Service Request
- Delete Service Request

This guide describes service operation requests and responses. The Request action indicates what DMH will be expecting as "Input". The Response action indicates what DMH will be returning as "Output".

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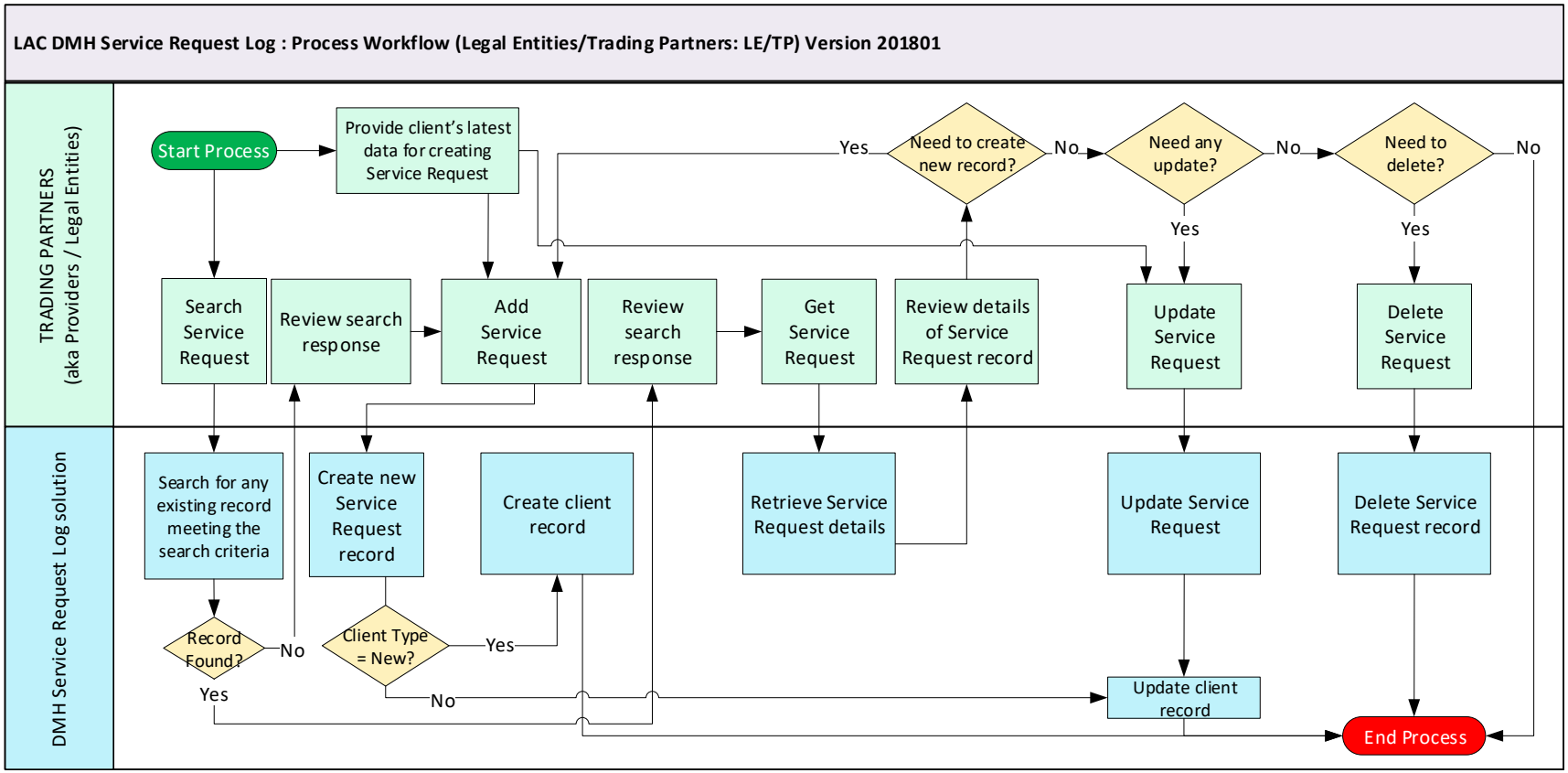
A.4 Process Workflow Diagram

The following workflow details SRL Service processing. The diagram demonstrates all possible interactions (except error handling) that a Trading Partner is likely to engage while trading electronically with DMH.



