

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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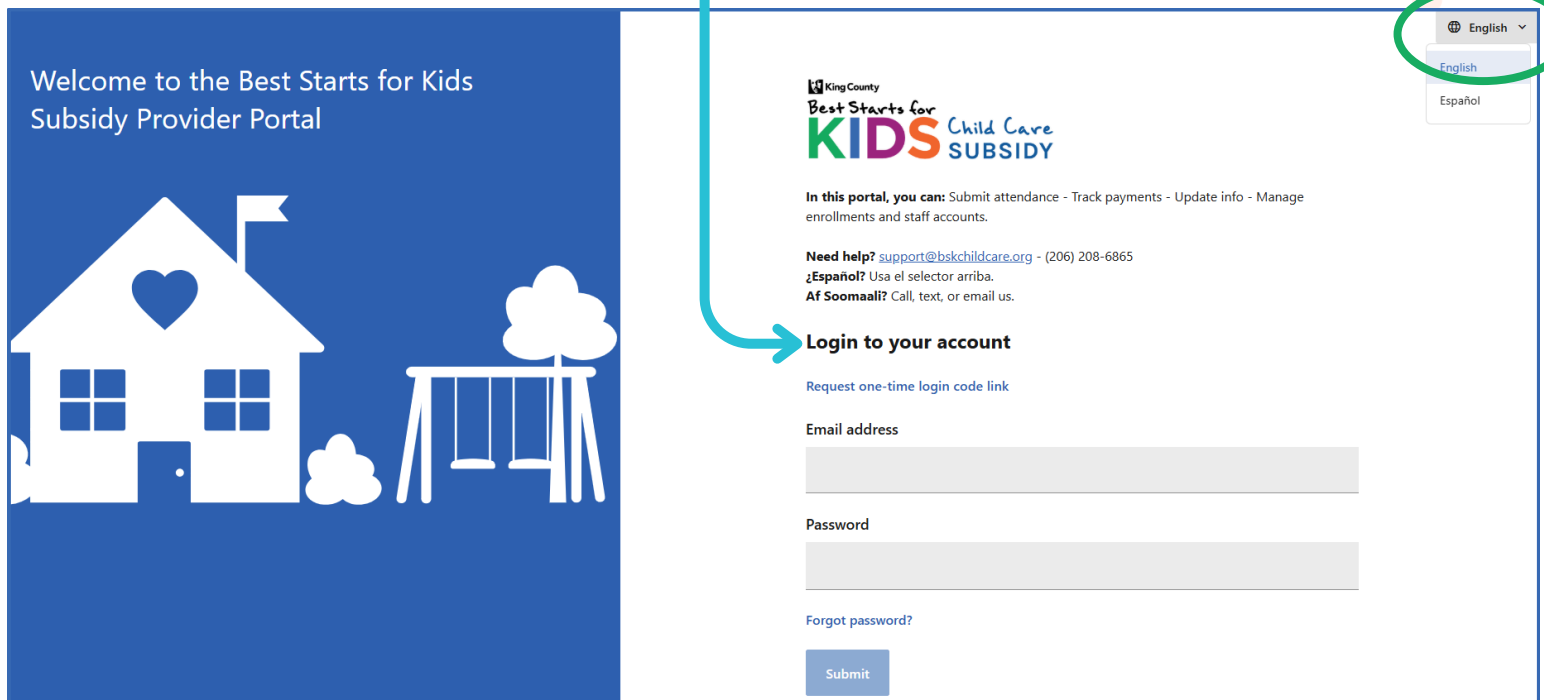


Logging In to the Portal

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



Welcome to the Best Starts for Kids Subsidy Provider Portal

King County
Best Starts for
KIDS Child Care
SUBSIDY

In this portal, you can: Submit attendance - Track payments - Update info - Manage enrollments and staff accounts.

Need help? support@bskchildcare.org - (206) 208-6865
¿Español? Usa el selector arriba.
Af Soomaali? Call, text, or email us.

