

MENTAL HEALTH FACILITY-BASED HEARINGS



Electronic Filing – Information Session
Implementation: June 5, 2023

INTRODUCTION



**Steve Lawrence, Supervising Mental Health
Hearing Referee**

Susan Thrall, Senior Administrator

MEETING AGENDA



1. Notice to Hospital
2. Efiling Overview and Picking an EFSP
3. Step-by-step Instructions On Efiling
4. Common Rejection Reasons
5. Common Issues That Filers May Face

NOTICE TO HOSPITAL



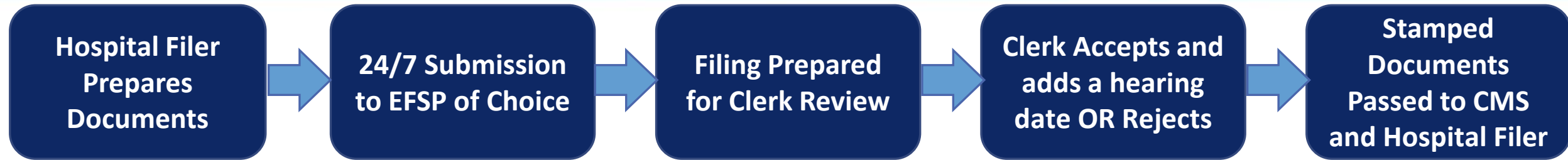
- Submission via the Mental Health Hospital Portal, via fax or by delivering a hand copy to the Mental Health Hearing Referee **will no longer be accepted.**
- **Effective June 5, 2023**, The Court will only process Request for Hearings and Petitions for facility-based hospital hearings exclusively via electronic filing (efiling) Odyssey File and Serve (OFS).
- Efilings occur through an Electronic Filing Service Provider (EFSP).
 - Each hospital creates an account which can be shared with hospital users.
 - System manages the flow of the documents to and from the Court.
 - Court accepts or rejects the documents.
 - Documents are returned to EFSP & registered person through the efiling portal.

NOTICE TO HOSPITAL

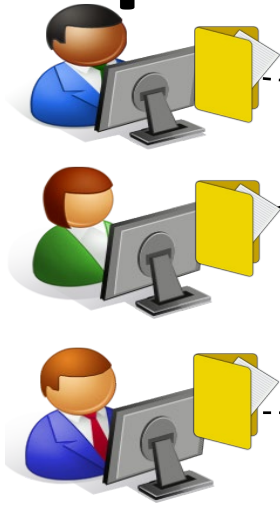


- Efiling will be required for facility-based hospital hearings, including
 - Certification Hearings
 - Medication Capacity Hearings
 - In Re Roger S. Hearings
- Efiling Fees are waived:
 - Filings from LPS Designated Psychiatric facilities will be exempt from filing fees.

EFILING OVERVIEW



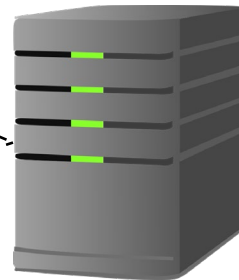
Hospital



EFSP



Clerk



EFM



CMS



EFSP= Electronic Filing Service Providers **EFM=** Electronic Filing Management System **CMS=** Court Management System

