

Questions to Ask Before Choosing a GAPP Provider

A parent worksheet for comparing agencies before you commit.

Why this matters: Under the July 2026 GAPP policy update, provider transfers are limited to once every three months. Choosing carefully upfront can help families avoid getting locked into an agency that cannot meet their staffing, communication, or complex-care needs.

Provider Information

Potential provider name: _____

Person spoken to: _____

Date: _____ Phone/email: _____

How to use this worksheet

Ask each agency the same questions. Write down the answer, then score the agency from 1 to 5.
A higher score means the answer gave you more confidence. Add each score at the end for a total score out of 50.

1. Staffing approved hours

Score: _____

Question to ask: How many of my child's approved hours do you realistically expect to staff each week/month?
What happens if you cannot cover all of the hours?

Why this matters: Approved hours only help your family when those hours are actually staffed. This question helps you understand whether the agency is being realistic about coverage and what their plan is if they cannot cover every shift.

Answer: _____

2. RN staffing in the home

Score: _____

Question to ask: How often do you staff RN nurses in the home to provide day-to-day care, especially for medically complex cases?

Why this matters: Children with higher-acuity needs may benefit from RN involvement in daily care. RNs can assess, recognize clinical changes, support care planning, and communicate concerns with the physician and supervising team.

Answer: _____

3. Complex-care experience

Score: _____

Question to ask: How much experience do your nurses have with tracheostomy, ventilator, oxygen, seizure, and G-tube care?

Why this matters: Complex pediatric care requires nurses who are familiar with the equipment, routines, risks, and changes that can happen at home. Experience matters when a child depends on skilled care every day.

Answer: _____

4. Nurse consistency

Score: _____

Question to ask: How do you work to keep the same nurses with the same families? What is your nurse turnover like?

Why this matters: Consistency helps nurses learn your child's baseline, routines, preferences, and subtle changes. Familiar nurses can build trust with the child and reduce the stress of constantly training someone new.

Answer: _____

5. Care coordination

Score: _____

Question to ask: Who coordinates communication between your agency, the physician, the hospital, therapists, and our family?

Why this matters: A child's care often involves several people. Clear coordination helps reduce communication gaps, keeps the care plan current, and supports safer care at home.

Answer: _____

6. Start of care

Score: _____

Question to ask: If my child is approved or discharging from the hospital, how quickly can your team review the case and work toward starting care?

Why this matters: Timing matters when a child is coming home from the hospital or changing providers. This question helps you understand whether the agency can respond quickly and begin coordinating care without unnecessary delays.

Answer: _____

7. RN oversight

Score: _____

Question to ask: Who is the RN supervisor or case manager, and how are care plan changes handled?

Why this matters: The RN supervisor or case manager plays an important role in reviewing the child's needs, coordinating updates, and making sure the care plan continues to match what is happening in the home.

Answer: _____

8. Parent support

Score: _____

Question to ask: How do you educate parents and help us feel confident with our child's care at home?

Why this matters: Parents are part of the care team. A strong agency should help families understand care routines, ask questions, and feel supported even when a nurse is not in the home.

Answer: _____

9. Resource connection

Score: _____

Question to ask: Do you help families connect with resources such as Katie Beckett, camps, therapy services, equipment support, or community programs?

Why this matters: Families often need more than nursing. Resource connection can help parents find financial assistance, community support, specialized programs, and other services that improve quality of life.

Answer: _____

10. Differentiators

Score: _____

Question to ask: What do you do differently from other GAPP providers?

Why this matters: A provider should be able to explain its approach clearly. Listen for specific answers about staffing, communication, RN oversight, complex-care experience, family support, and how the agency helps children and families over time.

Answer: _____

Total Score & Final Decision

Total score: _____ / 50

Agency I feel most confident about: _____

Reason: _____

Scoring guide:

45-50: Strong fit. 35-44: Good possibility, ask follow-up questions. 25-34: Use caution. Under 25: Consider other options before committing.

Source note: This worksheet is educational and is not a substitute for official Medicaid guidance.