

# WA Department of Health Home Care Aide Voucher Portal

## Webinar Q&A

### **How can I access the WA Home Care Aide voucher portal?**

A link to the voucher portal is posted on the Home Care Aide Exam webpage at <https://www.prometric.com/wadoh>

### **After logging into the Voucher portal, will my organization be pre-populated?**

Yes, your organization will be selected in the drop down menu

### **What forms of payment can be used to purchase vouchers?**

Payments can be made by Credit Card or Certified check

### **How long does payment processing take?**

Credit card payments are processed instantly and will allow your voucher purchase to be processed immediately. Checks are processed within 5 days

### **How do I assign a voucher?**

Under the “Voucher Maintenance” tab, click the arrow next to the voucher you wish to assign and select “+ Click here to assign a voucher”. Enter the candidate’s first name, last name, and e-mail address before submitting

### **Can a voucher be unassigned?**

Yes, a voucher can be cancelled or unassigned under the “Voucher Maintenance” tab. This will remove the voucher from the list and provide a **new voucher #** for assignment

### **Can a voucher be assigned to more than one person with the same email address?**

No. The voucher must be assigned to a candidate with a unique e-mail address

**Does the excel document for the voucher batch upload feature need to have a specific title and date?**

No, a specific file name is not required. Just be sure that the column headers remain the same and are not added or deleted

**What happens to the voucher if the candidate is a no show?**

The voucher will be marked as used and the fee will be forfeited. A new test fee will be required to test