

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.

How long does payment processing take?

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

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