PICKING AN EFSP

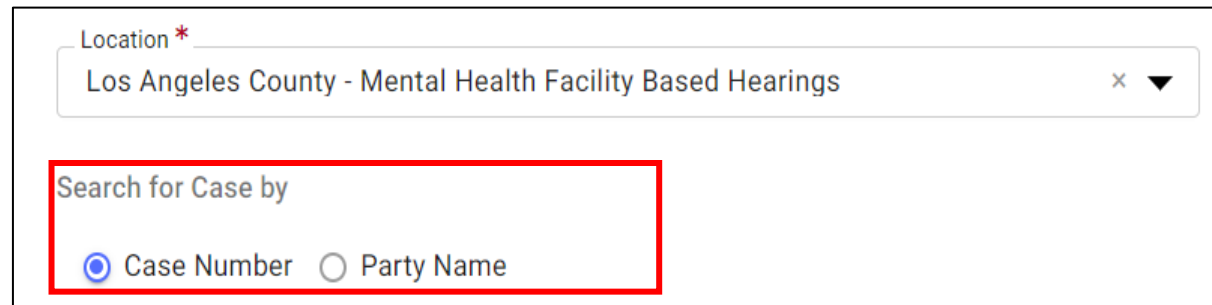


- **Electronic Filing Service Providers List:**
<https://www.lacourt.org/division/efiling/providers.aspx>.
- Registration Requirements
- Efiling information available on LASC's website:
<https://www.lacourt.org/division/efiling/providers.aspx>
- Must create an EFSP account before efilng documents.
- All Filing Fees are waived for LPS Designated Facilities. Check waiver on payment screen.



EFILING INSTRUCTION – 1

1. Register with an EFSP & log in to the filing portal for your EFSP
 - Do not use Internet Explorer. Recommend using Chrome.
2. Enter information about your filing
 - Start new case vs File into existing case
 - “Start new case” filing type creates a new case with the court.
 - If patient already has a case with the court, select “File into existing case”.
 - To file into existing case, search for the case by case number or by party name.



The screenshot shows a web interface for filing. At the top, there is a dropdown menu labeled "Location *" with the selected option "Los Angeles County - Mental Health Facility Based Hearings". Below this, there is a section titled "Search for Case by" which is highlighted with a red rectangle. Inside this section, there are two radio button options: "Case Number" (which is selected) and "Party Name".

*EFSPs interfaces may vary

EFILING INSTRUCTION – 2

2. Enter information about your filing
- Case Information (Only applicable to new case filing)
 - Court Location: Los Angeles County – Mental Health Facility Based Hearings
 - Case Category: Probate
 - Select Case Type

Court location *
Los Angeles County - Mental Health Facility Based Hearings x ▼
This is the court where you are filing your case.

Case category *
Probate x ▼
This is the type of case you are filing (Family, Probate, or Civil).

Case type *
Select... ▼
Roger S. Petition Hearing
WIC 5150 - Probable Cause Hearing
WIC 5250/5270 - Certification Review Hearing
WIC 5332 - Medication Capacity on WIC 5150

*EFSPs interfaces may vary

EFILING INSTRUCTION – 3

2. Enter information about your filing

- Parties: Patient and Facility information are required
 - Patient: if the name is unknown, add the last 6 digits of the medical record number after the first name. E.g. Amy - 123456 Doe
 - **Facility is an Entity, select “Entity” before entering the information.**
 - **Only the Entity Name is required.**



The screenshot shows a web form for entering filing information. At the top, there are two tabs: 'Person' and 'Entity'. The 'Entity' tab is selected and highlighted in blue, with a red arrow pointing to it from the right. Below the tabs, there is a text input field labeled 'Entity Name *' with a red asterisk indicating it is required. A tooltip below the field states 'Limit 80 characters (i.e. Andersen)'. Below this field is another input field labeled 'Party CMS ID'. To the right of the 'Party CMS ID' field is a dropdown menu labeled 'Interpreter' with the text 'Select...' and a downward arrow.

*EFSPs interfaces may vary

EFILING INSTRUCTION – 3



2. Enter information about your filing

- Filings:
 - Select the filing code(s) and upload the PDF documents
- Fees:
 - Payment Account: select waiver option, all facility-based hearing fees are waived
 - Party Responsible for Fees: Facility
- Submit your filing and get the filing envelope number
- Once your filing is processed, either accepted or rejected, you will receive a status email.
- If your filing is accepted, check for conformed copies.

IMPORTANT INFORMATION TO NOTE

Document must be a PDF for Electronic Court Filings

- Your pdf must be text searchable
- Strongly recommended PDF width: 8.5” (Letter size)

Transaction/Envelope number needed per patient and request when an electronic submission to the Court

One or more document in a transaction/ envelope for one patient.

Confirmation of Receipt is Instantaneous

The submission to the EFM is immediate

Filed Document(s) returned upon Court acceptance.

