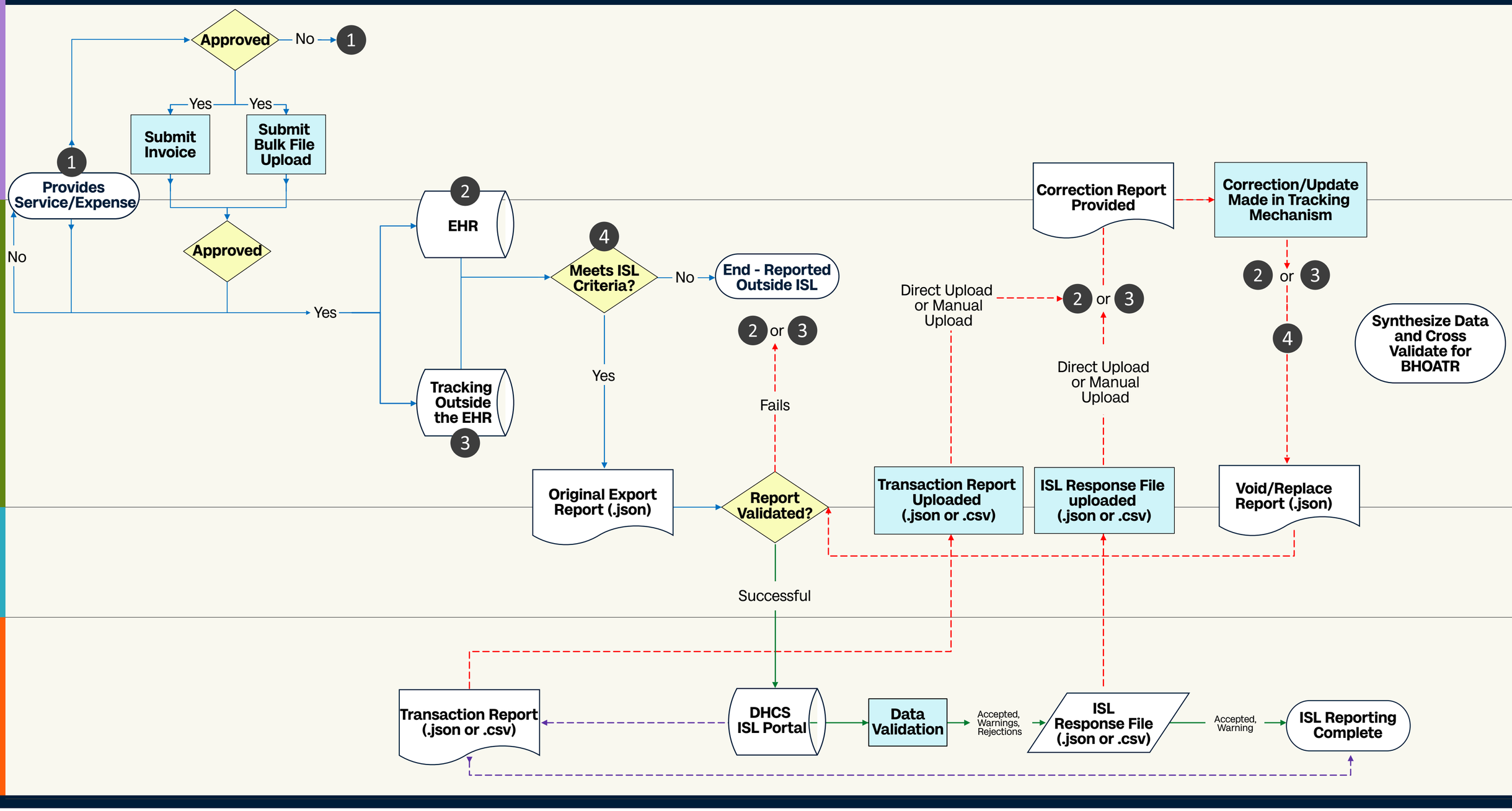
ISL End-to-End Workflow *For Counties & Cities*

This workflow outlines the end-to-end process for reporting Individual Service Level (ISL) data, defining accountability across County Contractors, Counties, Reporting Contractors, and DHCS. It follows the standard reporting path from service delivery through submission, alongside corrective actions and updates when data is rejected or needs revision. It also includes shared steps common to both workflows and a sub-process for corrective action reconciliation between the DHCS ISL Portal and EHR/Tracking Outside the EHR. BHOATR reporting is shown as a related but independently managed process.



LEGEND

- Initial workflow
- Corrective action workflow/ intergration with EHR to account for what has already been reported and rejected
- Sub-process for corrective action reconciliation between DHCS ISL Portal and EHR/Tracking Outside the EHR
- Shared path used by both initial workflow and corrective action workflow
- Process/Action Step
- On page connector
- Decision (Y/N)
- System / Database
- Transaction Report
- Data

DEFINITIONS

EHR: Electronic Health Record

ISL: Individual Service Level Data

DHCS: Department of Health Care Services

BHOATR: Behavioral Health Outcomes, Accountability, and Transparency Report.

.json: Javascript Object Notation (data file format)

.csv: Comma Separated Values

.xls: Excel file