

## **Personal Assistance Service (PAS) Placement Broadcast (FAQ)**

**Q. Where can providers see broadcasts for new participants?**

A. Broadcast appears under the Pending Placements section on the HHAeXchange home screen.

**Q. Who can accept a broadcast referral?**

A. Users with access to the Pending Referrals section on the Home screen and who are part of the Unassigned Member Team.

**Q. Can referrals be accepted by email notification?**

A. No, Admins can set up email notifications for new Broadcasts but a new referral may only be accepted by a user that is logged into the system.

**Q. What can providers do if participants cannot be reached?**

A. Providers need to send a communication via HHAeXchange to get help in contacting participant.

**Q. What can providers do if authorizations are not visible in HHAeXchange**

A. Providers need to send a non-member communication via HHAeXchange with details on participant that includes name, Medicaid ID and authorization start date.