

GrandPad Program Overview

Updated November 18, 2025

What is a GrandPad?

GrandPad is a simple and secure tablet that connects consumers to family and friends. GrandPad tablets are preloaded with features to enable users to make voice and video calls, share photos and videos with friends and family, read articles, check emails, make phone calls, and more. GrandPad also offers over 20 different games that deliver a variety of benefits like improving mood, motor skills, memory, and decision making.

GrandPad also has the GrandPad + Music feature, where a consumer's favorite music selections can be added to an individual's GrandPad to aid with memory loss or other cognitive impairments.

GrandPads feature simple navigation, large buttons, enhanced sound and little or no computer experience is needed to operate it. GrandPad provides free shipping to the consumer's home and 24/7/365 user support. To learn more about GrandPads, visit their website at: <https://www.grandpad.net>, or watch this video:

<https://www.youtube.com/watch?v=41dKVA9853E>

Eligibility Criteria: GrandPad

GrandPads are available without cost to consumers receiving in-home services who meet the following eligibility criteria:

- Have cell phone coverage at their home; and
- Can receive packages at their home address (not a P.O. Box); and
- Have limited access to the community as identified by their case manager; and

- Eligible for in-home services per [OAR 411-030-0040](#) (does not include State Plan Personal Care, Oregon Project Independence, and Oregon Project Independence - Medicaid).

Eligibility Criteria: GrandPad + Music

The music support feature can be added to the GrandPad for some consumers. This feature allows for a natural support to assist with selecting personalized musical selections that are meaningful to the consumer. A consumer may be eligible for the music support feature if:

- The consumer has memory impairment or similar cognitive issues; and
- The consumer is assessed as a full or substantial assist in cognition; and
- The consumer has a natural support to assist with identifying desired musical selections and can support the consumer in using the GrandPad; and
- The consumer is on Medicaid Long Term Services and Supports and is in-home or in a licensed, community-based care setting (including memory care, Adult Foster Homes, Assisted Living and Residential Care Facilities, Specific Needs Contracted facilities and Enhanced Care Facilities).

Referral Process

Case managers whose consumers meet the criteria for a GrandPad may submit an electronic referral here: <https://forms.office.com/g/jjRnAyAugE> . This link is also provided under the “Make a Request” section on CM tools.

The form includes required information for the consumer’s case manager (CM) to complete a referral. Once the request is approved, notification will be sent to GrandPad and the CM. The system will generate email(s) for the CM to follow-up on, such as working with the natural support to select songs if the music support feature is selected for eligible individuals.

Referrals approved by the 15th of each month by Central Office will be fulfilled the following month.

Questions can be sent to: APD.GrandpadRequest@odhsoha.oregon.gov

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