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A.5 Security

The SRL Service uses X.509 Digital Certificates and a Managed Public Key Infrastructure (MPKI) to authenticate and authorize Trading Partners. To access the services successfully, callers must provide a Program Identifier—ProgramID (previously referred to as the Legal Entity Number) along with their LACDMH assigned Digital Certificate. In the Message Context Input of the request, "ProgramID" is required. Please note that certificate authentication is verified via transport.
To illustrate placement of the Program Identifier, a sample SOAP message is provided below using the SearchServiceRequest_Input operation:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns="http://b2b.dmh.lacounty.gov/SRL/201801"
xmlns:mes="http://b2b.dmh.lacounty.gov/SRL/201801/MessageContext">
  <soapenv:Header/>
  <soapenv:Body>
   <ns:SearchServiceRequest_Input>
     <mes:MessageContextInput ProgramID="12345"/>
    <SearchSRL>
     <!--You have a CHOICE of the next 3 items at this level-->
     <SearchByClientID ClientID="123"/>
    </SearchSRL>
   </ns:SearchServiceRequest_Input>
  </soapenv:Body>
</soapenv:Envelope>
```

When an invalid certificate is provided, the service will return a 403 Forbidden error. When the ProgramID provided is blank or invalid, the service will also deny access to resources and return an error.

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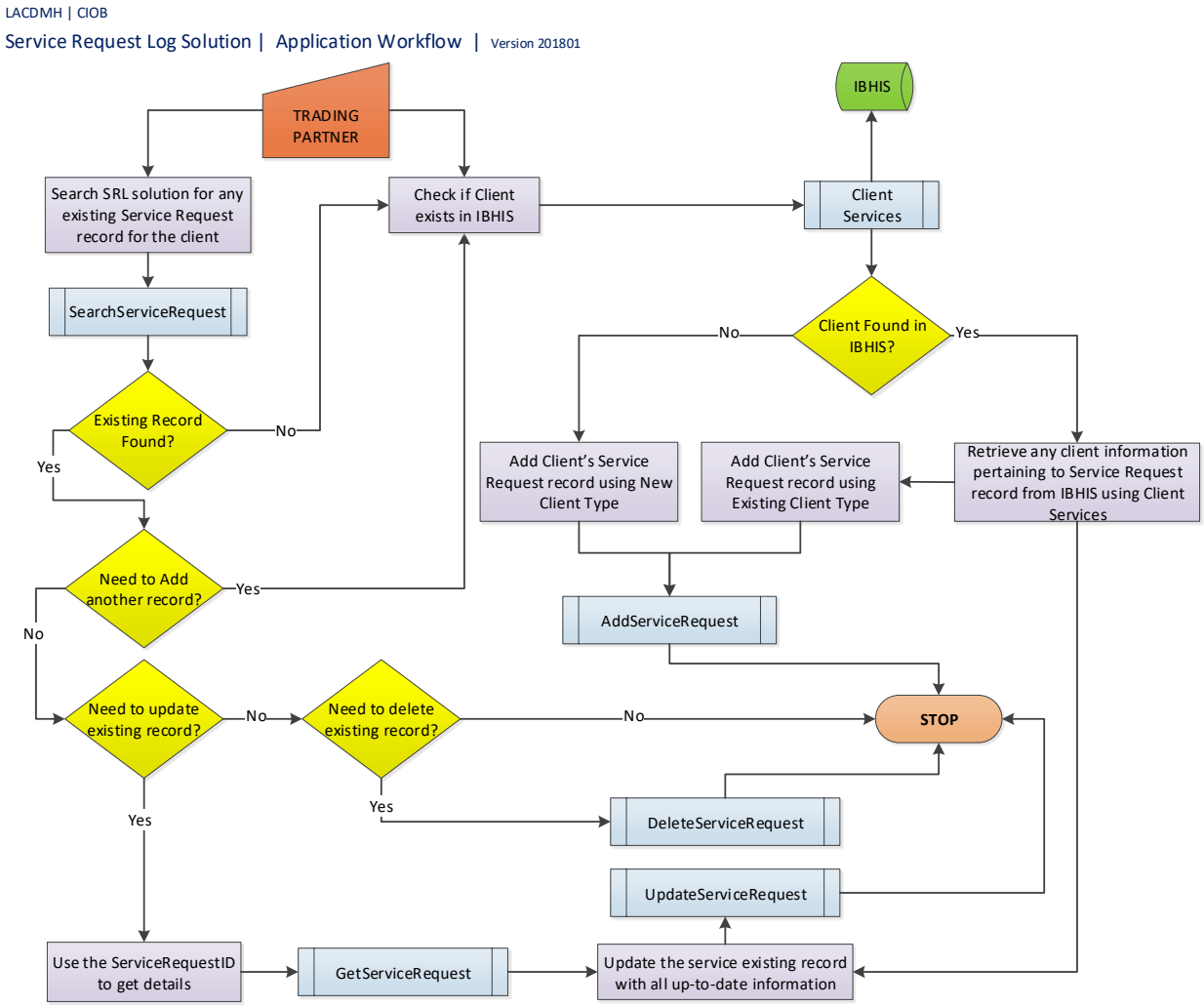
B. BUSINESS USE CASE & SERVICE OPERATIONS

This section describes SRL Service operations and associated use cases. Trading Partners can retrieve details of a particular service by providing a Service Request ID which can be retrieved through Search response if one exists. When needed, a new Service Request can be added and the Service Request can be updated as many times as necessary. Finally Trading Partners can delete a Service Reequest, in order to correct erroneous submissions. Trading Partners are expected to capture and submit all data to the extent possible whenever exchanging SRL data.

APPLICATION WORKFLOW

The following is the required workflow for SRL service. Trading Partners are informed to follow this when making SRL transactions. It starts with Trading Partners searching for any existing service request and ends with creating a new or updating an existing one or deleting any erroneous submissions.



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The following sections describe the various business domains and related SRL Service operations in detail. Each sub-section describes business use case, pre-condition(s), service operation with data attributes and any notes to follow.

B.1 Search

Definition:
The Search service request operation allows Trading Partners to look up existing active service request(s) for existing clients based on certain search criteria.

Business Use Case:
1: Search for existing service request(s) using Client's name and date of birth.
2: Search for existing service request(s) using client's IBHIS ID (ClientID).
3: Search for existing service request(s) using TP's program ID (Legal Entity number) and service request date range.

Service Action:
SearchServiceRequest operation is offered to satisfy the business use cases. Search can be performed using the following options:

- Search by ClientID.
- Search by the combination of client's first name, last name and date of birth..
- Search by the combination of TP's program ID and service request date range.

See section B.1.3 for examples.

Precondition:
TP is authenticated and can provide an SRL service compliant input.
Note:
#1: It is recommended that Trading Partners should use this operation prior to creating a Service Request .
#2: ClientID means IBHIS Client ID.

B.1.1 SearchServiceRequest_Input

* R = **Required;** CR = **ConditionallyRequired;** O = **Optional**

Ref #	Data Element	R CR O	Data Type	Min Len	Max Len	Restriction	Acceptable Values
1	ProgramID	R	String	5	5	n/a	ProgramID configured in BizTalk associated with the Digital Certificate used for authentication.
2	ClientID	CR When searched with SearchByClientID selection	String	1	9	n/a	numbers only

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Ref #	Data Element	R CR O	Data Type	Min Len	Max Len	Restriction	Acceptable Values
3	PotentialClientLastName	CR When searched with SearchByPotentialClient selection	String	1	38	n/a	1. Alpha. 2. Special characters allowed are: dash (-), apostrophe (') and space ( ). 3. Minimum Length 1. 4. Must start with alpha.
4	PotentialClientFirstName	CR When searched with SearchByPotentialClient selection	String	1	38	n/a	1. Alpha. 2. Special characters allowed are: dash (-), apostrophe (') and space ( ). 3. Minimum Length 1. 4. Must start with alpha.
5	PotentialClientDOB	O When searched with SearchByPotentialClient selection	Date	10	10	Masking enforced: YYYY-MM-DD	numbers & dash (-) only
6	ProgramID	CR When searched with SearchByProgramIDRequestDate selection	String	5	5	n/a	alphanumeric
7	RequestDateFrom	CR When searched with SearchByProgramIDRequestDate selection	Date	10	10	Masking enforced: YYYY-MM-DD	numbers & dash (-) only
8	RequestDateTo	CR When searched with SearchByProgramIDRequestDate selection	Date	10	10	Masking enforced: YYYY-MM-DD	numbers & dash (-) only

B.1.2 SEARCHSERVICEREQUEST_OUTPUT

Ref #	Data Element	DataType	Required	MinL	MaxL
1	Acknowledgement	String	Yes	100	500
2	PotentialClientLastName	String	Yes	1	38
3	PotentialClientFirstName	String	Yes	1	38
4	PotentialClientPhone	String	Yes	10	10
5	PotentialClientDOB	String	Yes	10	10

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Ref #	Data Element	DataType	Required	MinL	MaxL
6	RequestDate	String	Yes	10	10
7	ServiceRequestID	String	Yes	n/a	n/a
8	ProgramID	String	Yes	5	5
9	ProgramOfService	String	Yes	5	5
10	RequestRespondStaff	String	Yes	0	80

B.1.3 XML Sample of SearchServiceRequest Input

Note: Blue font nodes in the angle brackets (</>) are options—one of them needs to be submitted.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns="http://b2b.dmh.lacounty.gov/SRL/201801"
xmlns:mes="http://b2b.dmh.lacounty.gov/SRL/201801/MessageContext">
 <soapenv:Header/>
 <soapenv:Body>
  <ns:SearchServiceRequest_Input>
   <mes:MessageContextInput ProgramID="12345"/>
   <SearchSRL>
    <SearchByClientID ClientID="1234567"/>
    <SearchByPotentialClient
          PotentialClientLastName="John"
          PotentialClientFirstName="Doe"
          PotentialClientDOB="1990-07-31"/>
    <SearchByProgramIDRequestDate
          RequestDateFrom="2018-01-01"
          RequestDateTo="2018-02-28"
          ProgramID="45321"/>
   </SearchSRL>
  </ns:SearchServiceRequest_Input>
 </soapenv:Body>
</soapenv:Envelope>
```

B.1.4 XML Structure of SearchServiceRequest Output

SUCCESSFUL:

```
<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">
 <s:Body>
  <ns0:SearchServiceRequest_Output xmlns:ns0="http://b2b.dmh.lacounty.gov/SRL/201801"
xmlns:mc="http://b2b.dmh.lacounty.gov/SRL/201801/MessageContext"
xmlns:t="http://b2b.dmh.lacounty.gov/SRL/201801/Types">
   <mc:MessageContextOutput Acknowledgement="Completed successfully."/>
   <SearchSRLResults>
    <ServiceRequest ServiceRequestID="" RequestDate="" RequestRespondStaff=""
ProgramOfService="" ProgramID="">
     <Client>
      <New PotentialClientLastName="" PotentialClientFirstName="" PotentialClientDOB=""
PotentialClientPhone="" />
      <Existing />
     </Client>
```

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```
    </ServiceRequest>
   </SearchSRLResults>
   <SearchSRLResults>
  </ns0:SearchServiceRequest_Output>
 </s:Body>
</s:Envelope>
```


UNSUCCESSFUL:


```
<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">
 <s:Body>
  <s:Fault>
   <faultcode> </faultcode>
   <faultstring xml:lang="en-US"></faultstring>
   <detail>
    <Error xmlns="http://schemas.dmh.lacounty.gov/clientservice/entity/fault"
xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
     <ErrorCode>Code will vary</ErrorCode>
     <ErrorDescription>Message will vary</ErrorDescription>
    </Error>
   </detail>
  </s:Fault>
 </s:Body>
</s:Envelope>
```


B.2 Add

Definition: The Add service request operation allows Trading Partners to add new service request for potential (new) or existing client.

Business Use Cases:
1: Add a service request for a client that does not exist in IBHIS.
2: Add a service request for a client that exists in IBHIS.

Service Action:
The *AddServiceRequest* operation is offered to create a new service request identified by a unique ID called ServiceRequestID for existing or new client.

Precondition:

- TP is authenticated and can provide an SRL service compliant input.
- TP has performed search through *SearchServiceRequest* operation using various options and search result showed that the client does not have existing service request for the intended data. For more information on search—visit section B.1.
- TP has performed their due diligence to retrieve as much as up-to-date client information from IBHIS using *Client Service* when client type is 'Existing' so that more accurate client data can be submitted to SRL. For more information regarding *Client Service* –visit section F. Client Services.

Notes:

- Submitted Request Date cannot be edited.

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- TP can create Service Request for programs associated to their ProgramID only.

B.2.1 AddServiceRequest_Input

* R = **Required;** CR = **ConditionallyRequired;** O = **Optional**

Ref #	Data Element	R CR O	Data Type	Min Len	Max Len	Restriction	Acceptable Values
1	ProgramID	R	String	5	5	n/a	ProgramID configured in BizTalk associated with the Digital Certificate used for authentication.
2	ProgramOf Service	R	Enumeration	n/a	n/a	Must be associated to TP's ProgramID	Use dictionary service to retrieve acceptable values. Refer to section E.
3	RequestDate	R	Date	10	10	• Cannot be a future date. • Masking enforced: YYYY-MM-DD	numbers & dash (-) only
4	RequestTime	R	Time	7	7	Masking enforced: HH:MMAM HH:MMPM	numbers & colon (:) only
5	RequestReason	O	String	0	300	n/a	Free text
6	RequestRespond Staff	R	String	0	80	n/a	1. Alpha. 2. Special characters allowed are: dash (-), apostrophe (') and space ( ).
7	Comments	O	String	0	1000	n/a	Free text
8	<RequestType> node	R	Enumeration	n/a	n/a	Data dictionary	See D.1
9	SRTSReference Number	CR- If <Request Type> node = SRTS	Int	n/a	n/a	n/a	numbers only
10	RequestType	CR- If <Request Type> node = NonSRTS	Enumeration	n/a	n/a	Data dictionary	See D.2
11	ClientType	R	Enumeration	n/a	n/a	Data dictionary	See D.11
12	ClientID	CR if <Client Type> node= Existing	String	1	9	n/a	numbers only
13	PotentialClient LastName	CR if <Client Type> node= New	String	1	38	Complete name can not be more than 40 characters in the following format: LN+comma(,)+FN	1. Alpha. 2. Special characters allowed are: dash (-), apostrophe (') and space ( ). 3. Minimum Length 1. 4. Must start with alpha.

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Ref #	Data Element	R CR O	Data Type	Min Len	Max Len	Restriction	Acceptable Values
14	PotentialClient FirstName	CR if <Client Type> node= New	String	1	38	Complete name can not be more than 40 characters in the following format: LN+comma(,)+FN	1. Alpha. 2. Special characters allowed are: dash (-), apostrophe (') and space ( ). 3. Minimum Length 1. 4. Must start with alpha.
15	PotentialClient Phone	O if <Client Type> node= New	String	10	10	Masking enforced: XXXXXXXXXX	numbers only
16	PotentialClient DOB	O if <Client Type> node= New	Date	10	10	Can not be a future date. Masking enforced: YYYY-MM-DD	numbers & dash (-) only
17	InsuranceStatus	O	Enumeration	n/a	n/a	Data dictionary	See D.15
18	Preferred Language	R	Enumeration	n/a	n/a	Data dictionary	Use dictionary service to retrieve acceptable values. Refer to section E.
19	LegalGuardian Name	O	String	0	80	n/a	1. Alpha. 2. Special characters allowed are: dash (-), apostrophe (') and space ( ).
20	LegalGuardian Phone	O	String	10	10	Masking enforced: XXXXXXXXXX	numbers only
21	LegalGuardian Language	O	Enumeration	n/a	n/a	Data dictionary	Use dictionary service to retrieve acceptable values. Refer to section E.
22	<ReleaseFrom> node	R	Enumeration	n/a	n/a	Data dictionary	See D.6
23	ReleaseDischarge Date	CR if <Release From> node= YESReleaseFrom	Date	10	10	Masking enforced: YYYY-MM-DD	numbers & dash (-) only
24	YESReleaseFrom	CR if <Release From> node= YESReleaseFrom	Enumeration	n/a	n/a	Data dictionary	See D.7
25	InpatientFacility Code	CR if YESReleaseFrom =InpatientFacility	Enumeration	n/a	n/a	Data dictionary	Use dictionary service to retrieve acceptable values. Refer to section E.
26	UnlistedInpatient Facility	CR if YESReleaseFrom= UnlistedInpatient Facility	String	1	100	n/a	Free text
27	ReceivingMental HealthServices	R	Enumeration	n/a	n/a	Data dictionary	See D.8

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Ref #	Data Element	R CR O	Data Type	Min Len	Max Len	Restriction	Acceptable Values
28	AgencyName	CR- If <Receiving MentalHealth Services> node= Receiving MentalHealth ServicesYES	String	1	80	n/a	Free text
29	Emergent MedicationNeeds	R	Enumeration	n/a	n/a	Data dictionary	See D.9
30	Emergent MedicationNeeds YES	CR- If <Emergent MedicationNeeds > node=Emergent Medication NeedsYES	Enumeration	n/a	n/a	Data dictionary	See D.10
31	MedAppt Justification	CR- If <Emergent MedicationNeeds > node=Emergent Medication NeedsYES & Emergent MedicationNeeds YES=MeadAppt NotSameAs AssessmentAppt	String	1	500	n/a	Free text
32	Undetermined Reason	CR- If <Emergent MedicationNeeds > node=Emergent Medication Needs UNDETERMINED	String	1	100	n/a	Free text
33	ReferringLast Name	R	String	0	38	n/a	1. Alpha. 2. Special characters allowed are: dash (-), apostrophe (‘) and space ( ).
34	ReferringFirst Name	R	String	0	38	n/a	1. Alpha. 2. Special characters allowed are: dash (-), apostrophe (‘) and space ( ).
35	ReferringPhone	O	String	10	10	Masking enforced: XXXXXXXXXX	numbers only
36	ClientAwareOf Referral	O	Enumeration	n/a	n/a	Data dictionary	See D.3
37	<ReferringParty Role> node	R	Enumeration	n/a	n/a	Data dictionary	See D.4
38	ReferringParty Role	CR- If <Referring PartyRole> node= HealthProvider School OR Roles OR AccessSelf	Enumeration	n/a	n/a	Data dictionary	See D.5

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Ref #	Data Element	R CR O	Data Type	Min Len	Max Len	Restriction	Acceptable Values
39	ReferringFacility	CR- If <Referring PartyRole> node= HealthProvider School; O if <Referring PartyRole> node= Roles	String	0	80	n/a	Free text
40	RoleType	CR If <Referring PartyRole> node =Other; O if <Referring PartyRole> node = Collaterl-Family Member	String	0	80	n/a	Free text
41	Disposition Details	O	String	0	1000	n/a	Free text
42	<Disposition> node	R	Enumeration	n/a	n/a	Data dictionary	See D.12
43	Disposition	CR- If <Disposition> node = NoApptAtThisSite	Enumeration	n/a	n/a	Data dictionary	See D.13
44	ApptPractitioner NPI	CR- If <Disposition> node = Assessment Appointment GivenThisSite OR UltimatelyApptThisSiteRefer Declined	String	10	10	n/a	numbers only
45	ApptProgramOf Service	CR- If <Disposition> node = Assessment Appointment GivenThisSite OR UltimatelyApptThisSiteRefer Declined	Enumeration	n/a	n/a	Must be associated to TP's ProgramID	Use dictionary service to retrieve acceptable values. Refer to section E.
46	ApptDate	CR- If <Disposition> node = Assessment Appointment GivenThisSite OR UltimatelyApptThisSiteRefer Declined	Date	10	10	• Must be equal to or after the "RequestDate" • Cannot be greater than 365 days from the "RequestDate" • Masking enforced: YYYY-MM-DD	numbers & dash (-) only

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Ref #	Data Element	R CR O	Data Type	Min Len	Max Len	Restriction	Acceptable Values
47	ApptTime	CR- If <Disposition> node = Assessment Appointment GivenThisSite OR UltimatelyApptThisSiteRefer Declined	Time	7	7	Masking enforced: HH:MMAM HH:MMPM	numbers & colon (:) only
48	EarlierApptOffered	CR- If <Disposition> node = Assessment Appointment GivenThisSite OR UltimatelyApptThisSiteRefer Declined	Enumeration	n/a	n/a	Data dictionary	See D.14
49	FirstOfferedApptDate	CR- If EarlierApptOffered = EarlierApptOfferedYES	Date	10	10	• Must be equal to or after the "RequestDate" • Must be earlier than the "ApptDate" • Cannot be greater than 365 days from the "RequestDate" • Masking enforced: YYYY-MM-DD	numbers & dash (-) only

B.2.2 AddServiceRequest_Output

Ref #	Data Element	DataType	Required	MinL	MaxL
1	Acknowledgement	String	R	100	500
2	ServiceRequestID	String	R	n/a	n/a

B.2.3 XML Sample of AddServiceRequest_Input

Note: Blue font nodes in the angle brackets (</>) are options—one of them needs to be submitted.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns="http://b2b.dmh.lacounty.gov/SRL/201801"
xmlns:mes="http://b2b.dmh.lacounty.gov/SRL/201801/MessageContext"
xmlns:req="http://b2b.dmh.lacounty.gov/SRL/201801/Entity/Request"
xmlns:typ="http://b2b.dmh.lacounty.gov/SRL/201801/Types"
xmlns:cli="http://b2b.dmh.lacounty.gov/SRL/201801/Entity/Client"
```

