



Frequently Asked Questions About the Referral Registry

*For more information contact the Home Care Referral Registry Center in your area at:
1-800-970-5456*

What is the Referral Registry?

The Referral Registry is a web-based service, used to match those who need in-home long term care services with pre-qualified, pre-screened individual providers that are ready to work.

How does it work?

- ✓ **Individual Providers** can visit or call their local Home Care Referral Registry (HCRR) center to submit an application specifying personal care tasks they are willing to do, availability and clientele they are willing to serve.
- ✓ **Consumers-employers** and/or their Case Manager/Social Worker can call or visit their local HCRR center to submit a referral application stating their needs and preferences. Case Managers/Social Workers verify client's eligibility.
- ✓ **The Referral Registry** then generates a list of individual provider names based on the best-match criteria. The list is sent to the employer-consumer who is responsible for interviewing and selecting their Individual Provider!

Who can use the Referral Registry?

- ✓ Consumer-employers who are receiving COPES or Medicaid Personal Care services through DSHS
- ✓ A person representing the employer-consumer
- ✓ Individual Providers
- ✓ Case Managers/Social Workers

Why should I use the Referral Registry?

There are more options for choice and independence. Each provider has been screened and up to date. Providers have more opportunities for employment.

What's the next step?

Call your local Home Care Referral Registry at 800-970-5456. Request an application and information on how to enroll on, or request a referral from, the Registry.