Contact your EFSP for Troubleshooting

If you have a problem, reach out to your EFSP

EFILING DOCUMENTS

- Efiling DOCUMENT LIST
 - Request for Hearing
 - Notice of Certification WIC 5150 (Case Initiation)
 - Notice of Certification WIC 5150 (W/In Existing Case)
 - Notice of Certification WIC 5250 (Case Initiation)
 - Notice of Certification WIC 5250 (W/In Existing Case)
 - Notice of Certification WIC 5270 (Case Initiation)
 - Notice of Certification WIC 5270 (W/In Existing Case)
 - Riese Petition WIC 5332 (Case Initiation)
 - Riese Petition WIC 5332 (W/In Existing Case)
 - Roger S. Preliminary Report

EFILING ELECTRONIC SYSTEM



- **FILED STAMP (CRC 2.259(e))**
- **FILING HOURS (CRC 2.253(b)(7))**
- **CASE NUMBER**
- **ELECTRONIC SIGNATURES (CRC 2.257, CCP 1010.6)**
- **ELECTRONIC CERTIFICATION (GC 68150(g))**
- **YOUR PDF IS THE ORIGINAL DOCUMENT / COURT RECORD**

Reserved for Clerk's File Stamp

Electronically FILED by
Superior Court of California,
County of Los Angeles
3/29/2023 8:14 AM
David W. Slayton,
Executive Officer/Clerk of Court,
By Los Angeles County, Deputy Clerk

CASE NUMBER:

23MHHH00014

REQUEST FOR MENTAL HEALTH FACILITY -BASED HEARING FORM (MH054)


<https://www.lacourt.org/forms/mentalhealth>

SUPERIOR COURT OF CALIFORNIA COUNTY OF LOS ANGELES	Reserved for Clerk's File Stamp
<small>HOSPITAL/FACILITY NAME, ADDRESS, & UNIT:</small> <div style="border: 1px solid black; height: 100px; width: 100%; margin-top: 5px;"></div>	<small>CASE NUMBER:</small> <div style="border: 1px solid black; height: 30px; width: 100%; margin-top: 5px;"></div>
REQUEST FOR MENTAL HEALTH FACILITY-BASED HEARING	

Patient's Name:
Preferred language for patient (if other than English):
Booking number (if applicable):

Hearing Type:

- ☐ **Certification Review Hearing (WIC 5150)**
Date of the hold:
- ☐ **Certification Review Hearing (WIC 5250)**
Date of the hold:
- ☐ **Certification Review Hearing (WIC 5270)**
Date of the hold:
- ☐ **Medication Capacity Hearing (WIC 5332 – 5334)**
Requested hearing time:
 - ☐ 9:30 am-11:00 am
 - ☐ 2:30 pm-4:00 pm
- ☐ **In re Roger S. Hearing**



Date: Hospital Representative:
Telephone Number:

LASC MH 054 NEW 04/23
For Mandatory Use

REQUEST FOR MENTAL HEALTH FACILITY-BASED HEARING

Page 1 of 1

CONFIDENTIAL FILINGS



**All Mental Health Hearing documents will be submitted as
“confidential” documents.**

OTHER SPECIFICS



- All fees waived for facilities designated by the Los Angeles County Department of Mental Health. (Otherwise fees are \$2.25 per transaction/ envelope)
- Must set up the fee waiver payment options in your EFSP account (A one-time set up).
- Indicate fee waiver in each filing transaction/envelope.

REJECTION REASONS

1. If the Request for Mental Health Facility-Based Hearing form is not included, the hearing request will be rejected. The form must be included with each Notice:
 - a. Notice of Certification WIC 5150
 - b. Notice of Certification WIC 5250
 - c. Notice of Certification WIC 5270
 - d. Riese Petition WIC 5332
 - e. In Re Roger S. Preliminary Report
2. If a document is incomplete, it will not be processed.
3. Each document must be submitted as a separate PDF.
4. Selecting incorrect case type or filing code will result in a rejection.
5. A subsequent document submitted as a new case filing will result in a rejection.

If a document is rejected, a rejection email will be sent to the hospitals email account that is registered with EFSP.