Login to your account

[Request one-time login code link](#)

Email address

Password

[Forgot password?](#)

English
Español

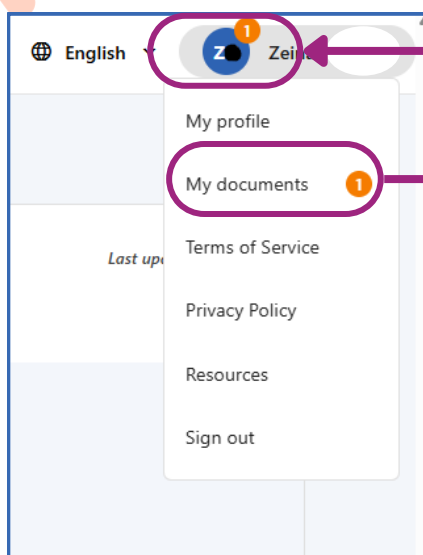


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child-centered, antiracist early learning communities.



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.



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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.

Staff

Search

Name	Job title	Employment status	Start date
Brandi Test Provider		Active	May 8, 2025
Sam Test Provider		Active	May 8, 2025
Jonathan		Active	May 12, 2025

English

BTP Brandi Test Provider

- Settings
- Staff
- My profile
- My documents
- Terms of Service
- Privacy Policy
- Sign out



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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.

The screenshot shows the provider portal interface. At the top, there are tabs for 'Locations', 'Enrolled', and 'Billing Center'. On the right, there is a language dropdown set to 'English' and a user profile icon labeled 'BTP Brandi Test Provider'. The main content area is divided into three sections: 'Business information', 'Locations', and 'Bank account'. The 'Business information' section has a 'Business name' field with a note: 'Your business name will be seen when communicating with support staff. If you have multiple locations, we recommend using your registered business name or LLC.' Below this is a 'Business #2' field. The 'Locations' section is titled 'Locations 1' and contains a single location entry: 'BSK Provider Location #1' with the address '555 S Renton Village Pl STE 200, Renton, WA, 98057'. The 'Bank account' section has a note: 'Your banking information is requested in order to deposit funds when you apply for a grant or receive child care payments. This level of permission only allows deposits. We will never withdraw anything from the account.' At the bottom of the 'Bank account' section is a blue 'Update' button. A green arrow points from this button to the text box above. Another green arrow points from the 'BTP' logo in the top right corner to the text box above.



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.

The screenshot shows a web form titled "Update bank account". It contains four input fields: "Routing number" (with a descriptive text: "The 9-digit number on your check identifies your bank and tells us where to find your account."), "Account number", "Account type" (a dropdown menu), and "Account nickname" (with a descriptive text: "Add a nickname so you can identify your account."). At the bottom of the form are two buttons: "Cancel" and "Update". The "Update" button is circled in green. Four green arrows point from the text boxes above to the form: three on the left point to the Routing number, Account number, and Account type fields, and one on the right points to the "Update" button.



Adding and Changing Provider Locations

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

King County
Best Starts for
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SUBSIDY

