ServicePoint Referral Network

Sending a Referral

Step 1: Log into Lake County's live ServicePoint site at https://lakecountyil.servicept.com using your username and password.

Step 2: Click "**ClientPoint"** on the navigation bar on the left side of the screen. Search for the client by filling in the client's name, social security number and veteran status and clicking "**Search**."

Step 3: Review the search results. If the client DOES exist, please select their name from the **Client Results** window at the bottom of the screen. If client does NOT exist, create new client by selecting the "**Add New Client with This Information**" button.

Step 4: You are now on the Client Summary for your client. Complete the data fields in the **"Referral Network Form"** towards the bottom of the page. Click "**Save**" in the bottom right corner.

Step 5: Select the "**Add**" button under the "**Outstanding Outgoing Referrals"** dashlet on the Summary Tab.

Step 6: Select the appropriate code on the Service Code Quicklist and click "**Add Terms**."

Step 7: Scroll down to the provider search results and select ONE service provider for the referral by clicking the **plus sign** to the left of the provider name.

PRO TIP: THE PROVIDER YOU ARE SELECTING SHOULD HAVE A SERVICEPOINT LOGO **NEXT TO THE NAME.**

Step 8: In the "**Referral Data**" section, check the box to notify ServicePoint providers by email.

Step 9: Click "**Save ALL**" at the bottom of the page.

Congratulations your referral has been sent!

LakeCounty

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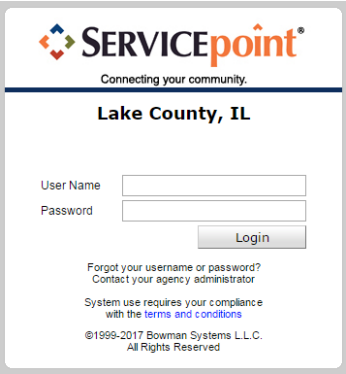
Sending a Referral

Step 1:



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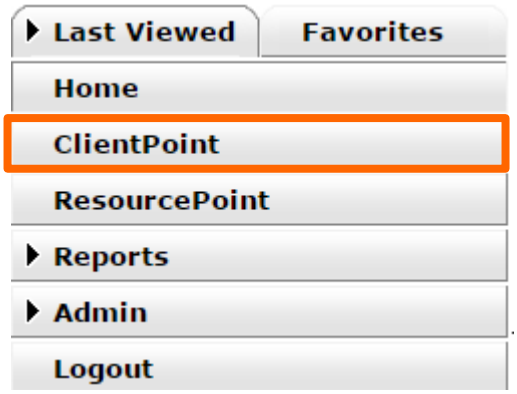

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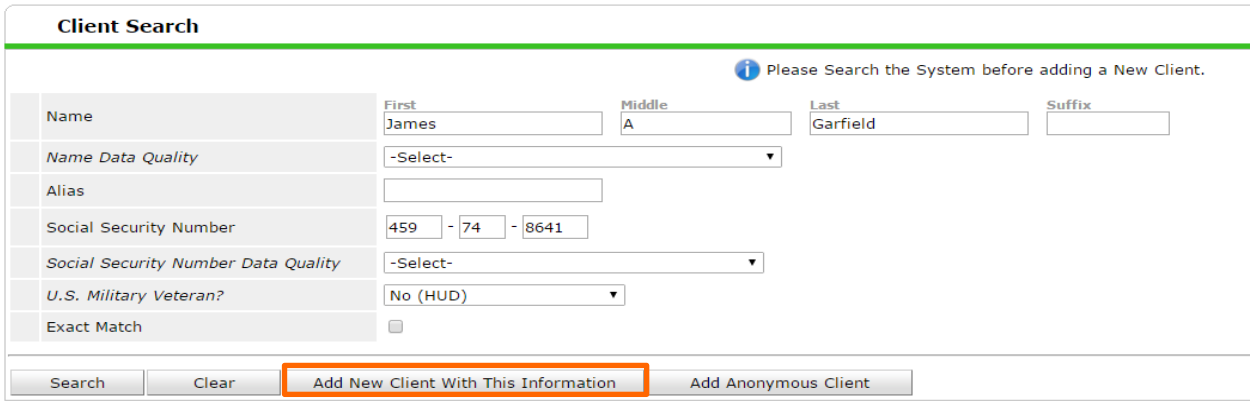