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```
xmlns:ref="http://b2b.dmh.lacounty.gov/SRL/201801/Entity/ReferringParty"
xmlns:dis="http://b2b.dmh.lacounty.gov/SRL/201801/Entity/Disposition">
  <soapenv:Header/>
  <soapenv:Body>
   <ns:AddServiceRequest_Input>
    <mes:MessageContextInput ProgramID="12345"/>
    <AddServiceRequest>
     <req:Request
ProgramOfService="1234A"
RequestDate="2018-01-01"
RequestTime="10:00AM"
RequestReason="Some reason"
RequestRespondStaff="Some staff name"
Comments="Some comment">
      <RequestType>
       <NonSRTS RequestType="Call"/>
       <SRTS SRTSReferenceNumber="123"/>
       <SRTSUnknownNumber/>
      </RequestType>
    </req:Request>
    <typ:ClientType>
     <New   PotentialClientLastName="Doe"
                    PotentialClientFirstName="John"
                    PotentialClientPhone="1234567890"
                    PotentialClientDOB="1990-01-01"/>
     <Existing ClientID="1234567"/>
    </typ:ClientType>
    <cli:Client
                    InsuranceStatus="Indigent"
                    PreferredLanguage="English"
                    LegalGuardianName="LG Name"
                    LegalGuardianPhone="2223334444"
                    LegalGuardianLanguage="Spanish">
     <ReleaseFrom>
      <YESReleaseFrom ReleaseDischargeDate="2018-05-01">
       <InpatientFacility InpatientFacilityCode="1234P"/>
       <JuvenileHall/>
       <Jail/>
       <UnlistedInpatientFacility UnlistedInpatientFacilityCode="Some name"/>
      </YESReleaseFrom>
      <NOReleaseFrom/>
     </ReleaseFrom>
     <ReceivingMentalHealthServices>
      <ReceivingMentalHealthServicesYES AgencyName="Some name"/>
      <ReceivingMentalHealthServicesNO/>
```

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```
  <ReceivingMentalHealthServicesUNDETERMINED/>
 </ReceivingMentalHealthServices>
 <EmergentMedicationNeeds>
  <EmergentMedicationNeedsYES>
   <MedApptSameAsAssessmentAppt/>
   <MedApptNotSameAsAssessmentAppt MedApptJustification="No Justification"/>
  </EmergentMedicationNeedsYES>
  <EmergentMedicationNeedsNO/>
  <EmergentMedicationNeedsUNDETERMINED UndeterminedReason="No Reason"/>
 </EmergentMedicationNeeds>
</cli:Client>
<ref:ReferringParty
                ReferringLastName="Ref LN"
                ReferringFirstName="Ref FN"
                ReferringPhone="1112223333"
                ClientAwareOfReferral="Yes">
 <ReferringPartyRole>
  <HealthProviderSchool ReferringPartyRole="School" ReferringFacility="Some facility"/>
  <Collateral-FamilyMember RoleType="Some role"/>
  <Roles ReferringPartyRole="DCFS" ReferringFacility="Metro"/>
  <Other RoleType="Some"/>
  <AccessSelf ReferringPartyRole="Access"/>
 </ReferringPartyRole>
</ref:ReferringParty>
<dis:Disposition DispositionDetails="?">
 <Disposition>
  <AssessmentAppointmentGivenThisSite
                ApptPractitionerNPI="1234567890"
                ApptProgramOfService="1234Q"
                ApptDate="2018-03-01"
                ApptTime="09:45PM">
   <EarlierApptOffered>
    <EarlierApptOfferedYES FirstOfferedApptDate="2018-01-31"/>
    <EarlierApptOfferedNO/>
   </EarlierApptOffered>
  </AssessmentAppointmentGivenThisSite>
  <NoApptAtThisSite Disposition="Other"/>
  <UntimelyApptThisSiteReferDeclined
                ApptPractitionerNPI="1234567890"
                ApptProgramOfService="1234Q"
                ApptDate="2018-03-01"
                ApptTime="09:45PM">
   <EarlierApptOffered>
    <EarlierApptOfferedYES FirstOfferedApptDate="2018-01-31"/>
    <EarlierApptOfferedNO/>
```


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```
        </EarlierApptOffered>
       </UntimelyApptThisSiteReferDeclined>
      </Disposition>
    </dis:Disposition>
   </AddServiceRequest>
  </ns:AddServiceRequest_Input>
 </soapenv:Body>
</soapenv:Envelope>
```

B.2.4 XML Structure AddServiceRequest_Output

SUCCESSFUL:

```
<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">
 <s:Body>
  <ns0:AddServiceRequest_Output xmlns:ns0="http://b2b.dmh.lacounty.gov/SRL/201801"
xmlns:mc="http://b2b.dmh.lacounty.gov/SRL/201801/MessageContext"
xmlns:t="http://b2b.dmh.lacounty.gov/SRL/201801/Types">
    <mc:MessageContextOutput Acknowledgement="Completed successfully."/>
    <t:ServiceRequest ServiceRequestID="ID will vary"/>
  </ns0:AddServiceRequest_Output>
 </s:Body>
</s:Envelope>
```

UNSUCCESSFUL:

```
<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">
 <s:Body>
  <s:Fault>
    <faultcode> </faultcode>
    <faultstring xml:lang="en-US"> faultstring>
    <detail>
     <Error xmlns="http://schemas.dmh.lacounty.gov/clientservice/entity/fault"
xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
      <ErrorCode>Code will vary</ErrorCode>
      <ErrorDescription>Message will vary</ErrorDescription>
     </Error>
    </detail>
  </s:Fault>
 </s:Body>
</s:Envelope>
```

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B.3 Get

Definition: The Get service request operation allows Trading Partners to retrieve data from an existing active service request of a client

Business Use Cases:
1: Retrieve data from an existing active service request of a client.

Service Action:
GetServiceRequest operation if offered to satisfy the business use case.

Precondition:
- TP is authenticated and can provide an SRL service compliant input.
- An active service request exists for the client.
- TP has gathered the ServiceRequestID by using the *SearchServiceRequest* operation. For more information on search—visit section B.1

B.3.1 GetServiceRequest_Input

* R = **Required;** CR = **ConditionallyRequired;** O = **Optional**

Ref #	Data Element	R CR O	Data Type	Min Len	Max Len	Restriction	Acceptable Values
1	ProgramID	R	String	5	5	n/a	ProgramID configured in BizTalk associated with the Digital Certificate used for authentication.
2	ServiceRequestID	R	Int	n/a	n/a	n/a	numbers only

B.3.2 GetServiceRequest_Output

Ref #	Data Element	DataType	R/O/CR	MinLen	MaxLen
1	Acknowledgement	String	R	100	500
2	ServiceRequestID	String	R	n/a	n/a
3	ProgramID	String	R	5	5
4	ProgramOfService	String	R	n/a	5
5	RequestDate	String	R	n/a	10
6	RequestTime	String	O	n/a	7
7	RequestReason	String	O	n/a	300
8	RequestRespondStaff	String	O	n/a	80
9	RequestType	String	O	n/a	n/a
10	SRTSReferenceNumber	String	O	n/a	n/a
11	Comments	String	O	n/a	1000
12	ReferringPartyRole	String	O	n/a	n/a
13	ReferringLastName	String	O	n/a	38
14	ReferringFirstName	String	O	n/a	38

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Ref #	Data Element	DataType	R/O/CR	MinLen	MaxLen
15	ReferringPhone	String	O	n/a	10
16	ReferringFacility	String	O	n/a	80
17	RoleType	String	O	n/a	80
18	ClientAwareOfReferral	String	O	n/a	n/a
19	ClientType	String	O	n/a	n/a
20	ClientID	String	O	n/a	9
21	PotentialClientLastName	String	O	n/a	38
22	PotentialClientFirstName	String	O	n/a	38
23	PotentialClientPhone	String	O	n/a	10
24	PotentialClientDOB	String	O	n/a	10
25	InsuranceStatus	String	O	n/a	n/a
26	PreferredLanguage	String	O	n/a	n/a
27	LegalGuardianName	String	O	n/a	80
28	LegalGuardianPhone	String	O	n/a	10
29	LegalGuardianLanguage	String	O	n/a	n/a
30	ReleaseFrom	String	O	n/a	n/a
31	ReleaseDischargeDate	String	O	n/a	10
32	InpatientFacilityCode	String	O	n/a	80
33	UnlistedInpatientFacility	String	O	n/a	100
34	ReceivingMentalHealthServices	String	O	n/a	n/a
35	AgencyName	String	O	n/a	80
36	EmergentMedicationNeeds	String	O	n/a	n/a
37	UndeterminedReason	String	O	n/a	100
38	MedApptSameAsAssessmentAppt	String	O	n/a	n/a
39	MedApptJustification	String	O	n/a	500
40	Disposition	String	O	n/a	n/a
41	ApptPractioner	String	O	n/a	40
42	ApptProgramOfService	String	O	n/a	n/a
43	ApptDate	String	O	n/a	10
44	ApptTime	String	O	n/a	7
45	EarlierApptOffered	String	O	n/a	n/a
46	FirstOfferedApptDate	String	O	n/a	10
47	DispositionDetails	String	O	n/a	1000

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B.3.3 XML Sample of GetServiceRequest_Input


```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns="http://b2b.dmh.lacounty.gov/SRL/201801"
xmlns:mes="http://b2b.dmh.lacounty.gov/SRL/201801/MessageContext"
xmlns:typ="http://b2b.dmh.lacounty.gov/SRL/201801/Types">
  <soapenv:Header/>
  <soapenv:Body>
   <ns:GetServiceRequestDetails_Input>
    <mes:MessageContextInput ProgramID="12345"/>
    <typ:ServiceRequest ServiceRequestID="123"/>
   </ns:GetServiceRequestDetails_Input>
  </soapenv:Body>
</soapenv:Envelope>
```


B.3.5 XML Structure GetServiceRequest_Output

SUCCESSFUL:
Items in blue font are optional, that means one of the items will be returned.


