Providers:
BridgeCare Navigation Overview

This guide will help providers learn how to use the Best Starts for Kids Subsidy Provider Portal in BridgeCare. It explains how to complete important tasks such as signing a payment authorization form, adding or changing staff and bank information, viewing student and family details, unenrolling a child from their program, submitting attendance forms, and reviewing invoices and payment summaries.

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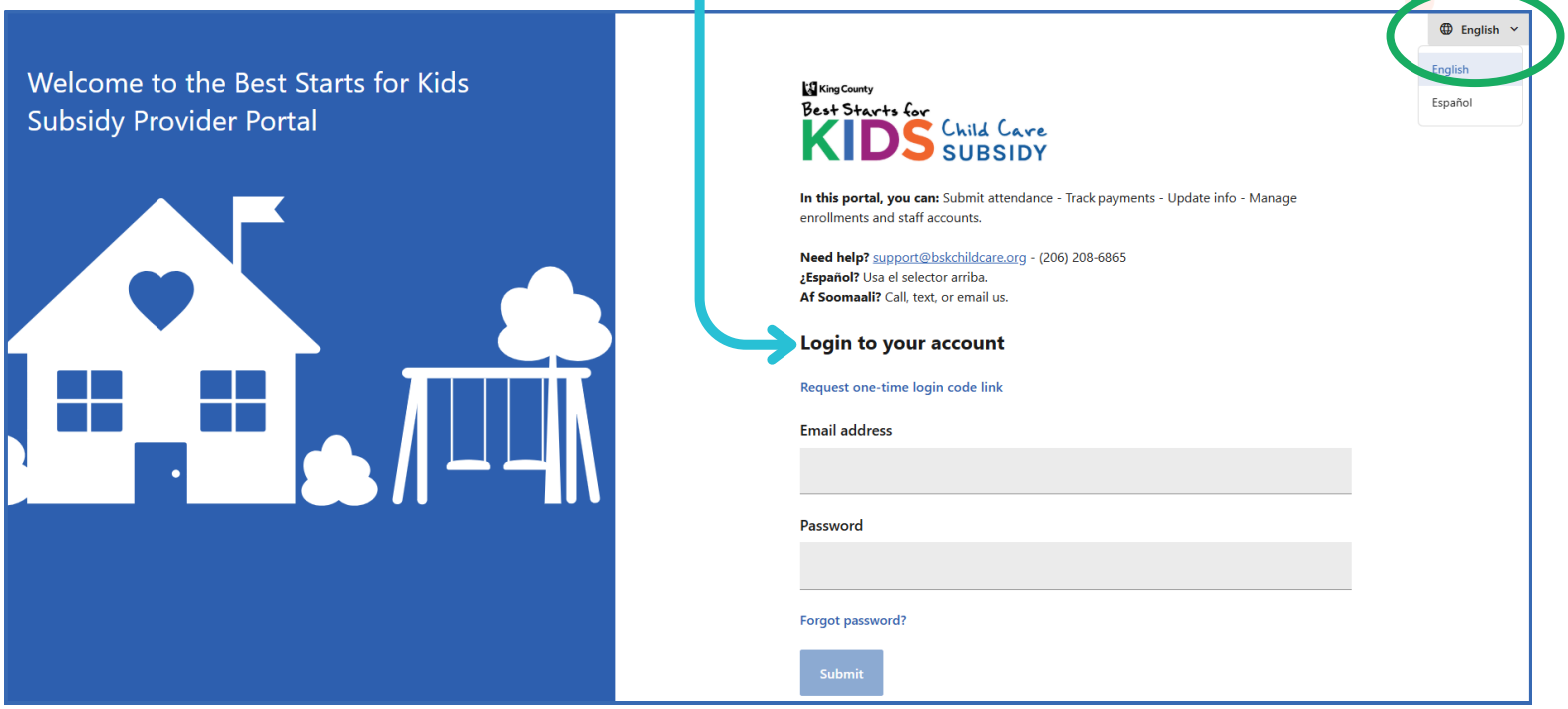
Logging In to the Portal

To go to the Provider Portal in BridgeCare, click here.

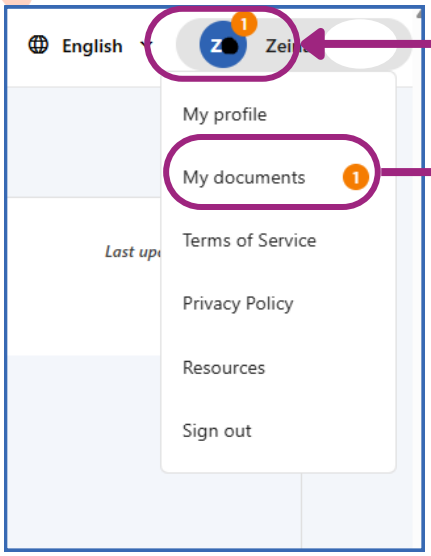
Providers can log into their portal by entering their email address and password

Change the language to Spanish setting by clicking here



Viewing Notifications

After logging in, providers will see a notification in their portal letting them know if they have a document to review and sign.



Signing a Subsidy Payment Authorization

After the family signs the Subsidy Payment Authorization, it will become available for the provider to sign in their portal.

Providers will see the same form that the family has signed, and they will review the form, complete their signature, then finish and submit.

providers@bskchildcare.org. The Best Starts Subsidy Billing Team will navigate the request. If a correction is determined to be needed, an update will be relayed to the managing FAS Team member to communicate to the family and directly to the provider, and award decisions will be adjusted.

SECTION 10: Authorization Signatures

Family Agreement

I am the parent or guardian of the above-named child and wish to receive Best Starts for Kids Child Care Subsidy assistance to be applied toward my child's tuition at the child care program named above.

I understand that payment will be sent to the child care provider listed above and that I am responsible for any tuition or fees not covered by the Best Starts for Kids Subsidy award.

I have carefully read and agree to the terms and conditions as outlined in the Subsidy Authorization Agreement.

Parent Signature

Brandi Hardcastle

Provider Agreement

I am currently authorized to enroll children. I have registered the above-named child in my program and agree to accept payment from the Best Starts for Kids Subsidy. If requested, I acknowledge that I will need to provide proof of the services for which I request payment in the form of attendance records. I understand the maximum amount of payments may change depending on attendance and enrollment.

I have carefully read and agree to the terms and conditions as outlined in the Subsidy Authorization Agreement.

Provider Signature

Provider

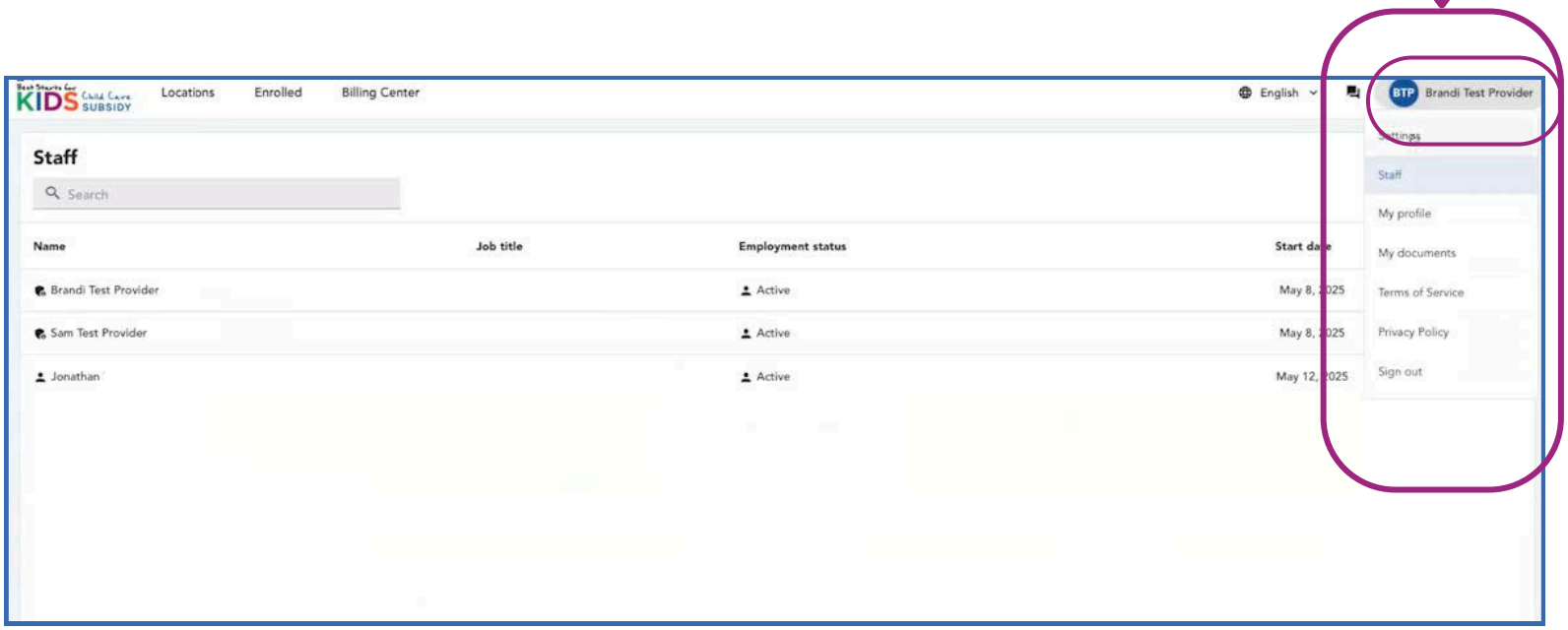
Close | Save draft | Finish and submit

Adding and Changing Staff Member Information

Providers have the option to add and edit their staff information.

To do this, the provider will click on their business name/settings tab in the upper right hand corner, and click on staff.

