

Change of Location & Ownership FAQ

Application and Approval Process



How do I start the CAPS process after getting approved with Child Care Services (CCS)?

Once you are approved with CCS, a GA CAPS Provider Portal account will be created for your new PID. CAPS will be notified, and a Provider Relations (PR) Consultant will be assigned to assist you with the CAPS application process.

How will I know if my CAPS application has been approved?

You will receive an email once the process is complete and your application is approved.

Why can't I see the CAPS application under my new PID?

If you cannot access the application, it usually means you have not attended the required CAPS Orientation. Attendance is necessary before you can access the application.

What if I already attended orientation for my previous location?

Most providers will still need to attend orientation again due to recent system and process updates. However, you can submit a Helpdesk ticket to request a review of your situation to see if the requirement can be waived.

How long does the CAPS application process take?

The application process may take up to 30 days to complete, but it could take longer if there are system issues or unusual circumstances

Scholarship Transfer Process

Do scholarships transfer automatically once I'm approved with CCS?

No. Approval with CCS is separate from CAPS. You must first complete the CAPS application process. Scholarships will only transfer after CAPS approves your application.

Does CAPS automatically transfer from my old PID to my new PID?

No. Each new entity must complete the eligibility process with CAPS to receive subsidies. Scholarships do not transfer automatically.

How will CAPS know which scholarships to transfer?

CAPS will transfer any scholarships that were active at the time of your old PID's dismissal to your new PID.

Do parents have to submit a case change to transfer scholarships?

No. Parents do not need to take any action. Once you complete the CAPS application process, eligible scholarships will be automatically transferred to your new PID.

Will parents need my new PID to continue receiving services?

No. Parents do not need your new PID. Scholarships will be automatically transferred, and parents will receive updated scholarship information reflecting the new PID.

If a provider is going through a Change of Ownership (COO), what information should be shared with parents?

Providers should inform parents that they are undergoing a COO. It remains the parent's responsibility to ensure their CAPS case stays active. As long as the case remains active, scholarships will transfer after the CAPS application process is completed.

Billing and Payments

How do I bill while my application is still processing?

You cannot bill for CAPS during the application process. However, once the application is complete and scholarships are transferred, you can bill for services retroactive to your permit date.

How do I begin billing once scholarships are transferred?

Once scholarships appear in your GA CAPS portal (backdated to your permit date), you can start billing under Attendance Tracking.

How do I update my rates with CAPS?

You will have the opportunity to update your rates when completing the CAPS application. Alternatively, you can submit a Published Rate Request at any time through the GA CAPS Provider Portal.

Issues with Scholarship Transfers

What should I do if a child is missing after scholarships are transferred?

Submit a Helpdesk ticket so CAPS can research and resolve the issue.

Why can't I see a child under the new scholarships that were transferred?

Children may change providers or cases may close during the COO process, affecting scholarship visibility. Submit a Helpdesk ticket for assistance if a child is missing.

What happens if a child's CAPS case closes during the COO process?

If a child's CAPS case closes after your permit date but before scholarships transfer, you are still eligible for service weeks between the permit date and the case closure. CAPS will manually process payment for those weeks.

What happens if a child changes providers during the COO process?

If a child moves to a new provider during the COO process, you are still eligible for service weeks between your permit date and the date the child left. Scholarships will be created for those service weeks.

Quality Rated (QR) Status

Why am I unable to pass the QR Status portion of the CAPS application?

Providers must have an active QR status—or be listed as provisional—to move forward with the CAPS application. You cannot bypass this step.

What if I already have a QR status under my old PID?

If you had a QR status under your old PID, you can reach out to Quality Rated at QualityRated@dec.al.ga.gov to inquire about transferring your QR status.

Other Considerations

What if my old PID had an outstanding recoupment?

If the same owner remains, the recoupment will transfer to the new PID. If ownership has changed, the recoupment remains with the old PID.