



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** and/or their Case Manager/Social Worker can call the local HCRR center* to start the referral request process.
- The **Referral Registry** generates a list of individual provider names that best match the consumer's request. The list is then sent to the consumer who is responsible for interviewing and selecting their Individual Provider.

Who can use the Referral Registry?

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

Why should I use the Referral Registry?

- There are more options for choosing a provider.
- Each provider has been screened with up-to-date information.
- Providers have more opportunities for employment.

What's the next step?

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

* Please call the Referral Registry to determine if Registry services are currently available in your area. Thank you.