Filing Rejected

Envelope Number: 11768083

Contact Your Service Provider With Any Questions



Need Help? [Help](#)

No Lawyer? [Start Here](#)

Visit: <https://california-efm.tylertech.cloud/ofswb>

Email: efiling.support@tylertech.com

The filing below has been reviewed and has been returned for further action. **Please refile with the corrections outlined below.** The court may preserve the original submission date for the file stamp when the corrections are made. Please contact your local Court for further information.

Return Reason(s) from Clerk's Office

Reject Reason	Case coversheet needed as a separate document
Return Comment	

To learn how to copy the rejected filing so that you can make changes to refile, [click here](#)

Document Details

Court	Los Angeles County - Family Law
Case Style	ENTERED IN ERROR
Date/Time Submitted	4/20/2023 4:34 PM PST
Filing Type:	Proposed Form 309 - Notice - Court Hearing to Allow Contact
Activity Requested:	EFile
Filed By:	Z. Chao

SUBMISSION FAILURE

**IF A PDF DOCUMENT IS NOT ACCEPTED IN THE INITIAL
SYSTEM PROCESSING,
PLEASE CONTACT YOUR
ELECTRONIC FILING SERVICE PROVIDER (EFSP).**

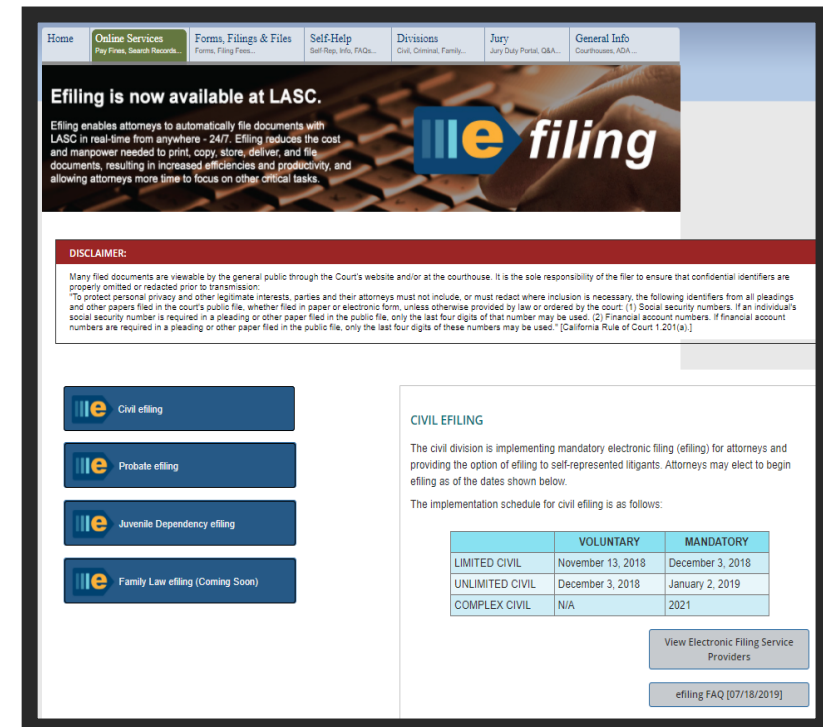
Los Angeles Superior Court Website



On the Home Page



Click the eFiling logo at www.LACourt.org



Here you will find:

- Links to EFSPs
- News about eFiling

RESOURCES FOR QUESTIONS



**FREQUENTLY ASKED QUESTIONS -
LOCATED ON WEBSITE:**

WWW.LACOURT.ORG

**FOR QUESTIONS OR ASSISTANCE
PLEASE EMAIL: MHHR@lacourt.org**



MOST COMMONLY ASKED QUESTIONS



1. HOW DOES EFILING WORK?

- Electronic filing of court documents occurs through an electronic filing service provider (EFSP). The hospital will create an account and the efilng system manages the flow of the documents to and from the Court.
- There is no fee for LPS designated facilities. The hospital user/filer will submit the documents to the EFSP for submission to the Court.
- The Court will accept or reject the documents. The documents are returned to the EFSP for return to the hospital user/filer through the EFSP's electronic filing portal.

