

Switching GAPP Providers

What parents should know before changing agencies.

Important update: Effective July 1, 2026, GAPP provider transfers are limited to one transfer every three months. Transfers are approved to begin on the first day of the month and services should not begin until the transfer Letter of Notification is received.

Why choosing the right agency matters

Parents still have the right to choose their GAPP provider. The new timing rule simply makes the first decision more important. If you choose an agency that cannot staff your hours, communicate well, or support your child's needs, you may have to wait before switching again.

Reasons families may consider switching

- Approved hours are not being staffed consistently.
- Nurses frequently miss shifts or change often.
- The agency does not have enough experience with your child's level of care.
- Communication with the agency is poor.
- The care plan is not being followed or updated when your child's needs change.
- Your family does not feel supported or heard.

Before you switch, ask the new agency

- Can you actually staff the hours we are transferring?
- Do you have nurses trained for my child's trach, vent, G-tube, oxygen, seizure, or medication needs?
- How do you handle RN oversight and physician communication?
- Can you explain the transfer timing and what happens before the first day of the month?
- What information do you need from my current agency and physician?

Parent transfer notes

Current agency: _____

New agency considered: _____

Person I spoke with: _____

Next eligible transfer date, if known: _____

What if the current agency cannot staff the hours?

The GAPP manual states that when an agency is unable to staff services per the approved PA, the agency must inform the caregiver of the inability to serve the member, provide referrals to other GAPP providers able to meet the family's staffing needs, and assist the family or representative in locating another agency. Families may decide to seek another GAPP provider because of intermittent or frequently missed visits.

Source note: Based on Sections 820-824 of the 7/1/2026 GAPP manual. This guide is educational only and should be confirmed with official GAPP guidance.