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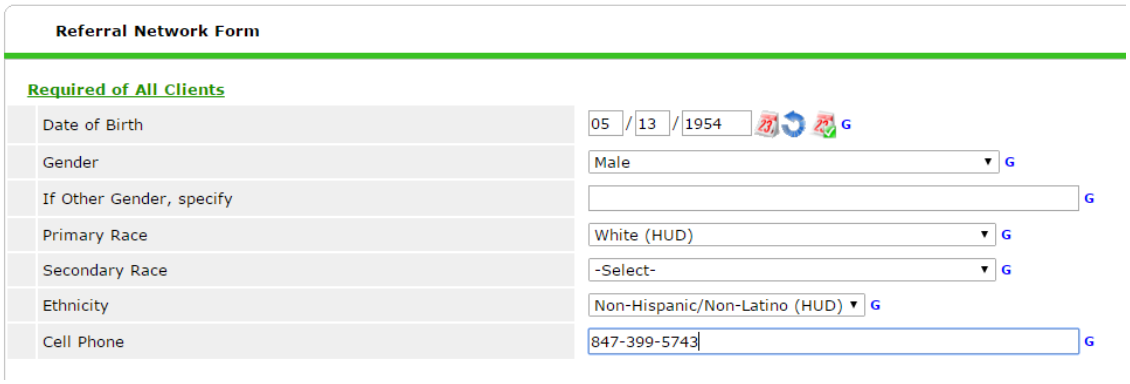

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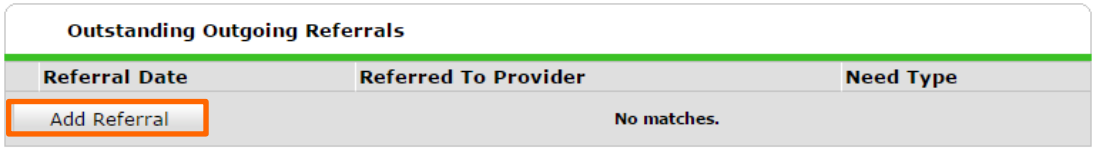
Step 5:



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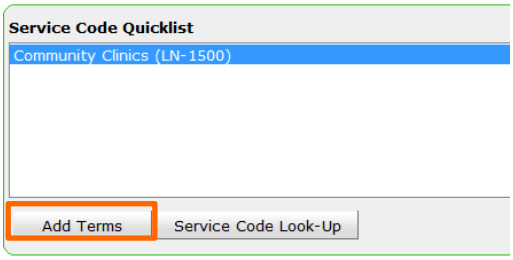

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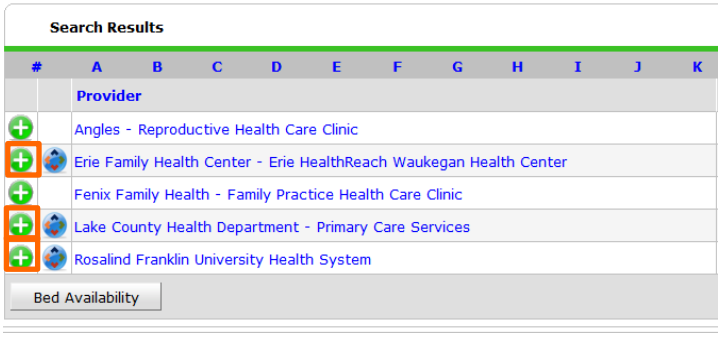

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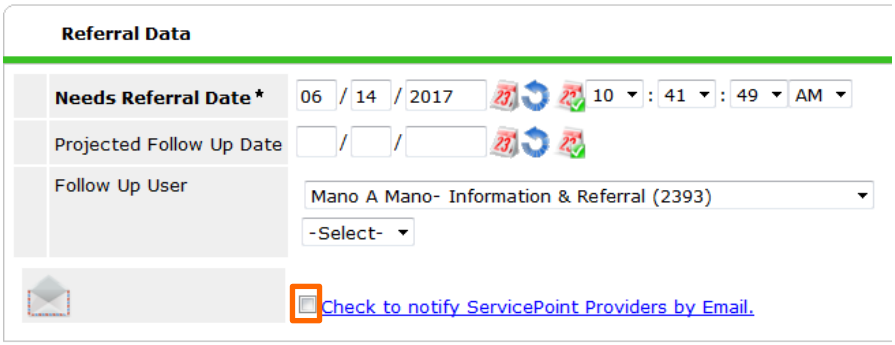

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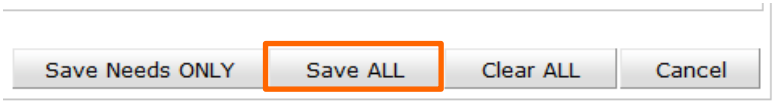

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