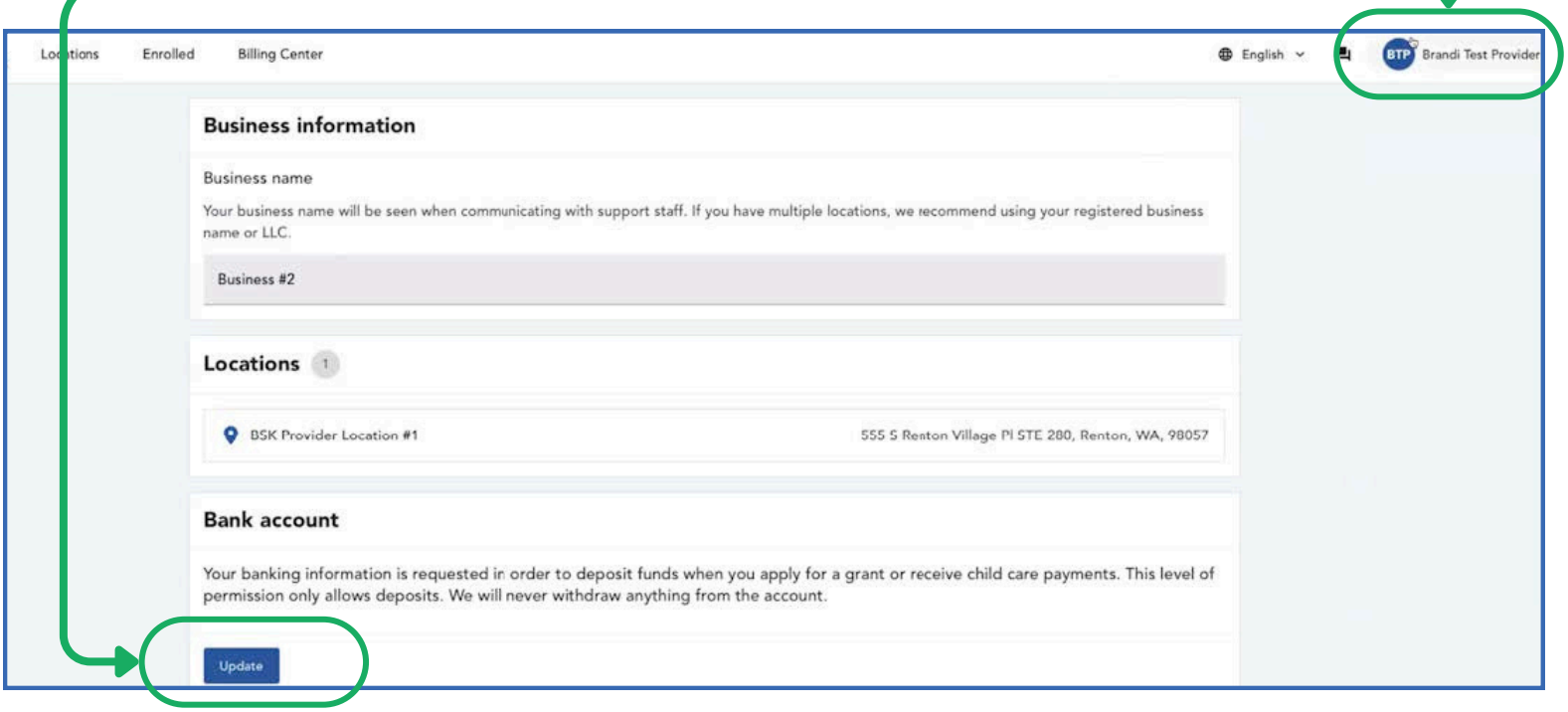
Please note that there is a difference between staff with admin-level access and staff with member-level access. Only admin-level staff are able to view and edit banking information.



Adding and Changing Banking Information

Providers with admin-level access in the portal can edit their bank account information if needed by clicking on their business name then the settings tab.
Staff with member-level access cannot view or edit banking information.

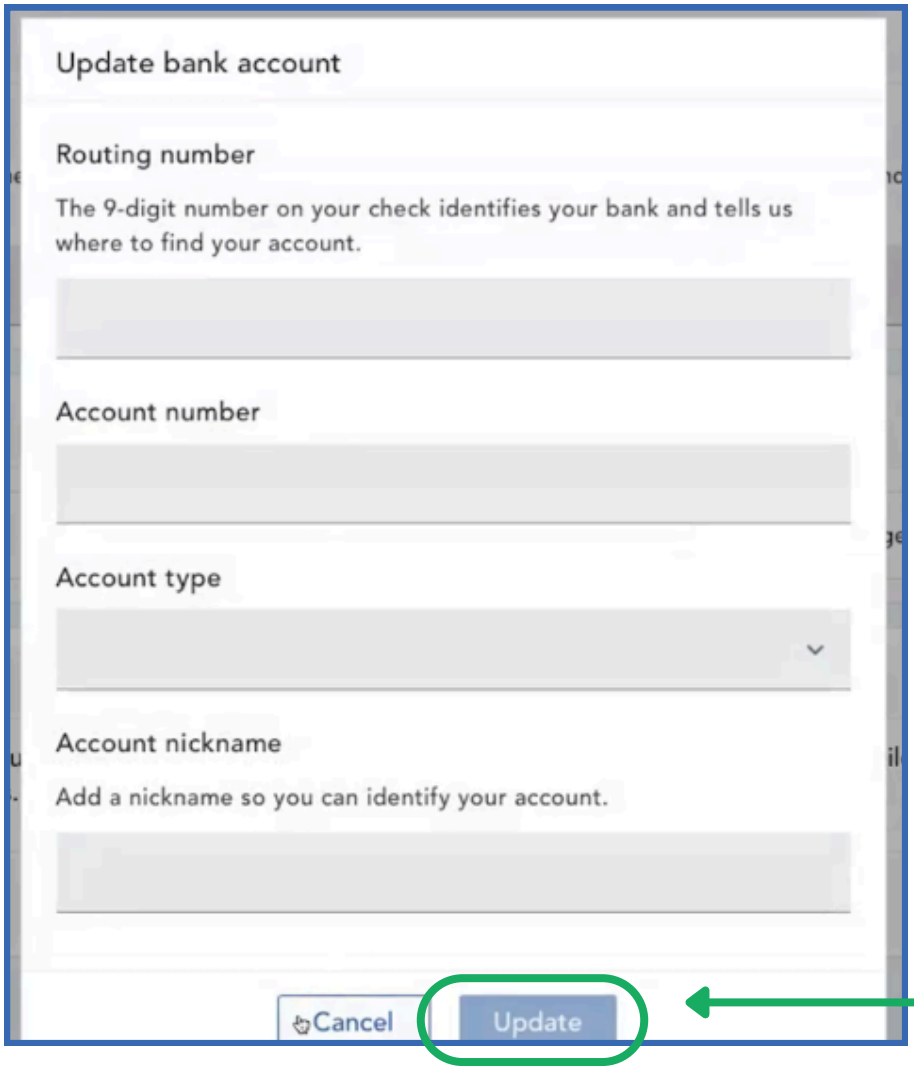
From here, providers will click the "Update" button under the "Bank account" section.



Adding and Changing Banking Information (continued)

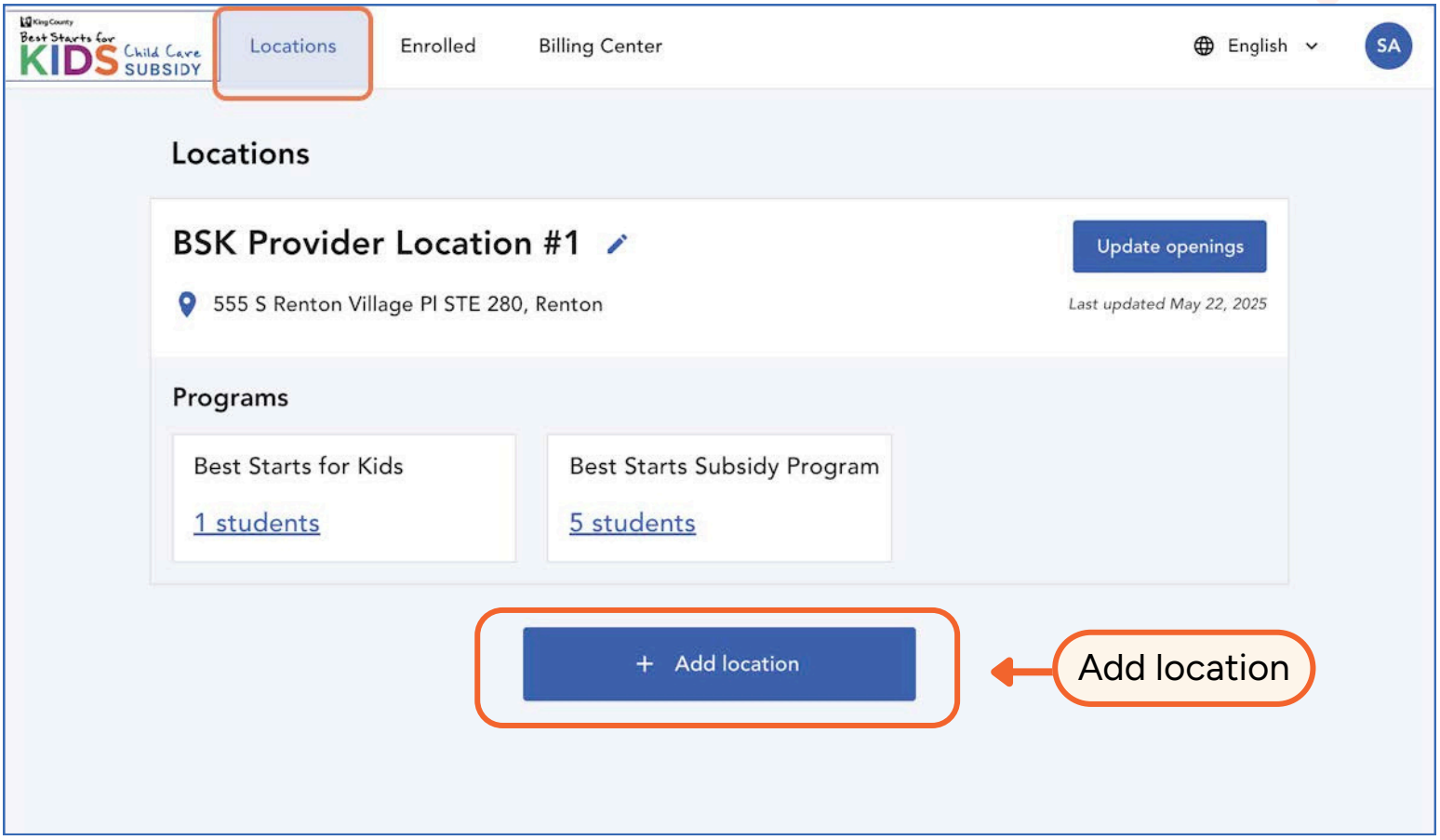
Next, providers will fill out the required information.