Locations Enrolled Billing Center

English SA

Locations

BSK Provider Location #1

555 S Renton Village Pl STE 280, Renton Last updated May 22, 2025

Update openings

Programs

Best Starts for Kids 1 students	Best Starts Subsidy Program 5 students
--	---

+ Add location ← Add location



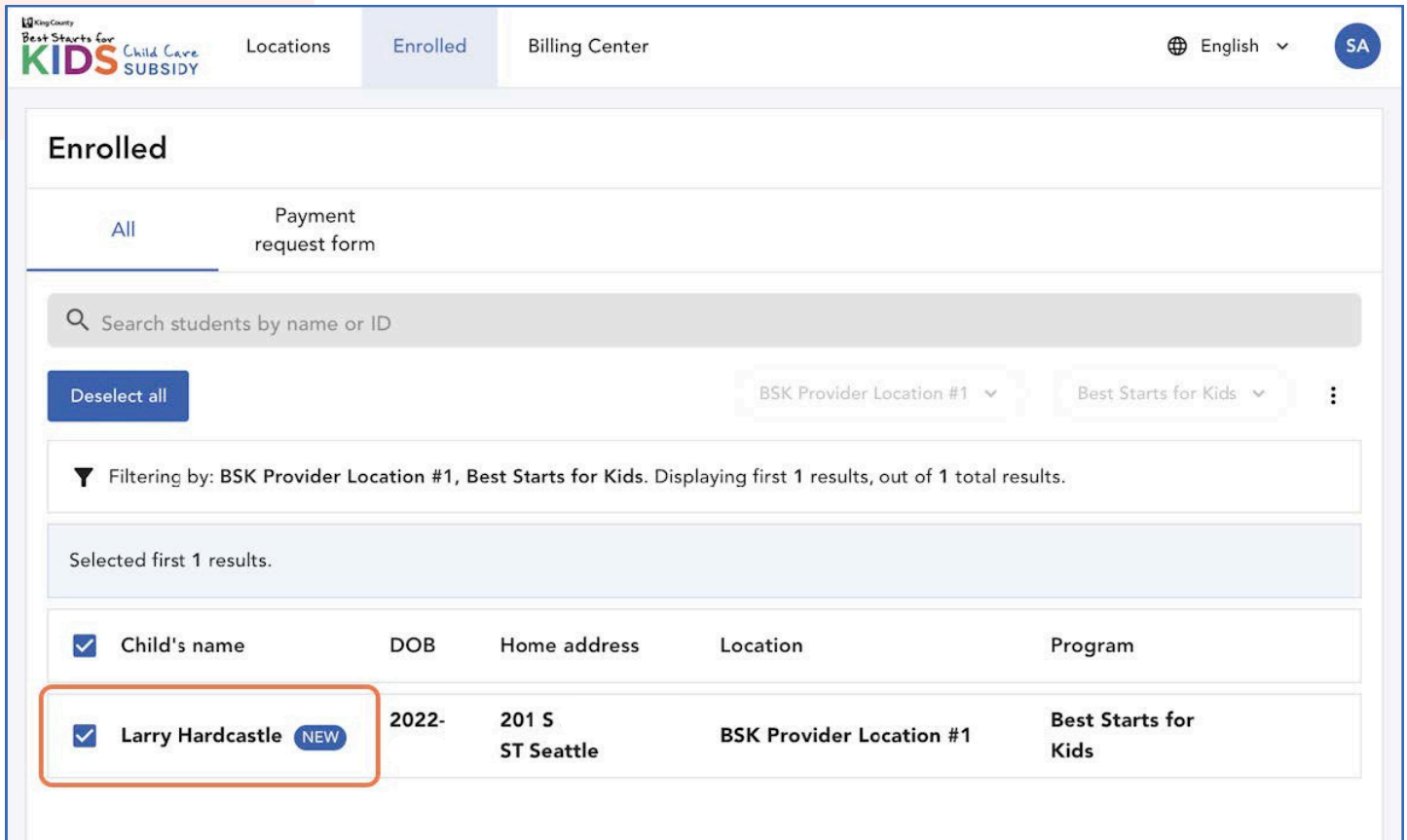
Viewing Student and Family Information

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.

The screenshot shows the 'Locations' tab selected in the top navigation bar. Below the navigation bar, the 'Locations' section is displayed. It features a card for 'BSK Provider Location #1' with the address '555 S Renton Village Pl STE 280, Renton'. Under the 'Programs' section, there are two boxes: 'Best Starts for Kids' with a link to '1 students' and 'Best Starts Subsidy Program' with a link to '5 students'. An orange arrow points from the text box above to the '1 students' link. Another orange arrow points from the 'Locations' tab to the 'Locations' section header.



Viewing Student and Family Information (continued)



King County
Best Starts for Kids
KIDS Child Care SUBSIDY

Locations Enrolled Billing Center

English SA

Enrolled

All Payment request form

Search students by name or ID

Deselect all BSK Provider Location #1 Best Starts for Kids

Filtering by: BSK Provider Location #1, Best Starts for Kids. Displaying first 1 results, out of 1 total results.

Selected first 1 results.

<input checked="" type="checkbox"/>	Child's name	DOB	Home address	Location	Program
<input checked="" type="checkbox"/>	Larry Hardcastle NEW	2022-	201 S ST Seattle	BSK Provider Location #1	Best Starts for Kids

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.

The screenshot displays a web interface for viewing student and family information. At the top, a search bar contains the text "Larry Hardcastle #6336234". Below this, the student's details are listed: "Date of birth:" and "Gender: Male". A section titled "BSK Provider Location #1" shows the enrollment date as "Enrolled on June 4, 2025". A blue bar indicates the "Program : Best Starts for Kids". Below this, it states "Status last changed on June 4, 2025". The interface has three tabs: "Family", "Notes", and "Documents". The "Family" tab is active, showing fields for "Primary first name" (Brandi Flow Test) and "Primary last name" (Hardcastle). Below these are fields for "Primary phone" and "Primary email".