MOST COMMONLY ASKED QUESTIONS



2. IS EFILING MANDATORY?

Efiling will be required effective June 5th. Submission of the request for hearing will no longer be available through the mental health portal.

MOST COMMONLY ASKED QUESTIONS



3. WHY IS EFILING BEING ADOPTED?

- When we conducted in-person hearings, it was easy to collect the documents directly from facilities and hospitals.
- Efiling is a secure transmission process, an easy way to submit documents and allow the Court to obtain the necessary documents to conduct hearings as well as meet the retention of records.
- The needed supporting documents are not always available from facilities or hospitals.

MOST COMMONLY ASKED QUESTIONS



4. IS EFILING THE SAME AS FAXING?

No. Efiling is not the same as faxing. For efiling, the filing party must use an EFSP and submit the documents. In the different divisions where fax filing was accepted, it is no longer used.

MOST COMMONLY ASKED QUESTIONS



5. WILL FAXING OR EMAILS STILL BE AVAILABLE AFTER EFILING IS IMPLEMENTED?

No. Emails and Fax filing will not be available for documents after efilings is implemented.

MOST COMMONLY ASKED QUESTIONS



6. CAN WE ELECT TO CONTINUE USING THE PORTAL TO REQUEST FOR HOSPITAL BASED HEARINGS?

No. As of June 5, 2023, efilings is required.

MOST COMMONLY ASKED QUESTIONS



7. WHY DO HOSPITALS HAVE TO REGISTER AS AN ELECTRONIC FILER (EFILER)?

- Registration as an electronic filer is required to establish an account for your electronically filed documents.
- Your account will allow you to check the status of your electronically filed documents and will provide a path for the Court to return your documents back to you.

MOST COMMONLY ASKED QUESTIONS



8. DO I HAVE TO USE AN EFSP?

- Yes. An efiling Service Provider is an intermediary between the hospital filer and the Court.
- The Judicial Council has mandated that all Courts accepting electronically filed documents use independent EFSPs.
- Pursuant to Code of Civil Procedure Section 1010.6(e) the Court may not accept electronic filings directly. You can find a list of approved service providers on the Court's website.

<https://www.lacourt.org/division/efiling/providers.aspx>

MOST COMMONLY ASKED QUESTIONS



9. CAN HOSPITALS CHANGE EFSP AFTER SELECTING AND REGISTERING WITH ONE?

Yes. You may choose any EFSP. You may change to a different service provider at any time.

MOST COMMONLY ASKED QUESTIONS



10. CAN ALL HOSPITAL STAFF USERS USE THE SAME ACCOUNT OR DO WE NEED TO CREATE AN ACCOUNT FOR EACH USER?

One account per facility is sufficient.

MOST COMMONLY ASKED QUESTIONS



11. WHICH EFSP CAN I USE?

You may use any EFSP that is listed on the court's website.

MOST COMMONLY ASKED QUESTIONS



12. DO THE EFSPs OFFER TRAINING?

Yes, the EFSP's on-board their clients.

MOST COMMONLY ASKED QUESTIONS



13. ONCE A DOCUMENT IS EFILED, WHAT IS THE TIME FOR PROCESSING?

We do not anticipate an interruption in the processing time.

MOST COMMONLY ASKED QUESTIONS



14. WHAT ARE THE FILING HOURS FOR EFILING?

You may submit your filings electronically through your EFSP 24 hours/ 7 days a week.

MOST COMMONLY ASKED QUESTIONS



15. WHAT DO I DO IF MY DOCUMENT IS REJECTED?

- Any Notice of Rejection sent by the Court will include the reason for the return of the document.
- If your document is rejected, correct the deficiency, and resubmit the document via eFiling.