Last, click on the “Update” button to finish adding or changing banking information.



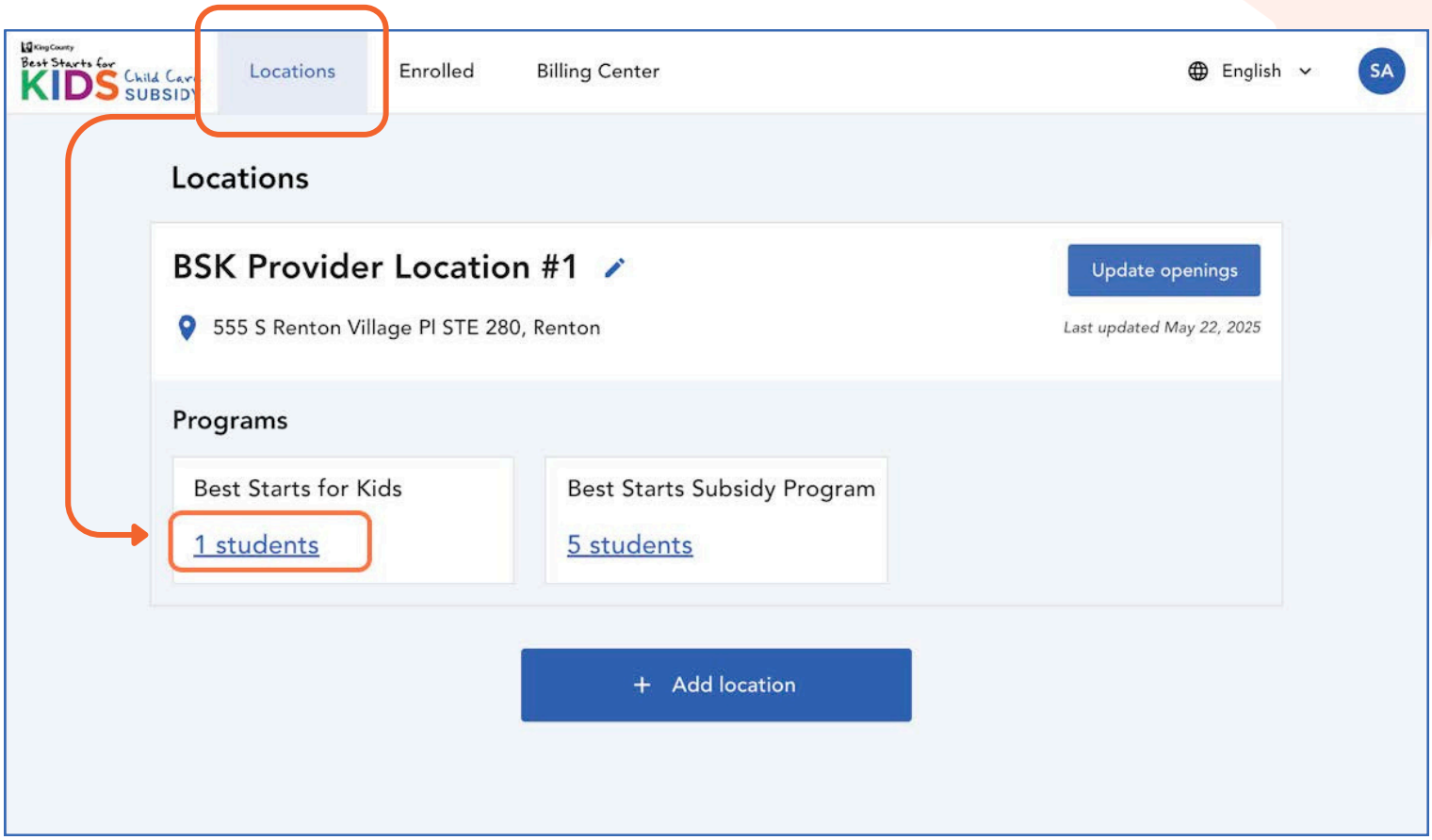
Adding and Changing Provider Locations

In the locations tab, providers can update or add extra locations.

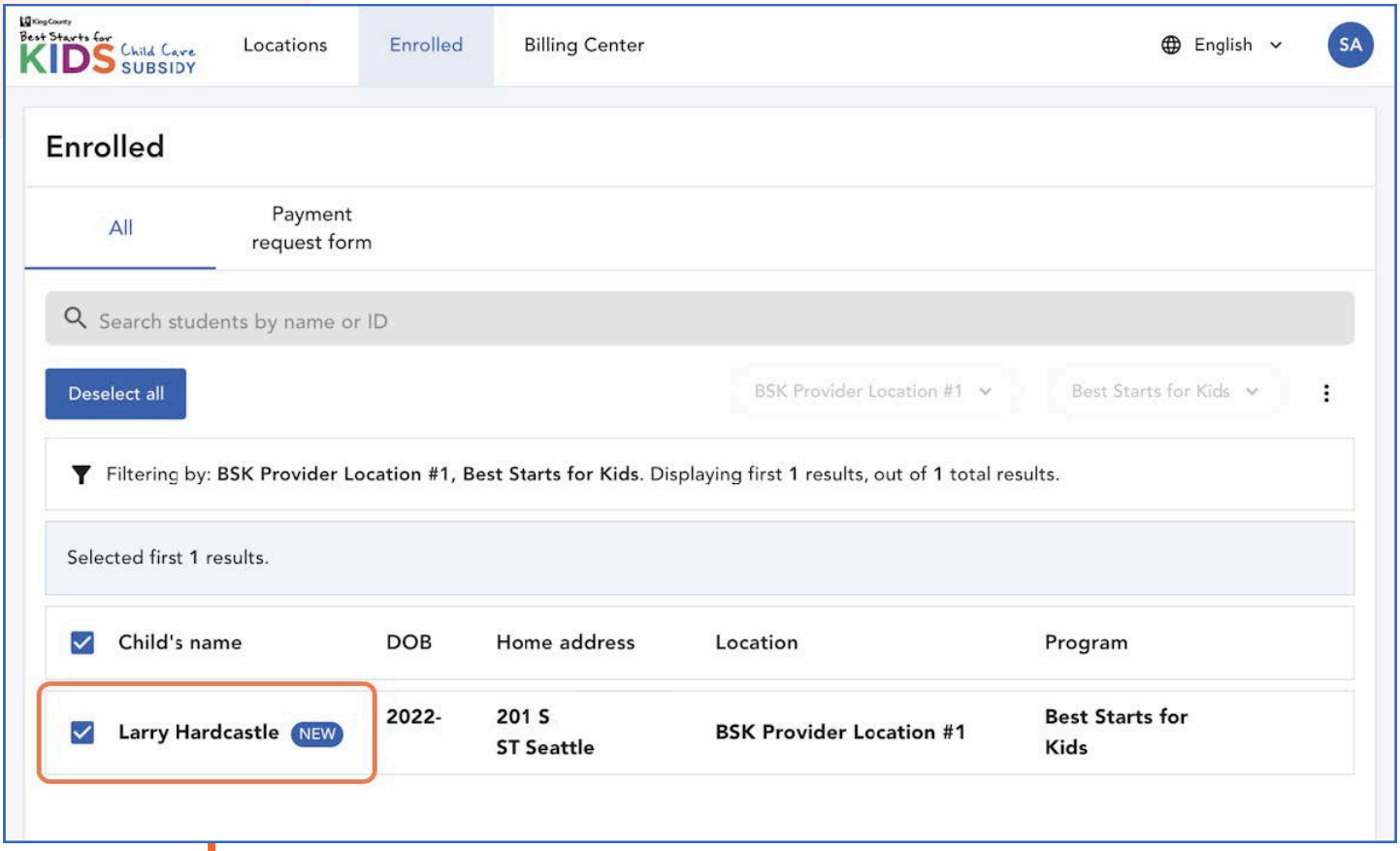


Viewing Student and Family Information

In the Locations tab, providers can click on the Students section to see information about each student who is getting the Best Starts for Kids Subsidy at their location.