King County
Best Starts for Kids
SA

Larry Hardcastle #6336234

Date of birth:
Gender: Male

BSK Provider Location #1
Enrolled on June 4, 2025

Program : Best Starts for Kids

Status last changed on June 4, 2025

Family Notes Documents

Primary first name
Brandi Flow Test

Primary last name
Hardcastle

Primary phone
Primary email



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.



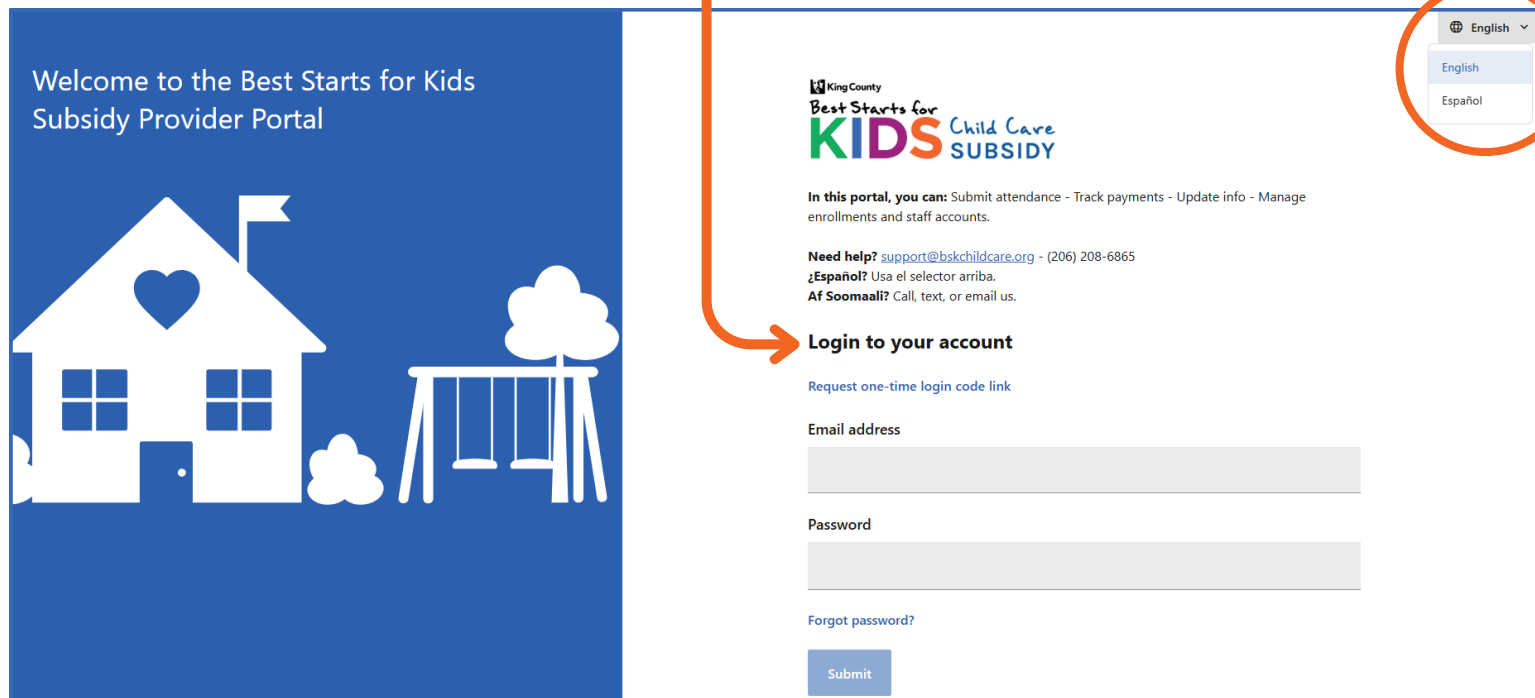
How to Fill Out the Payment Request Form

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



Welcome to the Best Starts for Kids Subsidy Provider Portal

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In this portal, you can: Submit attendance - Track payments - Update info - Manage enrollments and staff accounts.

Need help? support@bskchildcare.org - (206) 208-6865
¿Español? Usa el selector arriba.
Af Soomaali? Call, text, or email us.