```
<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">
  <s:Body>
   <ns0:GetServiceRequestDetails_Output xmlns:ns0="http://b2b.dmh.lacounty.gov/SRL/201801"
xmlns:rp="http://b2b.dmh.lacounty.gov/SRL/201801/Entity/ReferringParty"
xmlns:mc="http://b2b.dmh.lacounty.gov/SRL/201801/MessageContext"
xmlns:c="http://b2b.dmh.lacounty.gov/SRL/201801/Entity/Client"
xmlns:t="http://b2b.dmh.lacounty.gov/SRL/201801/Types"
xmlns:d="http://b2b.dmh.lacounty.gov/SRL/201801/Entity/Disposition"
xmlns:req="http://b2b.dmh.lacounty.gov/SRL/201801/Entity/Request">
    <mc:MessageContextOutput Acknowledgement="Completed successfully."/>
    <ServiceRequestDetails>
     <t:ServiceRequest ServiceRequestID="3317"/>
     <req:Request ProgramOfService="7646A" RequestDate="2018-06-13" RequestTime="08:00AM"
RequestReason="Hello Testing" RequestRespondStaff="FFN" Comments="No Comment">
      <RequestType>
       <NonSRTS RequestType="Call"/>
       <SRTS SRTSReferenceNumber="123"/>
       <SRTSUnknownNumber/>
      </RequestType>
     </req:Request>
     <t:ClientType>
      <New PotentialClientLastName="sbhqyFbz" PotentialClientFirstName="fyqCattZSQ"
PotentialClientPhone="1234567890" PotentialClientDOB="1989-12-31"/>
      <Existing ClientID="1234567"/>
     </t:ClientType>
     <c:Client InsuranceStatus="Indigent" PreferredLanguage="English"
LegalGuardianName="gtISKkbCYbCkPYkMVbaXlNjBRjEgsoCOjlOzM" LegalGuardianPhone="2783938892"
LegalGuardianLanguage="English">
      <ReleaseFrom>
       <YESReleaseFrom ReleaseDischargeDate="2017-12-31">
```


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```
        <InpatientFacility InpatientFacilityCode="1234P"/>
        <JuvenileHall/>
        <Jail/>
        <UnlistedInpatientFacility UnlistedInpatientFacilityCode="Some name"/>
      </YESReleaseFrom>
      <NOReleaseFrom/>
    </ReleaseFrom>
    <ReceivingMentalHealthServices>
      <ReceivingMentalHealthServicesYES AgencyName="Some name"/>
      <ReceivingMentalHealthServicesNO/>
      <ReceivingMentalHealthServicesUNDETERMINED/>
    </ReceivingMentalHealthServices>
    <EmergentMedicationNeeds>
      <EmergentMedicationNeedsYES>
        <MedApptNotSameAsAssessmentAppt/>
        <MedApptNotSameAsAssessmentAppt MedApptJustification="No Justification"/>
      </EmergentMedicationNeedsYES>
      <EmergentMedicationNeedsNO/>
      <EmergentMedicationNeedsUNDETERMINED UndeterminedReason="No Reason"/>
    </EmergentMedicationNeeds>
  </c:Client>
  <d:Disposition DispositionDetails="Testing">
    <Disposition>
      <AssessmentAppointmentGivenThisSite
ApptPractitionerNPI="1234567890"
ApptProgramOfService="1234Q"
ApptDate="2018-03-01"
ApptTime="09:45PM">
        <EarlierApptOffered>
          <EarlierApptOfferedYES FirstOfferedApptDate="2018-01-31"/>
          <EarlierApptOfferedNO/>
        </EarlierApptOffered>
      </AssessmentAppointmentGivenThisSite>
      <NoApptAtThisSite Disposition="Other"/>
      <UntimelyApptThisSiteReferDeclined
ApptPractitionerNPI="1234567890"
ApptProgramOfService="1234Q"
ApptDate="2018-03-01"
ApptTime="09:45PM">
        <EarlierApptOffered>
          <EarlierApptOfferedYES FirstOfferedApptDate="2018-01-31"/>
          <EarlierApptOfferedNO/>
        </EarlierApptOffered>
      </UntimelyApptThisSiteReferDeclined>
    </Disposition>
  </d:Disposition>
  <rp:ReferringParty ReferringLastName="bfhCzDcSBBHYygxQxExChFigpT" ReferringFirstName="dCqpaDJjJ"
ReferringPhone="2783938892" ClientAwareOfReferral="Yes">
    <ReferringPartyRole>
      <HealthProviderSchool ReferringPartyRole="School" ReferringFacility="Some facility"/>
      <Collateral-FamilyMember RoleType="Some role"/>
      <Roles ReferringPartyRole="DCFS" ReferringFacility="Metro"/>
```


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```
      <Other RoleType="Some"/>
      <AccessSelf ReferringPartyRole="Access"/>
     </ReferringPartyRole>
    </rp:ReferringParty>
   </ServiceRequestDetails>
  </ns0:GetServiceRequestDetails_Output>
 </s:Body>
</s:Envelope>
```


UNSUCCESSFUL:


```
<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">
 <s:Body>
  <s:Fault>
   <faultcode></faultcode>
   <faultstring xml:lang="en-US"></faultstring>
   <detail>
    <Error xmlns="http://schemas.dmh.lacounty.gov/clientservice/entity/fault"
xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
     <ErrorCode>Code will vary</ErrorCode>
     <ErrorDescription>Message will vary</ErrorDescription>
    </Error>
   </detail>
  </s:Fault>
 </s:Body>
</s:Envelope>
```


B.4 Update

Definition: The Update service request operation allows Trading Partners to update an existing active service request for existing clients.

Business Use Cases:
1: Update an active service request for a client that does not exist in IBHIS.
2: Update an active service request for a client that exists in IBHIS.

Service Action:
UpdateServiceRequest operation is offered to satisfy the business use cases. Note that each Service Request is identified by a unique ServiceRequestID. Trading Partners will need to submit this ID in order to perform and update.

Precondition:

- TP is authenticated and can provide an SRL service compliant input.
- An active service request exists for the client for TP's ProgramOfService.
- TP has performed a *GetServiceRequest* to retrieve existing values. For more information on *Get*—visit section B.3

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- TP has performed their due diligence to retrieve as much as up-to-date client information from IBHIS using *Client Service* when client type is 'Existing' so that more accurate client data can be submitted to SRL. For more information regarding *Client Service* –visit section F. Client Services.

Note:
Restriction: RequestDate for a Service Request cannot be updated.
Update behavior: When an optional data attribute is not sent through update operation, solution will keep the existing value.
Conditionally Required Data: Conditionally required data cannot be nulled out.
For example: If a value was entered for SRTSReferenceNumber before through 'SRTS' selection as <RequestType>, but now there's a need to update it to SRTSUnknownNumber selection which means SRTS reference number is null, the update operation won't allow to blank it out. The existing value of SRTSReferenceNumber will be retained.
If a Trading Partner needs to null a conditionally required field, a HEAT ticket should be created with the DMH Helpdesk or HEAT Self Service portal.
Restriction: ProgramID –ServiceRequestID association A service request can only be updated by the TP who created the request.

B.4.1 UpdateServiceRequest_Input

* R = **Required;** CR = **ConditionallyRequired;** O = **Optional**

Ref #	Data Element	R CR O	Data Type	Min Len	Max Len	Restriction	Acceptable Values
1	ProgramID	R	String	5	5	n/a	ProgramID configured in BizTalk associated with the Digital Certificate used for authentication.
2	ServiceRequestID	R	Int	n/a	n/a	n/a	numbers only
3	ProgramOf Service	R	Enumeration	n/a	n/a	Must be associated to TP's ProgramID	Use dictionary service to retrieve acceptable values. Refer to section E.
4	RequestTime	R	Time	7	7	Masking enforced: HH:MMAM HH:MMPM	numbers & colon (:) only
5	RequestReason	O	String	0	300	n/a	Free text
6	RequestRespond Staff	R	String	0	80	n/a	1. Alpha. 2. Special characters allowed are: dash (-), apostrophe (') and space ( ).
7	Comments	O	String	0	1000	n/a	Free text
8	<RequestType> node	R	Enumeration	n/a	n/a	Data dictionary	See D.1
9	SRTSReference Number	CR- If <Request Type> node = SRTS	Int	n/a	n/a	n/a	numbers only
10	RequestType	CR- If <Request Type> node = NonSRTS	Enumeration	n/a	n/a	Data dictionary	See D.2
11	ClientType	O	Enumeration	n/a	n/a	Data dictionary	See D.11

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Ref #	Data Element	R CR O	Data Type	Min Len	Max Len	Restriction	Acceptable Values
12	ClientID	CR if <Client Type> node= Existing	String	1	9	n/a	numbers only
13	PotentialClient LastName	CR if <Client Type> node= New	String	1	38	Complete name can not be more than 40 characters in the following format: LN+comma(,)+FN	1. Alpha. 2. Special characters allowed are: dash (-), apostrophe (‘) and space ( ). 3. Minimum Length 1. 4. Must start with alpha.
14	PotentialClient FirstName	CR if <Client Type> node= New	String	1	38	Complete name can not be more than 40 characters in the following format: LN+comma(,)+FN	1. Alpha. 2. Special characters allowed are: dash (-), apostrophe (‘) and space ( ). 3. Minimum Length 1. 4. Must start with alpha.
15	PotentialClient Phone	O if <Client Type> node= New	String	10	10	Masking enforced: XXXXXXXXXX	numbers only
16	PotentialClient DOB	O if <Client Type> node= New	Date	10	10	Can not be a future date. Masking enforced: YYYY-MM-DD	numbers & dash (-) only
17	InsuranceStatus	O	Enumeration	n/a	n/a	Data dictionary	See D.15
18	Preferred Language	R	Enumeration	n/a	n/a	Data dictionary	Use dictionary service to retrieve acceptable values. Refer to section E.
19	LegalGuardian Name	O	String	0	80	n/a	1. Alpha. 2. Special characters allowed are: dash (-), apostrophe (‘) and space ( ).
20	LegalGuardian Phone	O	String	10	10	Masking enforced: XXXXXXXXXX	numbers only
21	LegalGuardian Language	O	Enumeration	n/a	n/a	Data dictionary	Use dictionary service to retrieve acceptable values. Refer to section E.
22	<ReleaseFrom> node	R	Enumeration	n/a	n/a	Data dictionary	See D.6
23	ReleaseDischarge Date	CR if <Release From> node= YESReleaseFrom	Date	10	10	Masking enforced: YYYY-MM-DD	numbers & dash (-) only
24	YESReleaseFrom	CR if <Release From> node= YESReleaseFrom	Enumeration	n/a	n/a	Data dictionary	See D.7
25	InpatientFacility Code	CR if YESReleaseFrom =InpatientFacility	Enumeration	n/a	n/a	Data dictionary	Use dictionary service to retrieve acceptable values. Refer to section E.

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Ref #	Data Element	R CR O	Data Type	Min Len	Max Len	Restriction	Acceptable Values
26	UnlistedInpatient Facility	CR if YESReleaseFrom= UnlistedInpatient Facility	String	1	100	n/a	Free text
27	ReceivingMental HealthServices	R	Enumeration	n/a	n/a	Data dictionary	See D.8
28	AgencyName	CR- If <Receiving MentalHealth Services> node= Receiving MentalHealth ServicesYES	String	1	80	n/a	Free text
29	Emergent MedicationNeeds	R	Enumeration	n/a	n/a	Data dictionary	See D.9
30	Emergent MedicationNeeds YES	CR- If <Emergent MedicationNeeds > node=Emergent Medication NeedsYES	Enumeration	n/a	n/a	Data dictionary	See D.10
31	MedAppt Justification	CR- If <Emergent MedicationNeeds > node=Emergent Medication NeedsYES & Emergent MedicationNeeds YES=MeadAppt NotSameAs AssessmentAppt	String	1	500	n/a	Free text
32	Undetermined Reason	CR- If <Emergent MedicationNeeds > node=Emergent Medication Needs UNDETERMINED	String	1	100	n/a	Free text
33	ReferringLast Name	R	String	0	38	n/a	1. Alpha. 2. Special characters allowed are: dash (-), apostrophe (‘) and space ( ).
34	ReferringFirst Name	R	String	0	38	n/a	1. Alpha. 2. Special characters allowed are: dash (-), apostrophe (‘) and space ( ).
35	ReferringPhone	O	String	10	10	Masking enforced: XXXXXXXXXX	numbers only
36	ClientAwareOf Referral	O	Enumeration	n/a	n/a	Data dictionary	See D.3
37	<ReferringParty Role> node	R	Enumeration	n/a	n/a	Data dictionary	See D.4

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Ref #	Data Element	R CR O	Data Type	Min Len	Max Len	Restriction	Acceptable Values
38	ReferringParty Role	CR- If <Referring PartyRole> node= HealthProvider School OR Roles OR AccessSelf	Enumeration	n/a	n/a	Data dictionary	See D.5
39	ReferringFacility	CR- If <Referring PartyRole> node= HealthProvider School; O if <Referring PartyRole> node= Roles	String	0	80	n/a	Free text
40	RoleType	CR If <Referring PartyRole> node =Other; O if <Referring PartyRole> node = Collaterl-Family Member	String	0	80	n/a	Free text
41	Disposition Details	O	String	0	1000	n/a	Free text
42	<Disposition> node	R	Enumeration	n/a	n/a	Data dictionary	See D.12
43	Disposition	CR- If <Disposition> node = NoApptAtThisSite	Enumeration	n/a	n/a	Data dictionary	See D.13
44	ApptPractitioner NPI	CR- If <Disposition> node = Assessment Appointment GivenThisSite OR UltimatelyAppt ThisSiteRefer Declined	String	10	10	n/a	numbers only
45	ApptProgramOf Service	CR- If <Disposition> node = Assessment Appointment GivenThisSite OR UltimatelyAppt ThisSiteRefer Declined	Enumeration	n/a	n/a	Must be associated to TP's ProgramID	Use dictionary service to retrieve acceptable values. Refer to section E.

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Ref #	Data Element	R CR O	Data Type	Min Len	Max Len	Restriction	Acceptable Values
46	ApptDate	CR- If <Disposition> node = Assessment Appointment GivenThisSite OR UltimatelyApptThisSiteRefer Declined	Date	10	10	• Must be equal to or after the "RequestDate" • Cannot be greater than 365 days from the "RequestDate" • Masking enforced: YYYY-MM-DD	numbers & dash (-) only
47	ApptTime	CR- If <Disposition> node = Assessment Appointment GivenThisSite OR UltimatelyApptThisSiteRefer Declined	Time	7	7	Masking enforced: HH:MMAM HH:MMPM	numbers & colon (:) only
48	EarlierApptOffered	CR- If <Disposition> node = Assessment Appointment GivenThisSite OR UltimatelyApptThisSiteRefer Declined	Enumeration	n/a	n/a	Data dictionary	See D.14
49	FirstOfferedApptDate	CR- If EarlierApptOffered = EarlierApptOfferedYES	Date	10	10	• Must be equal to or after the "RequestDate" • Must be earlier than the "ApptDate" • Cannot be greater than 365 days from the "RequestDate" • Masking enforced: YYYY-MM-DD	numbers & dash (-) only

B.4.2 UpdateServiceRequest_Output

Ref #	Data Element	DataType	Required	MinL	MaxL
1	Acknowledgement	String	R	100	500
2	ServiceRequestID	String	R	n/a	n/a

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B.4.3 XML Sample of UpdateServiceRequest_Input

Note: Blue font nodes in the angle brackets (</>) are options—one of them needs to be submitted.

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns="http://b2b.dmh.lacounty.gov/SRL/201801"
xmlns:mes="http://b2b.dmh.lacounty.gov/SRL/201801/MessageContext"
xmlns:typ="http://b2b.dmh.lacounty.gov/SRL/201801/Types"
xmlns:cli="http://b2b.dmh.lacounty.gov/SRL/201801/Entity/Client"
xmlns:ref="http://b2b.dmh.lacounty.gov/SRL/201801/Entity/ReferringParty"
xmlns:dis="http://b2b.dmh.lacounty.gov/SRL/201801/Entity/Disposition">
  <soapenv:Header/>
  <soapenv:Body>
   <ns:UpdateServiceRequest_Input>
    <mes:MessageContextInput ProgramID="12345"/>
    <UpdateServiceRequest>
     <Request
ServiceRequestID="123"
ProgramOfService="1234A"
RequestDate="2018-01-01"
RequestTime="10:00AM"
RequestReason="Some reason"
RequestRespondStaff="Some staff name"
Comments="Some comment">
      <RequestType>
       <NonSRTS RequestType="Call"/>
       <SRTS SRTSReferenceNumber="123"/>
       <SRTSUnknownNumber/>
      </RequestType>
    </Request>
    <!--Optional:-->
    <typ:ClientType>
     <New   PotentialClientLastName="Doe"
                    PotentialClientFirstName="John"
                    PotentialClientPhone="1234567890"
                    PotentialClientDOB="1990-01-01"/>
     <Existing ClientID="1234567"/>
    </typ:ClientType>
    <cli:Client
                    InsuranceStatus="Indigent"
                    PreferredLanguage="English"
                    LegalGuardianName="LG Name"
                    LegalGuardianPhone="2223334444"
                    LegalGuardianLanguage="Spanish">
     <ReleaseFrom>
      <YESReleaseFrom ReleaseDischargeDate="2018-05-01">
```