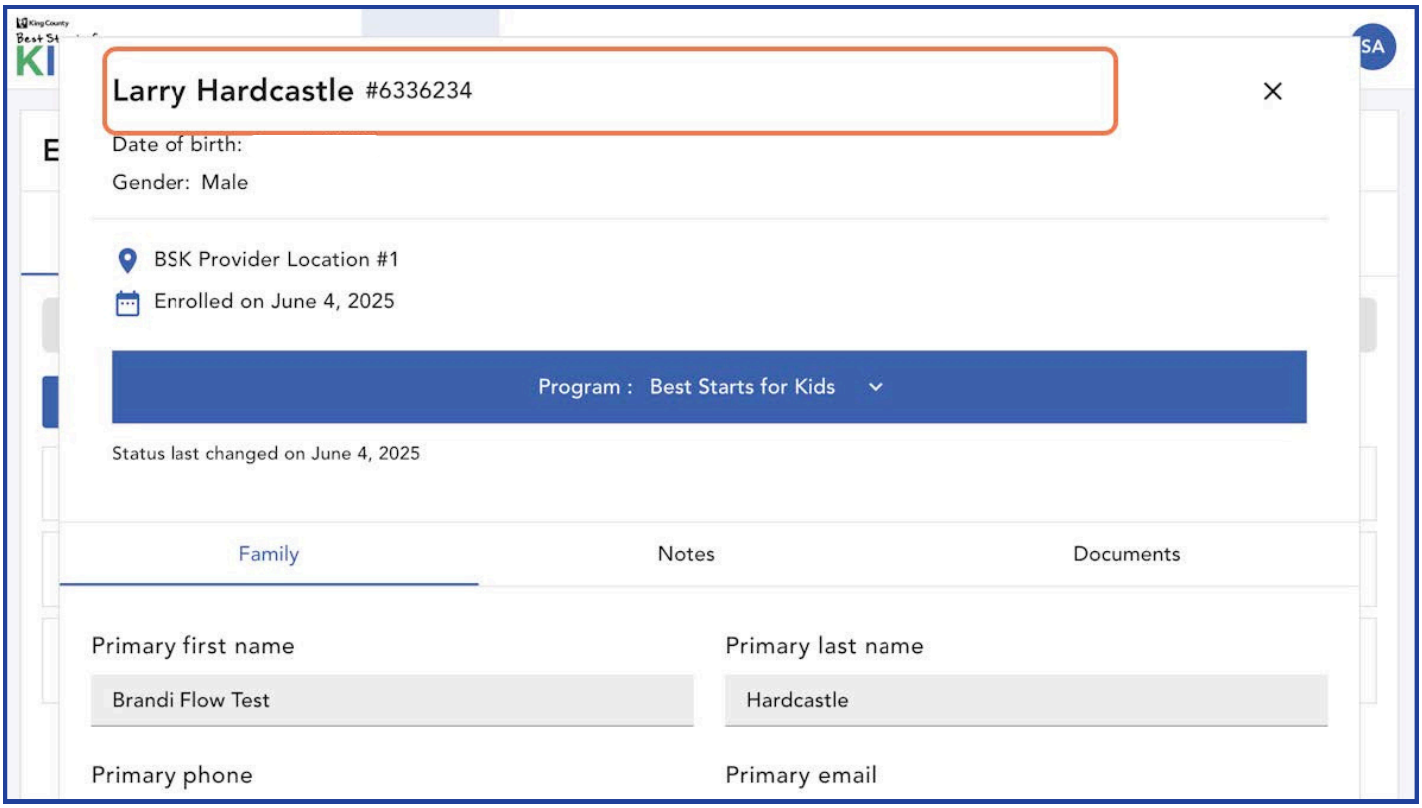
Viewing Student and Family Information (continued)



Providers can see more information about the student and their family by clicking on the child's name.

Viewing Student and Family Information (continued)

After clicking on the student's name, providers can see family information, notes, and documents.



About the Payment Request Form

The Payment Request Form (also called the Attendance Form) is your monthly attendance record. It also acts as your invoice to request payment for the care you provided.

Payment Request Forms (attendance) is usually available on the 17th of every month in the Provider Portal. You do not need to wait until the end of the month to complete it. As soon as you have all the information, you can fill out and submit the form. Once submitted, we begin processing your payment.

Please note: If logging in on your phone or mobile device, we recommend turning your screen to a horizontal view for best viewing results.

What Providers Do in the Form

✓ Answer questions about the child's care and enrollment

✓ Enter how many hours per week the child attended

Note: Subsidy payments are based on the approved hours of care, not the number of hours reported

- Indicate if the child received another subsidy during the month
- Submit the form when complete

We cannot send payment until the form is fully completed and submitted. If anything is missing or needs to be corrected, we will contact you directly.

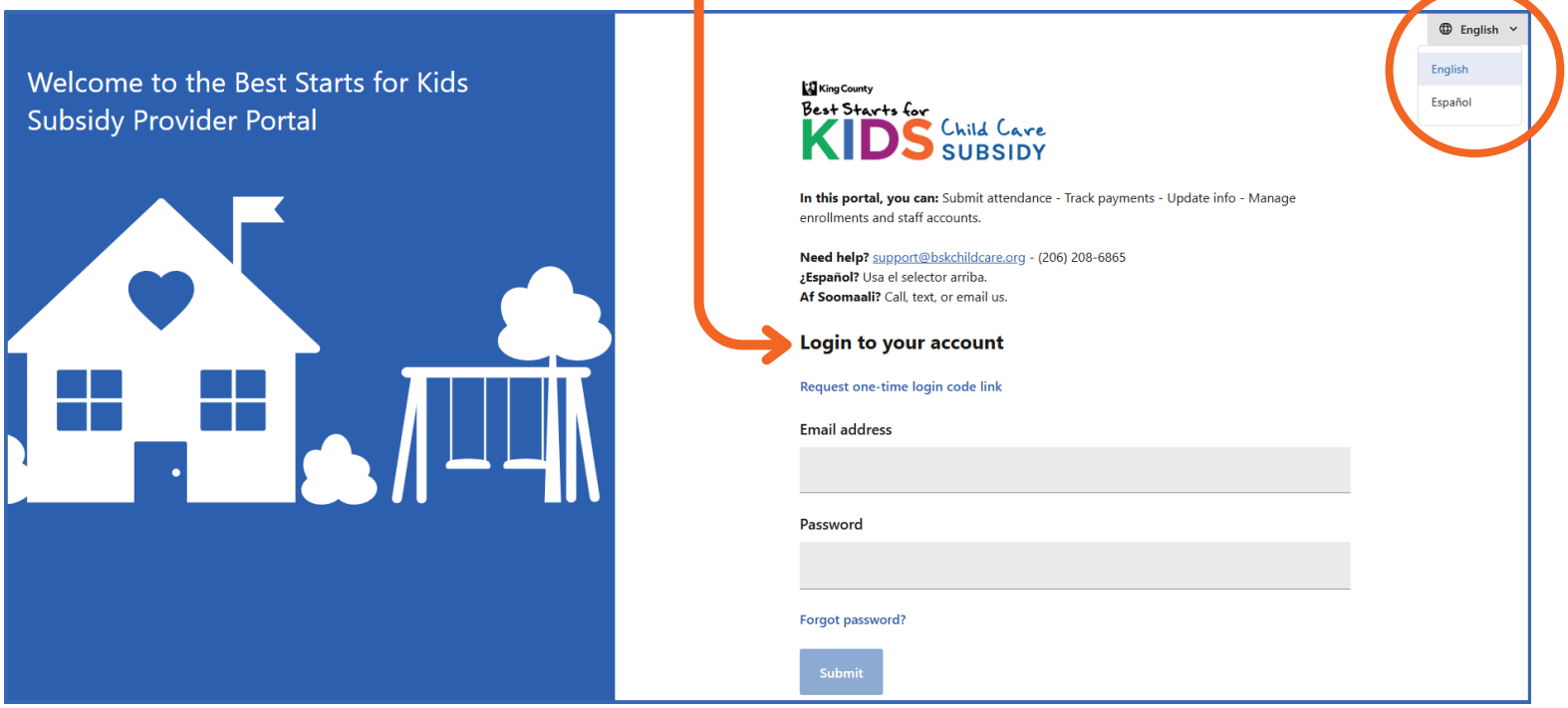
How to Fill Out the Payment Request Form

Logging In to the Portal

To go to the Provider Portal in BridgeCare, click here.

You can log into the portal by entering your email address and password, or by requesting and entering the one-time code sent to your email.

Change the language to Spanish setting by clicking here



Open Your List of Enrolled Children

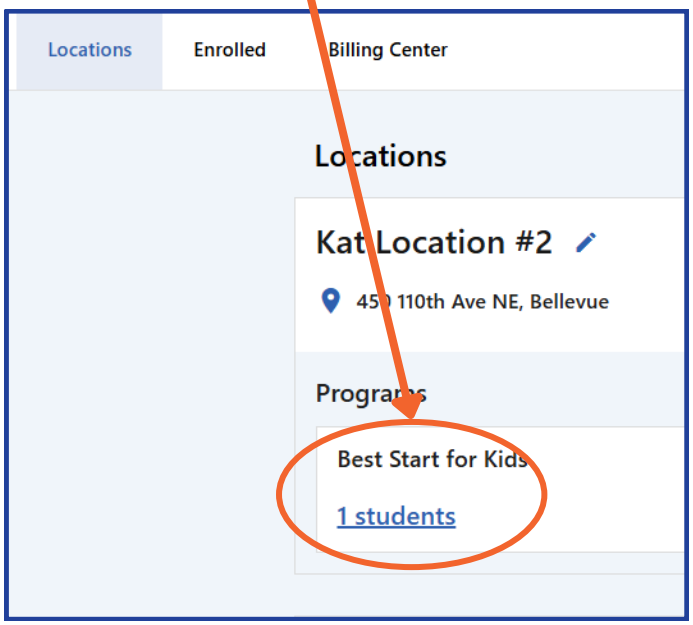
(PRF continued)

There are two ways to see the children enrolled at a program.

Option 1

Click on the blue link that shows the number of students under your provider location.

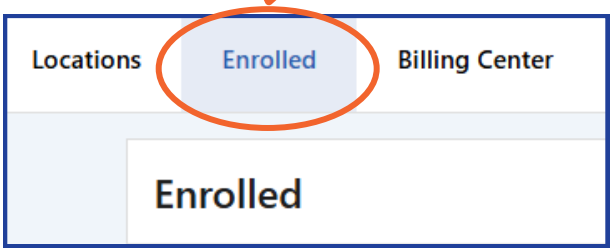
This opens the list of children currently enrolled in your care.



Option 2

Click the Enrolled Tab

This opens the list of children currently enrolled in your care.