Login to your account

[Request one-time login code link](#)

Email address

Password

[Forgot password?](#)

Submit

English
Español



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Open Your List of Enrolled Children

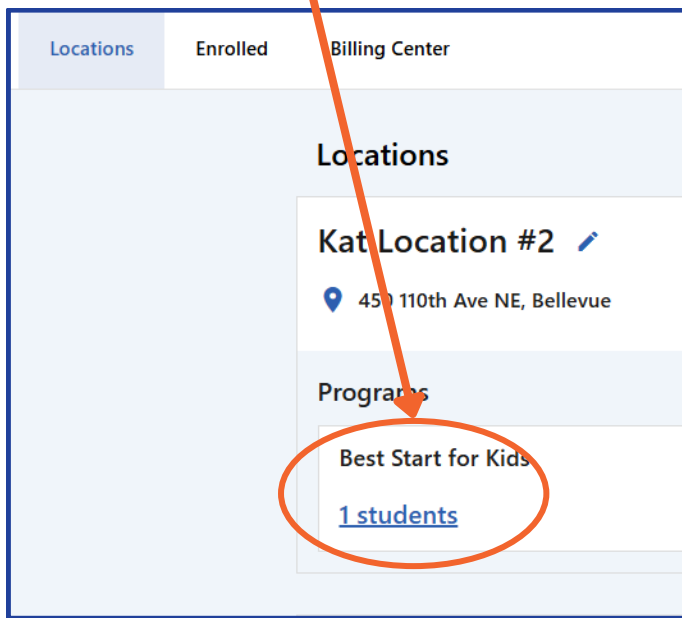
(PRF continued)

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.

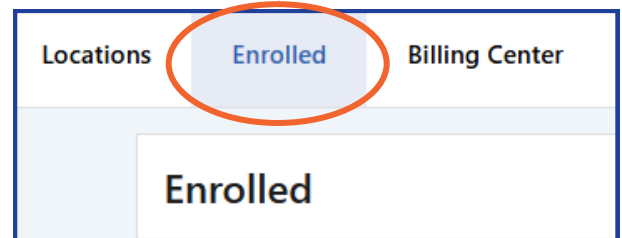
This opens the list of children currently enrolled in your care.