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```
    <InpatientFacility InpatientFacilityCode="1234P"/>
    <JuvenileHall/>
    <Jail/>
    <UnlistedInpatientFacility UnlistedInpatientFacilityCode="Some name"/>
   </YESReleaseFrom>
   <NOReleaseFrom/>
  </ReleaseFrom>
  <ReceivingMentalHealthServices>
   <ReceivingMentalHealthServicesYES AgencyName="Some name"/>
   <ReceivingMentalHealthServicesNO/>
   <ReceivingMentalHealthServicesUNDETERMINED/>
  </ReceivingMentalHealthServices>
  <EmergentMedicationNeeds>
   <EmergentMedicationNeedsYES>
    <MedApptSameAsAssessmentAppt/>
    <MedApptNotSameAsAssessmentAppt MedApptJustification="No Justification"/>
   </EmergentMedicationNeedsYES>
   <EmergentMedicationNeedsNO/>
   <EmergentMedicationNeedsUNDETERMINED UndeterminedReason="No Reason"/>
  </EmergentMedicationNeeds>
 </cli:Client>
 <ref:ReferringParty
                ReferringLastName="Ref LN"
                ReferringFirstName="Ref FN"
                ReferringPhone="1112223333"
                ClientAwareOfReferral="Yes">
  <ReferringPartyRole>
   <HealthProviderSchool ReferringPartyRole="School" ReferringFacility="Some facility"/>
   <Collateral-FamilyMember RoleType="Some role"/>
   <Roles ReferringPartyRole="DCFS" ReferringFacility="Metro"/>
   <Other RoleType="Some"/>
   <AccessSelf ReferringPartyRole="Access"/>
  </ReferringPartyRole>
 </ref:ReferringParty>
 <dis:Disposition DispositionDetails="?">
  <Disposition>
   <AssessmentAppointmentGivenThisSite
                ApptPractitionerNPI="1234567890"
                ApptProgramOfService="1234Q"
                ApptDate="2018-03-01"
                ApptTime="09:45PM">
    <EarlierApptOffered>
     <EarlierApptOfferedYES FirstOfferedApptDate="2018-01-31"/>
     <EarlierApptOfferedNO/>
    </EarlierApptOffered>
```


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```
      </AssessmentAppointmentGivenThisSite>
       <NoApptAtThisSite Disposition="Other"/>
       <UntimelyApptThisSiteReferDeclined
                    ApptPractitionerNPI="1234567890"
                    ApptProgramOfService="1234Q"
                    ApptDate="2018-03-01"
                    ApptTime="09:45PM">
        <EarlierApptOffered>
         <EarlierApptOfferedYES FirstOfferedApptDate="2018-01-31"/>
         <EarlierApptOfferedNO/>
        </EarlierApptOffered>
       </UntimelyApptThisSiteReferDeclined>
      </Disposition>
    </dis:Disposition>
   </UpdateServiceRequest>
  </ns:UpdateServiceRequest_Input>
 </soapenv:Body>
</soapenv:Envelope>
```

B.4.4 XML Structure UpdateServiceRequest_Output

SUCCESSFUL:

```
<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">
 <s:Body>
  <ns0:UpdateServiceRequest_Output xmlns:ns0="http://b2b.dmh.lacounty.gov/SRL/201801"
xmlns:mc="http://b2b.dmh.lacounty.gov/SRL/201801/MessageContext"
xmlns:t="http://b2b.dmh.lacounty.gov/SRL/201801/Types">
   <mc:MessageContextOutput Acknowledgement="Completed successfully."/>
   <t:ServiceRequest ServiceRequestID="ID will vary "/>
  </ns0:UpdateServiceRequest_Output>
 </s:Body>
</s:Envelope>
```

UNSUCCESSFUL:

```
<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">
 <s:Body>
  <s:Fault>
   <faultcode></faultcode>
   <faultstring xml:lang="en-US"></faultstring>
   <detail>
    <Error xmlns="http://schemas.dmh.lacounty.gov/clientservice/entity/fault"
xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
     <ErrorCode>Code will vary</ErrorCode>
     <ErrorDescription>Message will vary</ErrorDescription>
    </Error>
   </detail>
  </s:Fault>
 </s:Body>
</s:Envelope>
```

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B.5 Delete

Definition: The Delete service request operation allows Trading Partners to remove an active existing service request of a client.

Business Use Cases:
1: Delete an existing active service request for a client that TP didn't intend to create.
2: Delete an existing active service request for a client that TP created with erroneous entries that can't be corrected through update operation.

Service Action:
DeleteServiceRequest operation is offered to satisfy the business use cases.

Precondition:
- TP is authenticated and can provide an SRL service compliant input.
- An active service request exists for the client for TP's ProgramOfService.

B.5.1 DeleteServiceRequest_Input

* R = **Required;** CR = **ConditionallyRequired;** O = **Optional**

Ref #	Data Element	R CR O	Data Type	Min Len	Max Len	Restriction	Acceptable Values
1	ProgramID	R	String	5	5	n/a	ProgramID configured in BizTalk associated with the Digital Certificate used for authentication.
2	ServiceRequestID	R	Int	n/a	n/a	n/a	numbers only

B.5.2 DeleteServiceRequest_Output

Ref #	Data Element	DataType	Required	MinL	MaxL
1	Acknowledgement	String	R	100	500

B.5.3 XML Sample of DeleteServiceRequest_Input

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns="http://b2b.dmh.lacounty.gov/SRL/201801"
xmlns:mes="http://b2b.dmh.lacounty.gov/SRL/201801/MessageContext"
xmlns:typ="http://b2b.dmh.lacounty.gov/SRL/201801/Types">
  <soapenv:Header/>
  <soapenv:Body>
   <ns:DeleteServiceRequest_Input>
    <mes:MessageContextInput ProgramID="12345"/>
    <typ:ServiceRequest ServiceRequestID="123"/>
   </ns:DeleteServiceRequest_Input>
  </soapenv:Body>
</soapenv:Envelope>
```

B.5.4 XML Structure DeleteServiceRequest_Output

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SUCCESSFUL:


```
<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">
  <s:Body>
   <ns0:DeleteServiceRequest_Output xmlns:ns0="http://b2b.dmh.lacounty.gov/SRL/201801"
xmlns:mc="http://b2b.dmh.lacounty.gov/SRL/201801/MessageContext"
xmlns:t="http://b2b.dmh.lacounty.gov/SRL/201801/Types">
     <mc:MessageContextOutput Acknowledgement=" deleted successfully."/>
     <t:ServiceRequest/>
   </ns0:DeleteServiceRequest_Output>
  </s:Body>
</s:Envelope>
```


UNSUCCESSFUL:


```
<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">
  <s:Body>
   <s:Fault>
    <faultcode></faultcode>
    <faultstring xml:lang="en-US"></faultstring>
    <detail>
     <Error xmlns="http://schemas.dmh.lacounty.gov/clientservice/entity/fault"
xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
       <ErrorCode>Code will vary</ErrorCode>
       <ErrorDescription>Message will vary</ErrorDescription>
     </Error>
    </detail>
   </s:Fault>
  </s:Body>
</s:Envelope>
```


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C. Error Handling

Following table lists the most common errors along with reasons and corrective actions.

Error Code	Operation	Error Message	Reason	Corrective Action
s:Client	All operations	Authorization failed. Unauthorized access to this LACDMH web service is prohibited.	ProgramID not associated with the digital certificate used.	ProgramID tied to the TP's digital certificate needs to be used.
-1000	All operations.	403 - Forbidden: Access is denied. You do not have permission to view this directory or page using the credentials that you supplied.	Digital certificate missing or wrong endpoint.	Install and set up the LAC DMH issued digital certificate or check if the correct endpoint is used for WSDL.
-1000	All operations	The '<data-attribute-name>' attribute has an invalid value according to its data type.	Either invalid value or no value submitted for the stated data attribute.	Enter the acceptable valid value.
-1000	All operations.	The <name of the data attribute> attribute is not declared.	Submitted REQUEST did not conform to the expected xml structure based on the wsdl.	Verify the xml structure is correct by SRL Services wsdl definition (update the definition if needed), remove the element(s) as necessary and re-submit the call.
-1000	All operations	The required attribute <name of the data attribute> is missing.	Submitted REQUEST does not contain the required data attribute specified.	Enter the required data attribute with a valid value.
-1000	All operations.	Details: The element <name of the element> in namespace <namespace address> has invalid child element <name of the child element> in namespace <namespace address>. List of possible elements expected: <name of the element> in namespace <namespace address>	Submitted REQUEST did not conform to the expected structure based on the SRL wsdl.	Verify the xml structure is correct by SRL Services wsdl definition (update the definition if needed), remove and add any elements as necessary and re-submit the call.

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Error Code	Operation	Error Message	Reason	Corrective Action
-1000	All operations.	Finding the document specification by message type…….. failed. Verify the schema deployed properly.	Submitted REQUEST is using an older version of SRL Services wsdl	Update the SRL Services wsdl to the latest version. Use the URL from Appendix. Click HERE.
-1000	All operations.	Details: The <name of the data attribute> attribute is invalid - The value <entered value> is invalid according to its datatype <data type> - The Enumeration constraint failed.	Submitted value is not found in the acceptable list of values (dictionary).	Enter a value from the acceptable list of values (dictionary).
-1000	All operations.	Details: The <name of the data attribute> attribute is invalid - The value <entered value> is invalid according to its datatype <data type> - The actual length is greater than the MaxLength value.	Length of submitted value is longer than the allowed maximum length.	Enter a value that is within the maximum length.
-1000	All operations.	Details: The <name of the data attribute> attribute is invalid - The value <entered value> is invalid according to its datatype <data type> - The actual length is not equal to the specified length.	Submitted value is not equal to the specified fixed length--such as: Phone Number, NPI	Enter a value that conforms to the fixed length.
-1000	All operations.	Details: The <name of the data attribute> attribute is invalid - The value <entered value> is invalid according to its datatype <data type> - The Pattern constraint failed.	1. Submitted data attribute value has characters not allowed 2. REQUEST has an optional non-string-type data attribute empty	1. Check the submitted value to verify it conforms to the data type/format/restriction applied by SRL Services 2. Remove the non-string-type optional data attribute from the operation's REQUEST xml.
-1000	All operations	The source was not found, but some or all event logs could not be searched. To create the source, you need permission to read all event logs to make sure that the new source name is	Digital Certificate is corrupted and/or DMH BizTalk profile is corrupted.	Contact DMH by opening a Heat Ticket.

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Error Code	Operation	Error Message	Reason	Corrective Action
		unique. Inaccessible logs: Security.		
-1000	Get and Search operations	No s found. (Search) nof tound. (Get)	No match found.	If TP is affirmative that a result/match should be returned, then contact DMH (open a Heat Ticket providing REQUEST and RESPONSE xmls).
-1000	Add and Update	ProgramOfService is not associated to ProgramID in the Message Context.	Submitted ProgramOfService code is not tied to TP's ProgramID.	Enter an acceptable ProgramOfService associated to ProgramID
-1000	Add and Update	RequestDate cannot be a future date.	Submitted date as the RequestDate is a future date from current date.	Make sure RequestDate value is not beyond current date.
-1000	Add and Update	FirstOffered Appt must be between RequestDate and the ApptDate.	First Offered Appt Date is not following the business rule.	Make sure submitted First Offered Appt date follows the rules below: •Must be equal to or after the "RequestDate" •Must be earlier than the "ApptDate" •Cannot be greater than 365 days from the "RequestDate"
-1000	Add and Update	Appt Date must be equal to or after the Request Date and cannot be greater than 1 year from the Request Date.	Appointment Date is not following the business rule.	Make sure submitted Appt date follows the rules below: •Must be equal to or after the "RequestDate" •Cannot be greater than 365 days from the "RequestDate"

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D. Data Dictionary

D.1 <RequestType> node

NonSRTS
SRTS
SRTSUnknownNumber

D.2 RequestType

Call
Walk-In
Other

D.3 ClientAwareOfReferral

Yes
No

D.4 <ReferringPartyRole> node

HealthProviderSchool
Collateral-Family Member
Roles
Other
AccessSelf

D.5 ReferringPartyRole

Health Provider
School
DCFS
Probation/Law Enforcement
APS
Mental Health Provider
DPSS
Self
Access

D.6 <ReleaseFrom> node

YesReleaseFrom
NoReleaseFrom

D.7 YESReleaseFrom

JuvenileHall
Jail
InpatientFacility
UnlistedInpatientFacility

D.8 ReceivingMentalHealthServices

ReceivingMentalHealthServicesYES
ReceivingMentalHealthServicesNO
ReceivingMentalHealthServicesUNDETERMINED

D.9 EmergentMedicationNeeds

EmergentMedicationNeedsYES
EmergentMedicationNeedsNO
EmergentMedicationNeedsUNDETERMINED

D.10 EmergentMedicationNeedsYES

MedApptSameAsAssessmentAppt
MedApptNOTSameAsAssessmentAppt

D.11 ClientType

New
Existing

D.12 <Disposition> node

NoApptAtThisSite
AssessmentAppointmentGivenThisSite
UntimelyApptThisSiteReferDeclined

D.13 Disposition

Crisis Response (This Site, 911, or FRO)
Referred to System Navigation
Referred back to Private Insurance
Referred to Another Mental Health Agency
Referred to Other Type Agency
Other
Individual/Collateral Declined Services
Unable to Contact Individual/Collateral
Already Receiving Appropriate MH Services

D.14 EarlierApptOffered

EarlierApptOfferedYES
EarlierApptOfferedNO

D.15 InsuranceStatus

Indigent
Medi-Cal
Medicare
Medi-Medi
Private Insurance
Unknown

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E. Dictionary Service

Some dictionaries are not embedded in the WSDL since these dictionaries tend to update more often. A solution is much needed so that a change in the dictionary will not require a WSDL change. As a result DMH implemented a dictionary values lookup solution called 'Dictionary Service' so that Trading Partners can get the acceptable values for certain data attribute using this Dictionary Service.
The enumerated values for the following data attributes can be retrieved through Dictionary Service:

- ProgramOfService (Enter *ProgramOfServiceCode* to retrieve the values)
- ApptProgramOfService (Enter *ProgramOfServiceCode* to retrieve the values)
- PreferredLanguage (Enter *Language* to retrieve the values)
- LegalGuardianLanguage (Enter *Language* to retrieve the values)
- InpatientFacilityCode (Enter *InpatientFacilityCode* to retrieve the values)

Follow the steps below:

Step #	Action
Step # 1	Load the Dictionary Service WSDL from the following URL: https://b2b.dmh.lacounty.gov/DictionaryService/DictionaryServiceInterface.svc?singlewsdl
Step # 2	Enter 'SRL' for the 'Service'.
Step # 3	Enter data suggested code listed above in 'Type' to get the enumerated list for a specific data attribute or leave 'Type' blank to get all dictionaries for SRL data attributes available through Dictionary Service.
Step # 4	Submit the call.
Step # 5	Retrieve the values from the output.

F. Client Service

When the client is an existing IBHIS client, DMH expects Trading Partners to retrieve necessary information from IBHIS to submit to SRL. Client Service solution can be utilized to gather the following information from IBHIS (provided that TP already has necessary access):

PreferredLanguage
ClientID

TP can perform a client search by *SearchClient* call to retrieve the ClientID (IBHIS client ID). Then use this ID in *GetClientDetails* call to get other demographic information from IBHIS.
For more information on Client Service check the following DMH website pages:
http://lacdmh.lacounty.gov/hipaa/IBHIS_EDI_Technical_Specifications.htm

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Appendix

WSDL LOCATIONS

- **WSDL:**
  LACDMH SRL Services WSDL URLs are as follows-
  TST_WSDL (For Release Candidate (RC) and TP vendors to build the new features of WSDL)
  https://b2btst.dmh.lacounty.gov/SRLService/SRLServiceInterface.svc?SingleWsdl
  QA_WSDL (For Testing and Certification)
  https://b2bqa.dmh.lacounty.gov/SRLService/SRLServiceInterface.svc?SingleWsdl
  Production_WSDL (For going LIVE)
  https://b2b.dmh.lacounty.gov/SRLService/SRLServiceInterface.svc?SingleWsdl

SUMMARY OF CHANGES IN VERSION 1.0

Operation(s) Items Section	Description of Change(s)
All sections	Initial version

|End of the Document|

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