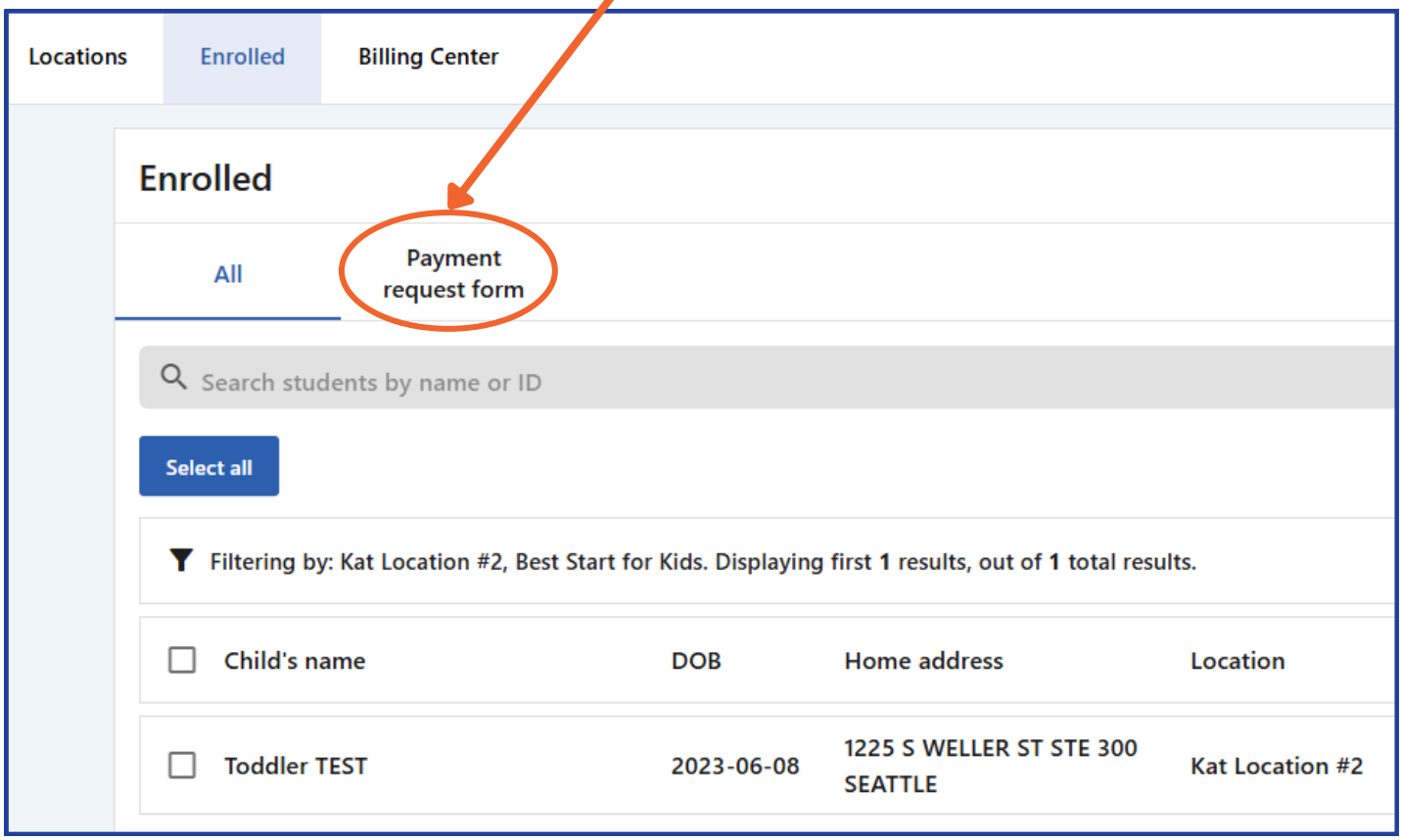


Go to the Payment Request Form Tab

(PRF continued)

At the top of the screen, click the Payment Request Form tab.

This will show the children eligible for monthly payment requests.

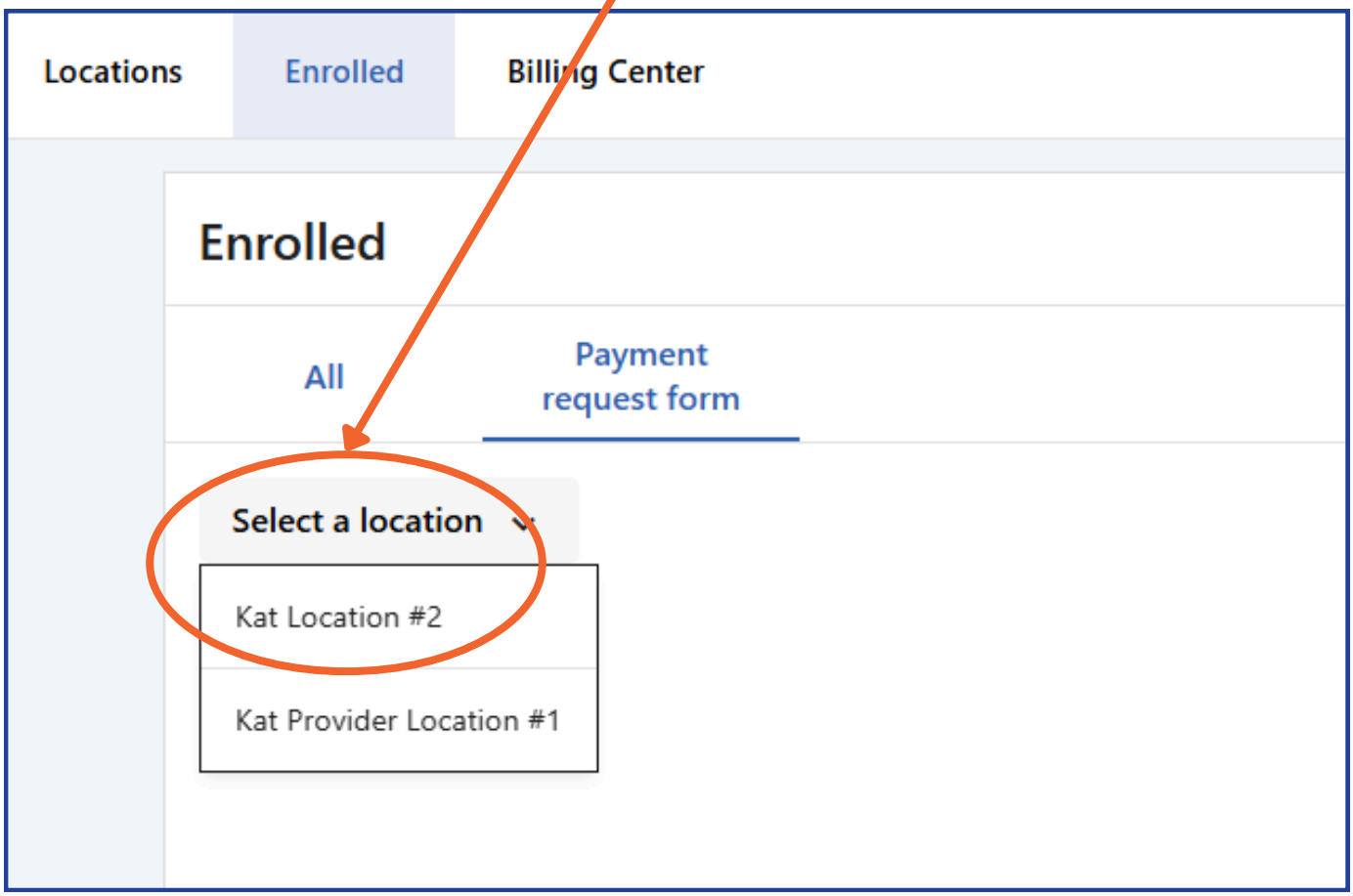


Select Your Provider Location

(PRF continued)

Use the dropdown menu to select your provider location.

If you only have one site, it will be the only option available.

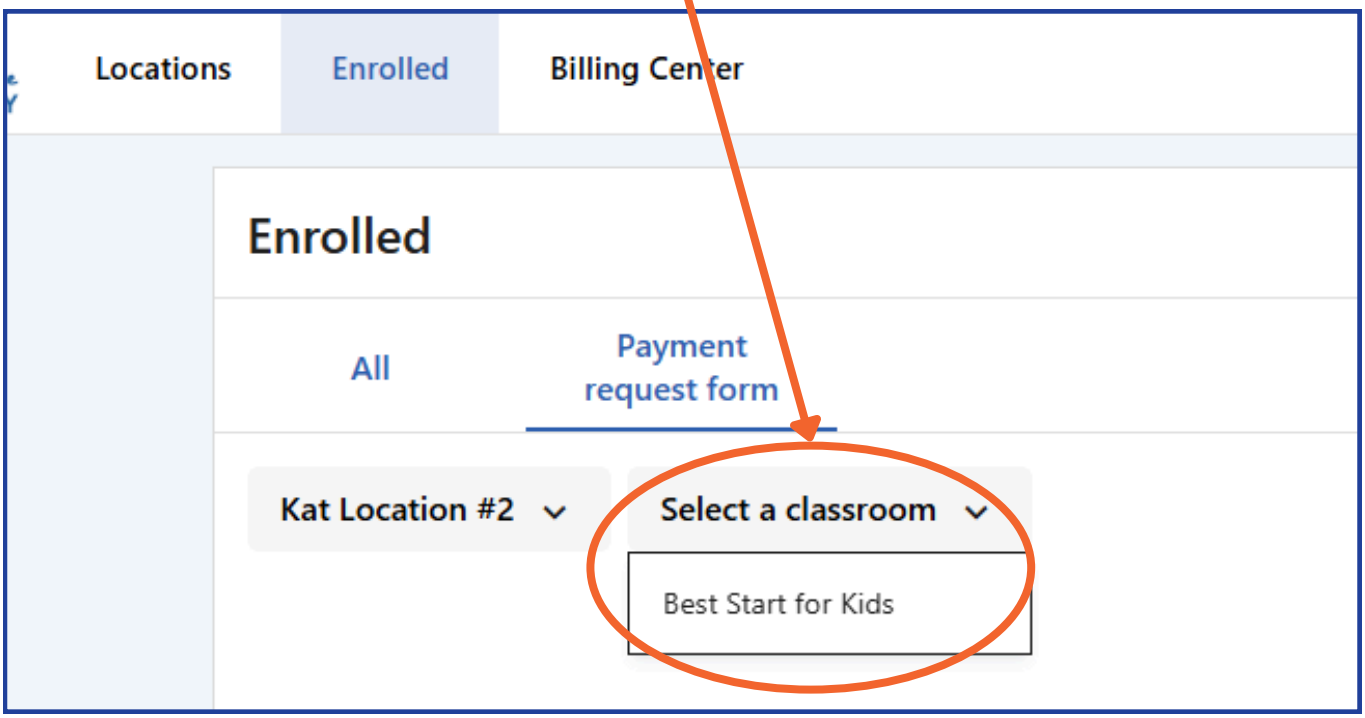


Choose the Best Starts for Kids Classroom

(PRF continued)

Select Best Starts for Kids from the classroom options.