Option 2

Click the Enrolled Tab

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

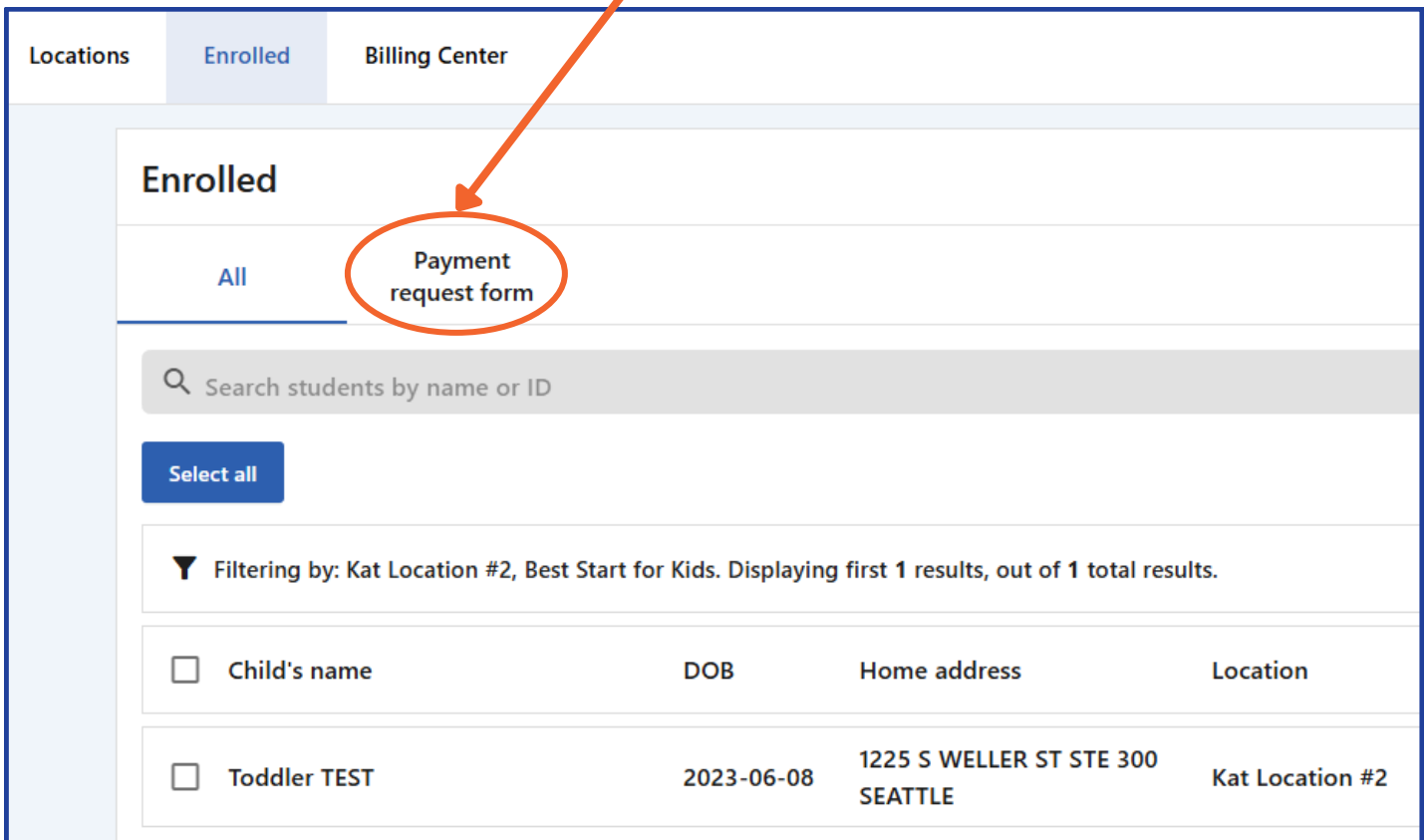


Go to the Payment Request Form Tab

(PRF continued)

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

This will show the children eligible for monthly payment requests.



The screenshot shows a web interface with three tabs at the top: 'Locations', 'Enrolled' (selected), and 'Billing Center'. Below the tabs, the 'Enrolled' section is active. It features a search bar with the placeholder text 'Search students by name or ID' and a 'Select all' button. A filter message states: 'Filtering by: Kat Location #2, Best Start for Kids. Displaying first 1 results, out of 1 total results.' Below this is a table with the following columns: 'Child's name', 'DOB', 'Home address', and 'Location'. The table contains one row for 'Toddler TEST' with a birth date of '2023-06-08' and a home address of '1225 S WELLER ST STE 300 SEATTLE'. The location is 'Kat Location #2'. An orange arrow points from the text box above to a button labeled 'Payment request form' which is circled in orange.

Child's name	DOB	Home address	Location
<input type="checkbox"/> Toddler TEST	2023-06-08	1225 S WELLER ST STE 300 SEATTLE	Kat Location #2



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.

The screenshot shows a web application interface with three tabs: 'Locations', 'Enrolled', and 'Billing Center'. The 'Enrolled' tab is active. Below the tabs, there is a section titled 'Enrolled' with two sub-sections: 'All' and 'Payment request form'. The 'All' sub-section contains a dropdown menu labeled 'Select a location'. The dropdown menu is open, showing two options: 'Kat Location #2' and 'Kat Provider Location #1'. An orange arrow points from the text box above to the dropdown menu.