MOST COMMONLY ASKED QUESTIONS



16. WHAT ARE THE MOST COMMON REASONS ELECTRONICALLY SUBMITTED DOCUMENTS ARE REJECTED?

Some common reasons a filing may be rejected by the Court include, but are not limited to:

- A. If the Request for Mental Health Facility-Based Hearing form is not included, the hearing request will be rejected. The form must be included with each Notice:
 - 1. Notice of Certification WIC 5150
 - 2. Notice of Certification WIC 5250
 - 3. Notice of Certification WIC 5270
 - 4. Riese Petition WIC 5332
 - 5. In Re Roger S. Preliminary Report
- B. Documents are not submitted as separate PDFs in the same transaction/envelope, e.g. multiple documents are submitted as a single filed document.
- C. Incorrect case type or case category selected.
- D. Duplicate submission.
- E. If a document is incomplete, it will not be processed.
- F. Selecting incorrect case type or filing code will result in a rejection.
- G. A subsequent document submitted as a new case filing will result in a rejection.

MOST COMMONLY ASKED QUESTIONS



17. WHERE DO I FIND MY TRANSACTION/ ENVELOPE NUMBER?

The transaction/ envelope number is noted on your confirmation of filing in the EFSP system.

MOST COMMONLY ASKED QUESTIONS



18. CAN I CANCEL A TRANSACTION AFTER SUBMISSION?

No. Once the transaction is electronically submitted, it cannot be cancelled.

MOST COMMONLY ASKED QUESTIONS



19. WHO CAN I SPEAK WITH IF I HAVE A QUESTION ABOUT A FILING?

The first point of contact for any question should be the EFSP. If the question cannot be resolved, you may contact the Court by emailing MHHR@lacourt.org.

MOST COMMONLY ASKED QUESTIONS



20. WHO REGISTERS FOR EFILING? HOW DO YOU MAKE AN ACCOUNT?

- The hospital needs to register an EFSP in order to be able to efile. The EFSP list is available on the court website.

<https://www.lacourt.org/division/efiling/providers.aspx>

- EFSP can provide onboarding training.

MOST COMMONLY ASKED QUESTIONS



21. HOW DO HOSPITALS CHOOSE AN EFSP? ARE THERE GUIDELINES? DO HOSPITALS RANDOMLY CHOOSE AN EFSP? ARE THERE ANY DIFFERENCES IN THE VARIOUS EFSPS?

The hospital may select any of the EFSPs listed on the court website.

<https://www.lacourt.org/division/efiling/providers.aspx>

MOST COMMONLY ASKED QUESTIONS



**22. WILL THE PORTAL STILL BE USED TO NOTIFY THE HOSPITAL OF THE HEARING SCHEDULE? AND THAT IS WHERE THE HOSPITAL WILL GET THE HEARING RECORD?
WILL THE NEXT DAY SCHEDULE/CALENDAR FOR HEARINGS BE AVAILABLE ON THE PORTAL?**

Yes, the portal will still be available.

MOST COMMONLY ASKED QUESTIONS



23. WILL THE OFFICE OF PATIENTS' RIGHTS ALSO HAVE ACCESS TO E-FILED DOCUMENTS?

No, the Office of Patients' Rights will continue to obtain patient information through hospital representatives.

MOST COMMONLY ASKED QUESTIONS



24. WILL THE CURRENT HOSPITAL REPRESENTATIVE STILL GET THE COURT HEARING INVITATION WITH THE WEBEX LINK?

Yes.

MOST COMMONLY ASKED QUESTIONS



25. DOES THE HOSPITAL JUST NEED TO FILE THE MH054 REQUEST FOR MENTAL HEALTH HEARINGS OR ALSO HAVE TO INCLUDE A HARD COPY OF THE 5250/5270/RIESE FORM?

The Certification, Riese and Roger S Hearing forms must be filed together with The Request for Hearing MH054 form.

MOST COMMONLY ASKED QUESTIONS



26. HOW DO HOSPITALS CANCEL E-FILED DOCUMENT SUBMISSIONS IF A CERTIFICATION REVIEW HEARING IS NO LONGER NEEDED DUE TO PATIENT DISCHARGE OR CONVERSION TO VOLUNTARY STATUS?

You can not cancel the filing after the submission. To cancel the hearing request, you can contact the court support staff as you do currently, which is by sending a “request to cancel” through MHHR email with reasons.

REMINDER



**Please make sure your hospital selects and registers
an EFSP before June 5th**