This tells the system which program you're submitting the form for.

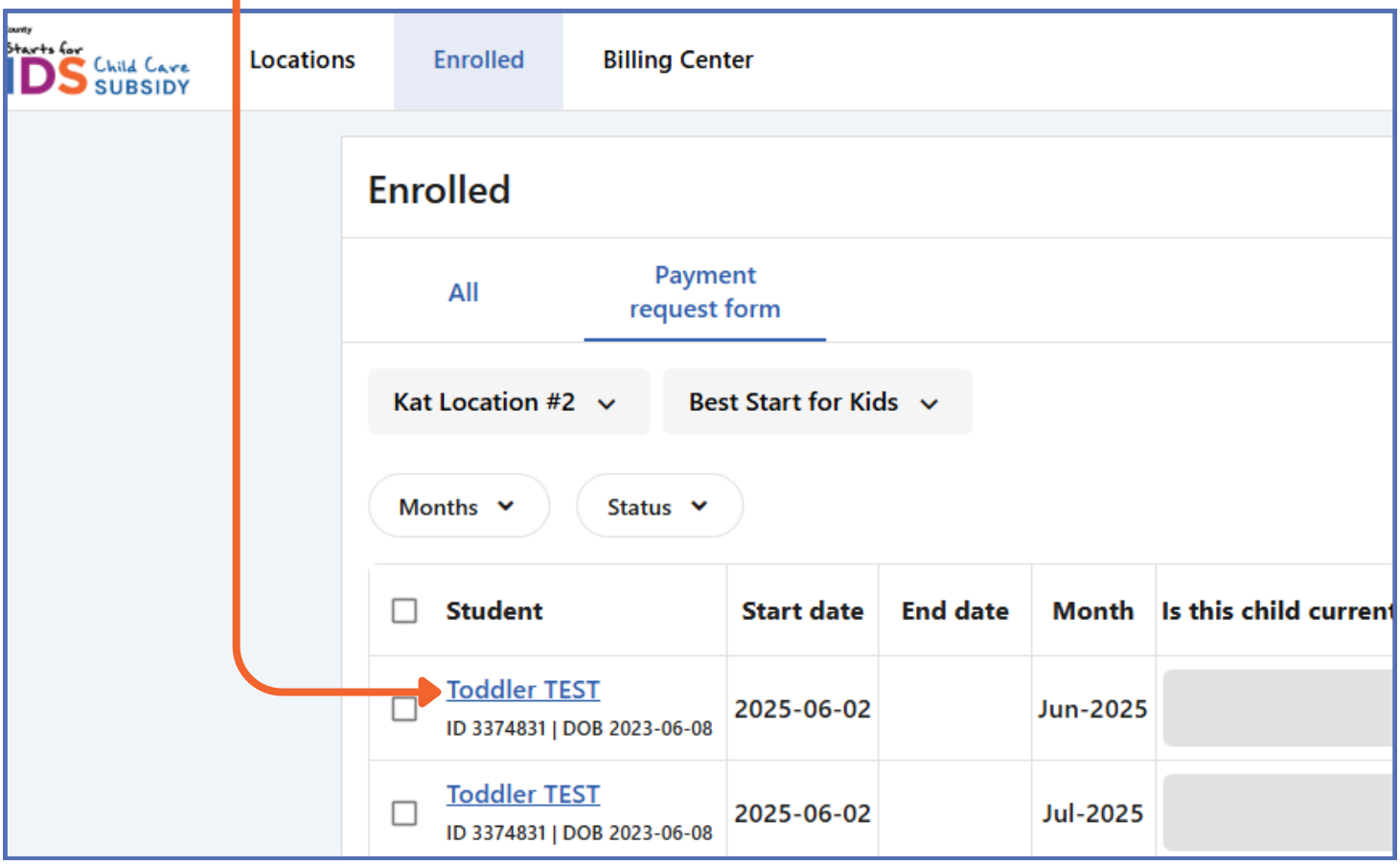


Click on the Child's Name

(PRF continued)

Find the child you're submitting for and click their name.

This opens the attendance form for that child.



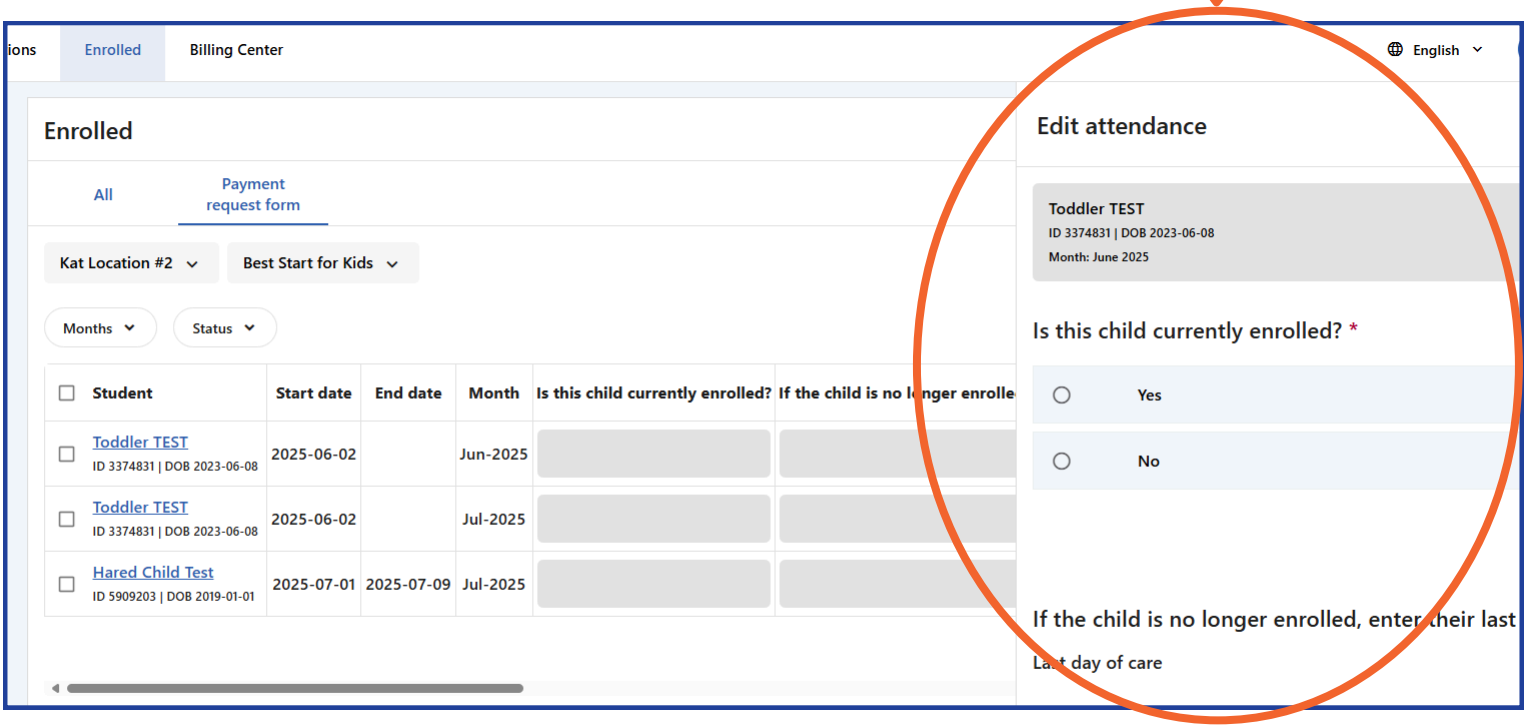
Fill Out the Attendance Form

(PRF continued)

The form will pop up. Answer all the questions in the form:

- Confirm if the child is still enrolled
- Report how many hours per week they attended
- Say if the child received another subsidy this month

Click Update after each section, fill in your answer, then click Save.