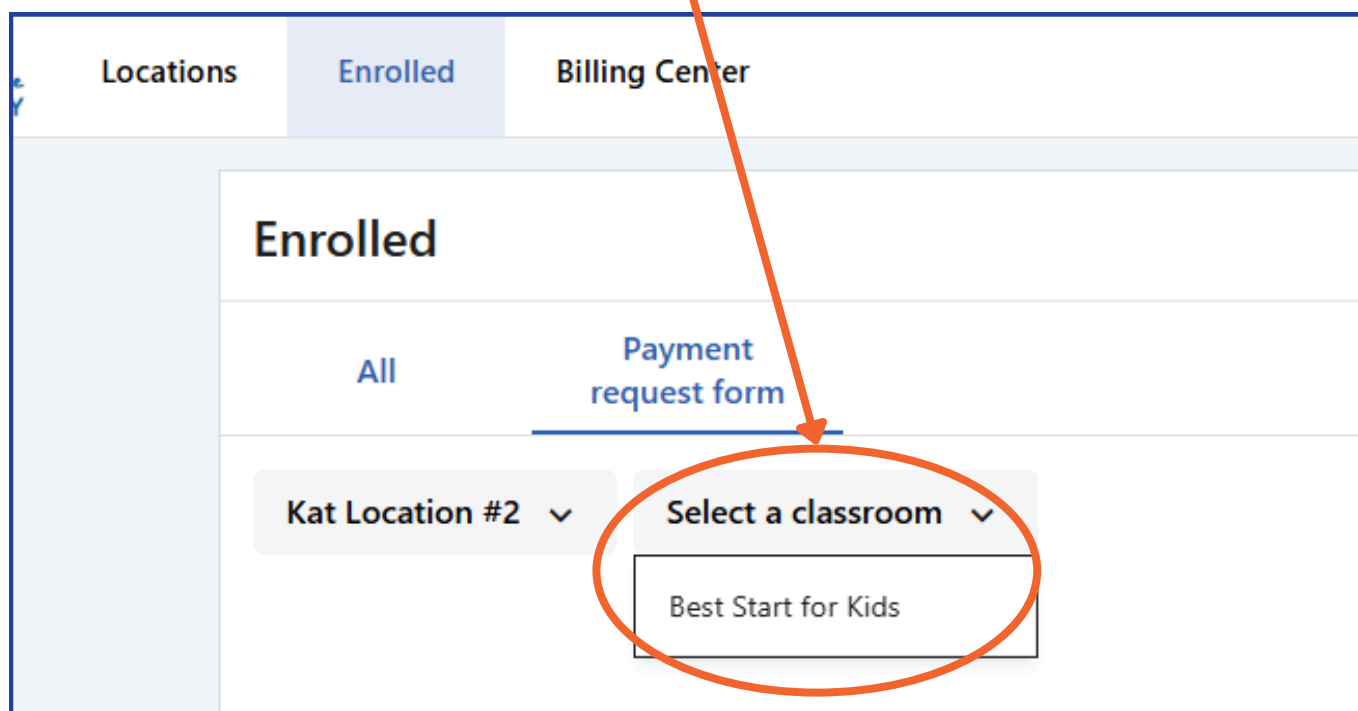


Choose the Best Starts for Kids Classroom

(PRF continued)

Select Best Starts for Kids from the classroom options.

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



The screenshot shows a web interface with three tabs: 'Locations', 'Enrolled', and 'Billing Center'. The 'Enrolled' tab is active. Below the tabs, there's a section titled 'Enrolled' with two sub-sections: 'All' and 'Payment request form'. The 'Payment request form' sub-section is highlighted with an orange arrow pointing to a dropdown menu labeled 'Select a classroom'. The dropdown menu is open, showing 'Best Start for Kids' as the selected option. To the left of the dropdown is a label 'Kat Location #2' with a dropdown arrow.