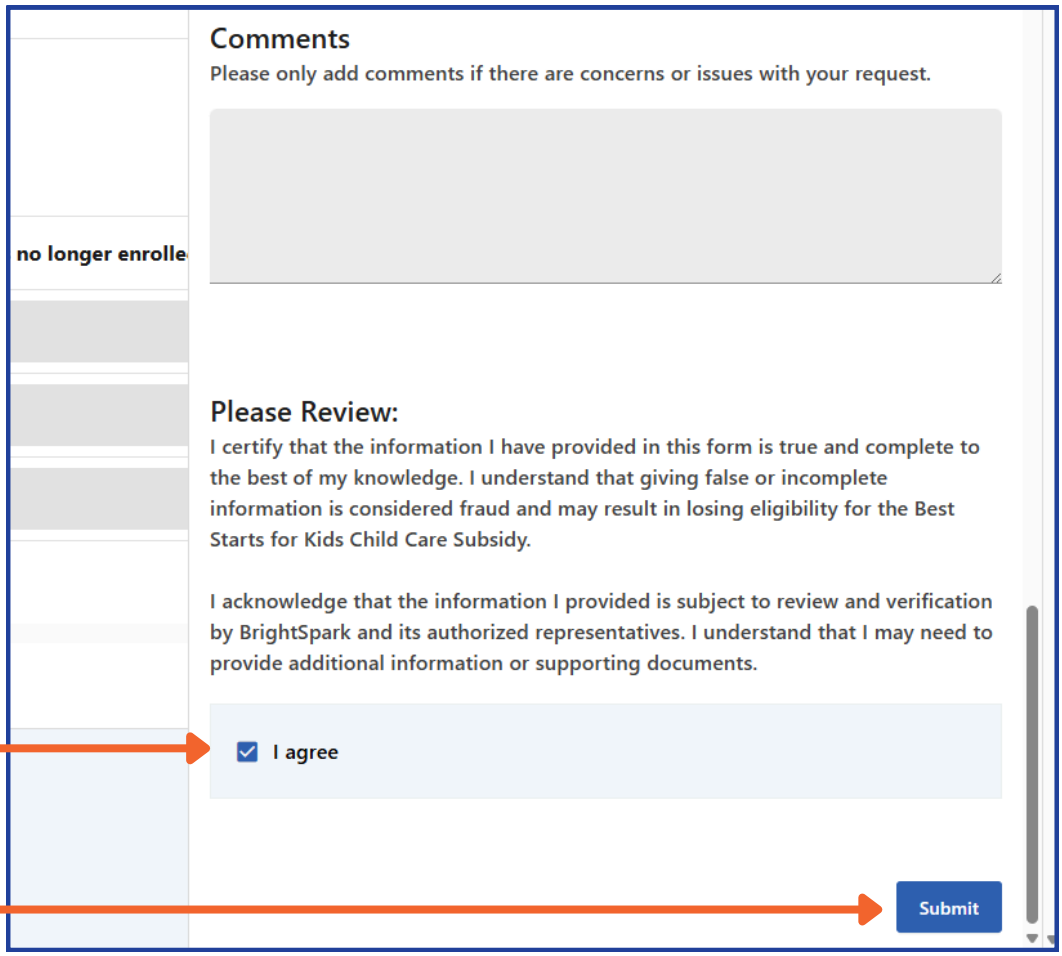


Submit the Payment Request Form

(PRF continued)

When the form is complete, scroll to the bottom.

Click I Agree, then click Submit.



After You Submit the PRF

(PRF continued)

You'll see a blue box that says:

"Payment request form updated successfully."

If you would like to confirm your submission, please use the "Status" filter option to view submitted forms.

If you need to make a change after submitting, contact the Best Starts Subsidy Team.

If you would like to download a copy of your completed PRFs, you can use the checkboxes to the left to select the forms and use the button with the three dots to download.

PRF Submission Timelines

(PRF continued)

To help us send payments on time:

- Submit PRFs by the last day of the month of care
  (Example: For July care, submit by July 31)
- Forms expire 30 days after the month of care ends

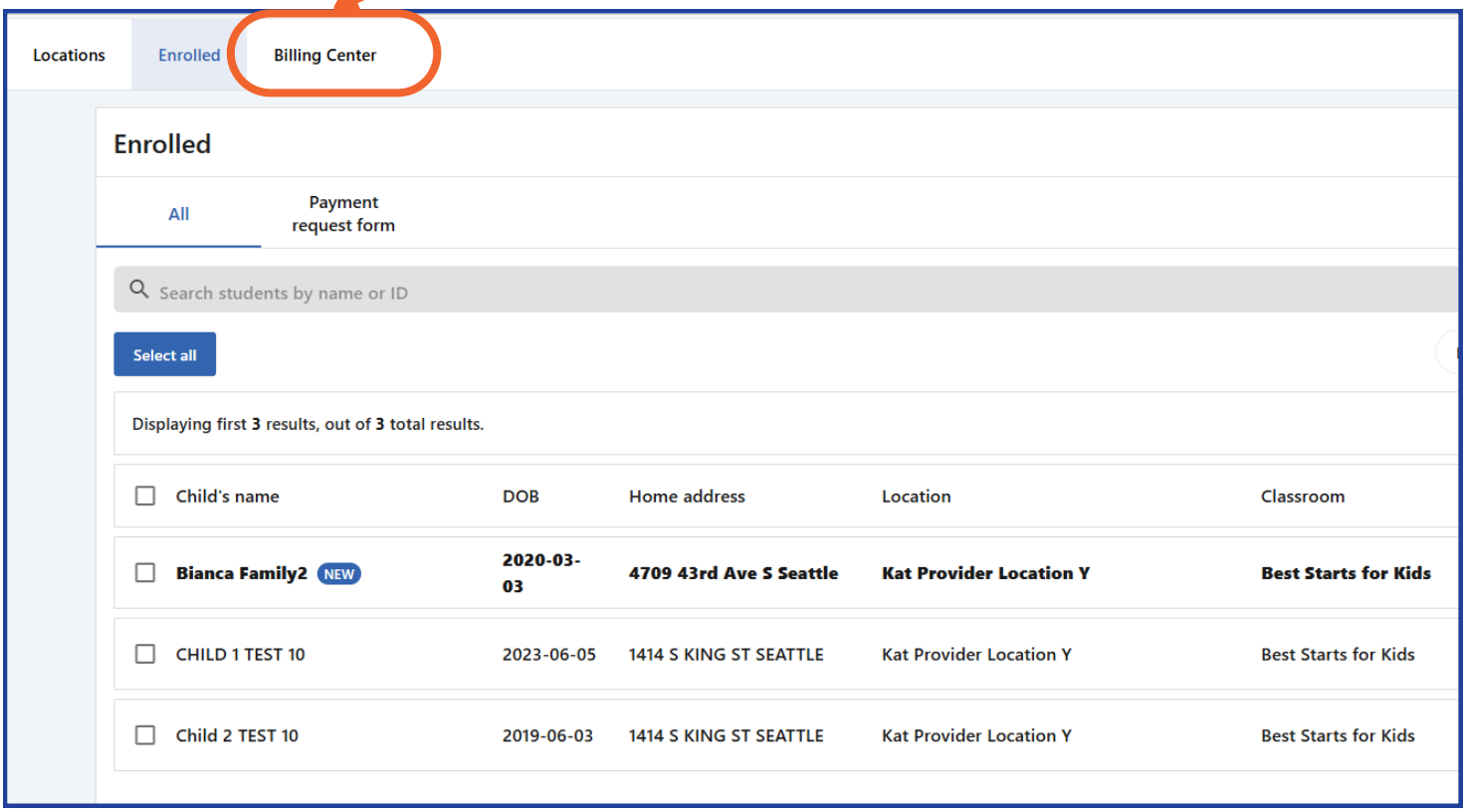
➤ For July care, the final day to submit is August 30

If a form is not submitted before it expires, it will be locked and payment cannot be made.

Please contact us if you need more time — we're here to support you.

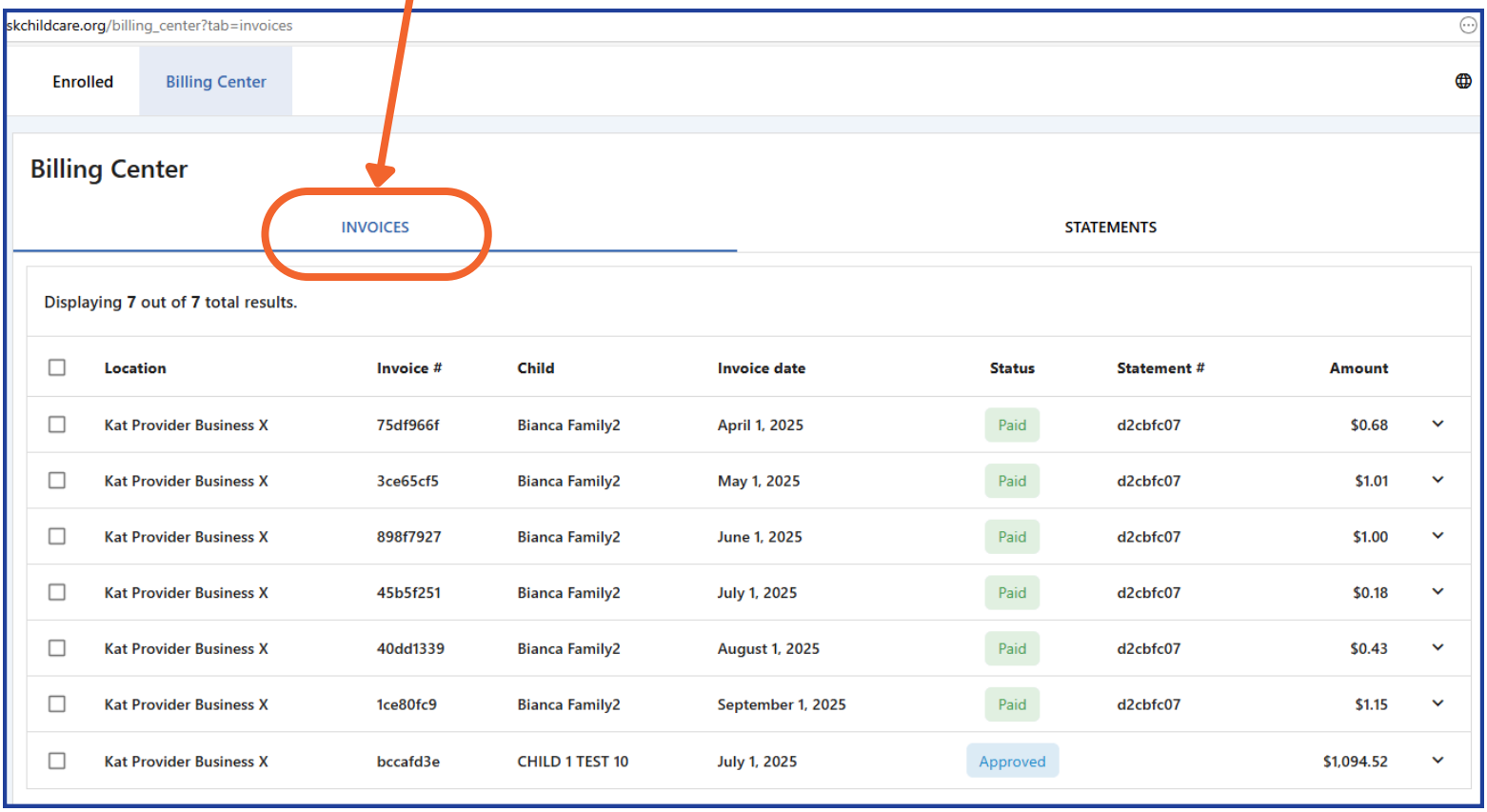
Viewing Invoices and Statement Summaries

In the Billing Center tab, Providers can view invoices and statements.



Viewing Invoices and Statement Summaries (continued)

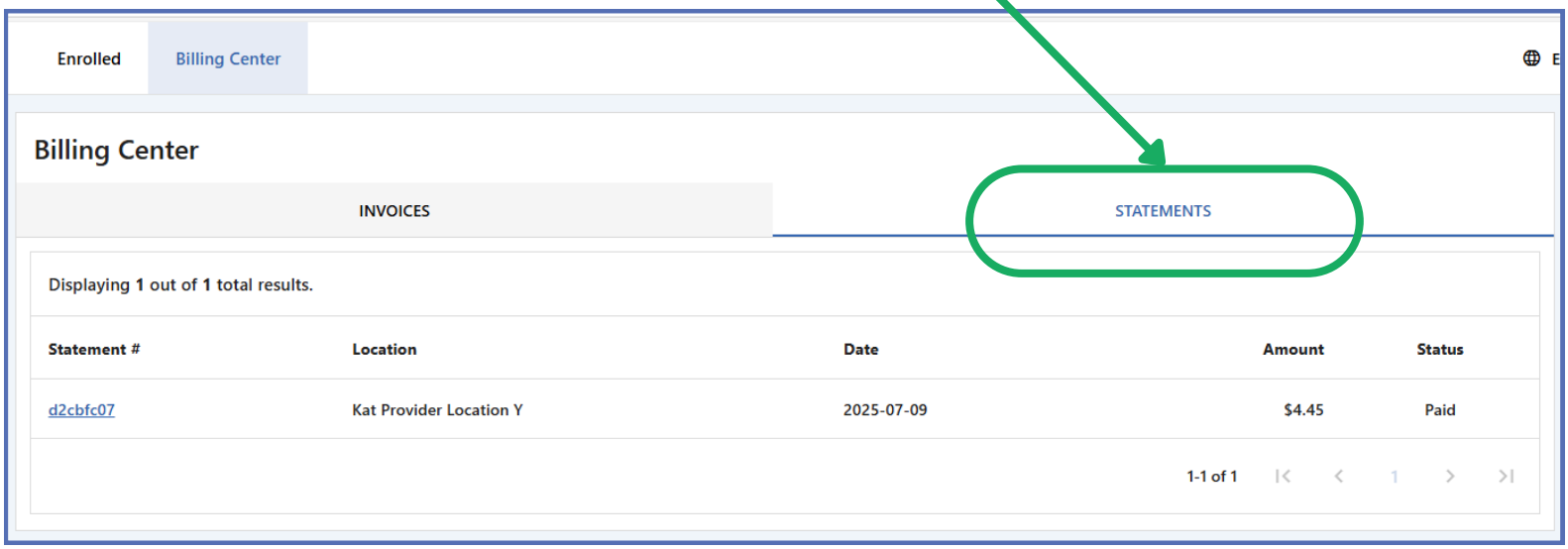
Click on “Invoices” to view all invoices and their status.



Location	Invoice #	Child	Invoice date	Status	Statement #	Amount
Kat Provider Business X	75df966f	Bianca Family2	April 1, 2025	Paid	d2cbfc07	$0.68
Kat Provider Business X	3ce65cf5	Bianca Family2	May 1, 2025	Paid	d2cbfc07	$1.01
Kat Provider Business X	898f7927	Bianca Family2	June 1, 2025	Paid	d2cbfc07	$1.00
Kat Provider Business X	45b5f251	Bianca Family2	July 1, 2025	Paid	d2cbfc07	$0.18
Kat Provider Business X	40dd1339	Bianca Family2	August 1, 2025	Paid	d2cbfc07	$0.43
Kat Provider Business X	1ce80fc9	Bianca Family2	September 1, 2025	Paid	d2cbfc07	$1.15
Kat Provider Business X	bccafd3e	CHILD 1 TEST 10	July 1, 2025	Approved		$1,094.52

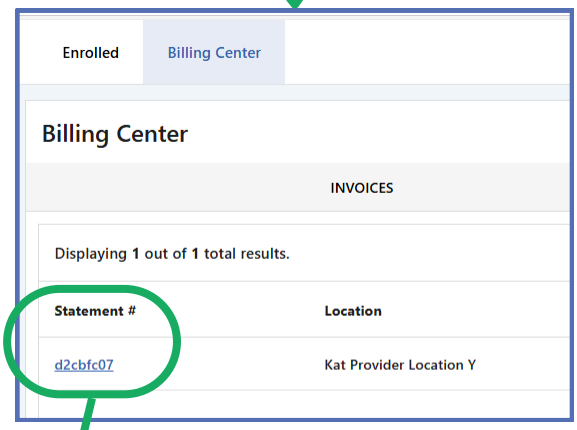
Viewing Invoices and Statement Summaries (continued)

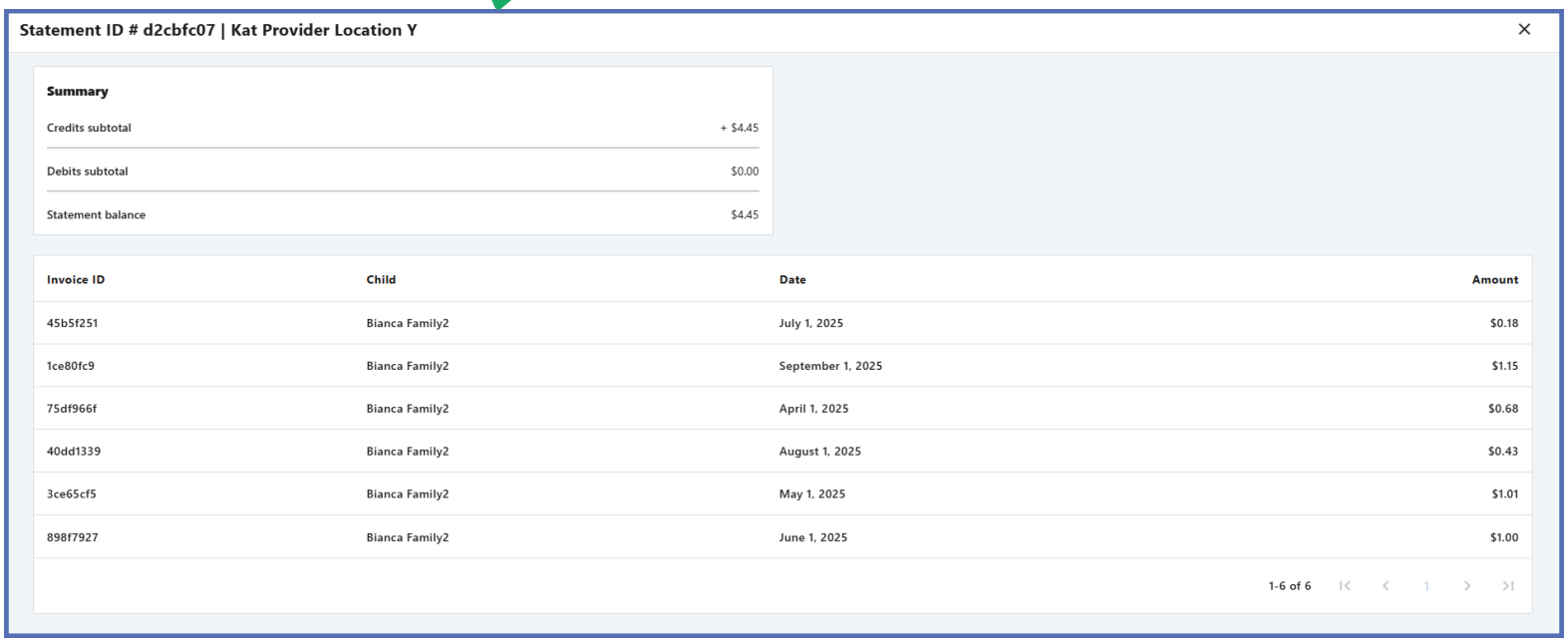
Click on “Statements” to see the total amount and the status of the payment.



Viewing Invoices and Statement Summaries (continued)

Click on “Statement ID” to see the breakdown of the payment, including the amount paid for each child and the month of care.





Statement ID # d2cbfc07 | Kat Provider Location Y

Summary

Credits subtotal	+ $4.45
Debits subtotal	$0.00
Statement balance	$4.45

Invoice ID	Child	Date	Amount
45b5f251	Bianca Family2	July 1, 2025	$0.18
1ce80fc9	Bianca Family2	September 1, 2025	$1.15
75df966f	Bianca Family2	April 1, 2025	$0.68
40dd1339	Bianca Family2	August 1, 2025	$0.43
3ce65cf5	Bianca Family2	May 1, 2025	$1.01
898f7927	Bianca Family2	June 1, 2025	$1.00

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