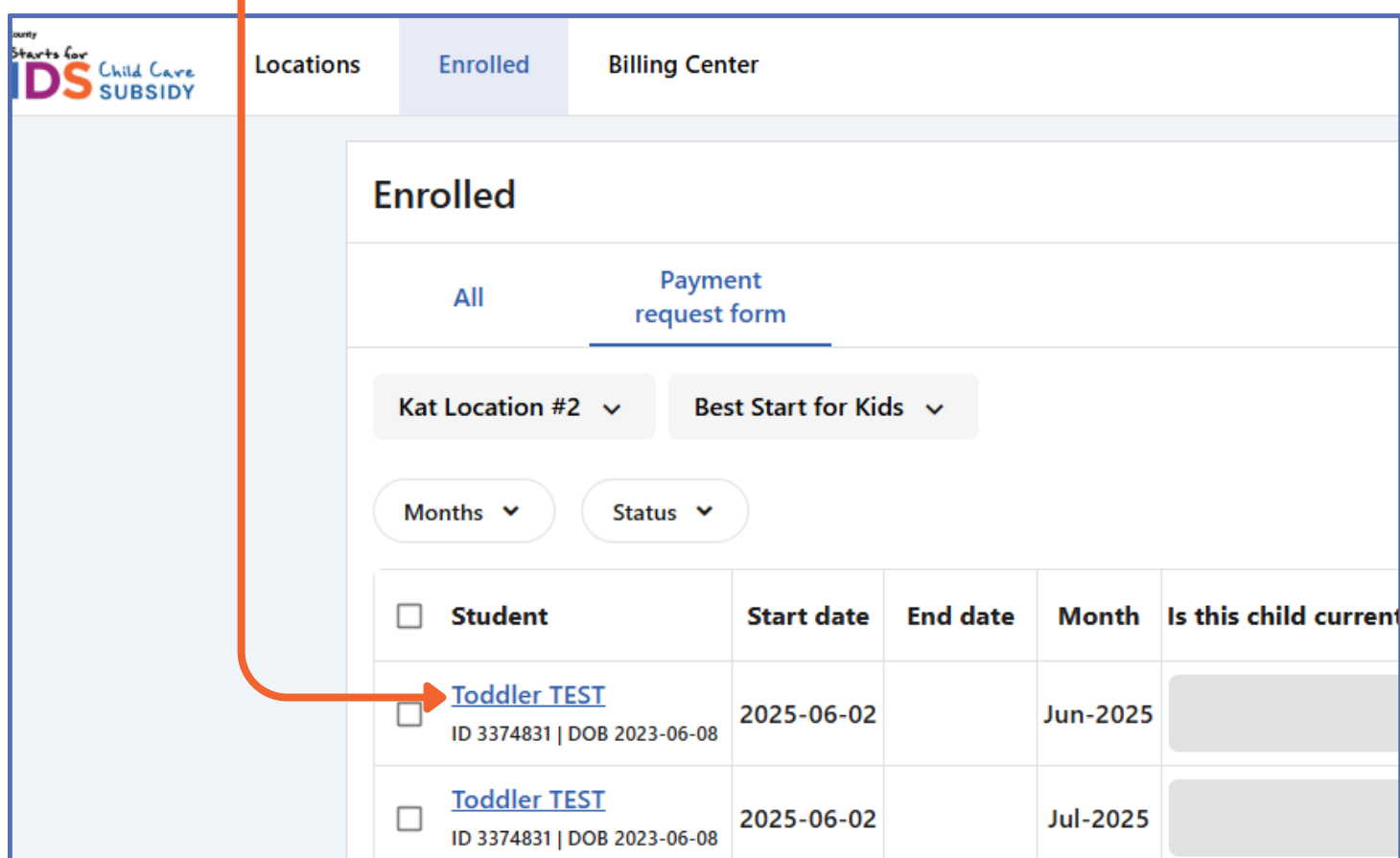


Click on the Child's Name

(PRF continued)

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

This opens the attendance form for that child.



The screenshot shows the 'IDS Child Care Subsidy' interface. The 'Enrolled' tab is selected, displaying a table of enrolled children. An orange arrow points from the instruction box to the 'Toddler TEST' link in the first row of the table.

<input type="checkbox"/> Student	Start date	End date	Month	Is this child current
<input type="checkbox"/> Toddler TEST ID 3374831 DOB 2023-06-08	2025-06-02		Jun-2025	
<input type="checkbox"/> Toddler TEST ID 3374831 DOB 2023-06-08	2025-06-02		Jul-2025	



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.

The screenshot shows the Brightspark Enrollment Management System interface. The 'Enrolled' tab is active, displaying a list of enrolled children. A red circle highlights the 'Edit attendance' modal for 'Toddler TEST'.

Enrolled

All [Payment request form](#)

Kat Location #2 Best Start for Kids

Months Status

<input type="checkbox"/> Student	Start date	End date	Month	Is this child currently enrolled?	If the child is no longer enrolled
<input type="checkbox"/> Toddler TEST ID 3374831 DOB 2023-06-08	2025-06-02		Jun-2025		
<input type="checkbox"/> Toddler TEST ID 3374831 DOB 2023-06-08	2025-06-02		Jul-2025		
<input type="checkbox"/> Hared Child Test ID 5909203 DOB 2019-01-01	2025-07-01	2025-07-09	Jul-2025		

Edit attendance

Toddler TEST
ID 3374831 | DOB 2023-06-08
Month: June 2025

Is this child currently enrolled? *

☐ Yes

☐ No

If the child is no longer enrolled, enter their last day of care



Submit the Payment Request Form (PRF continued)

When the form is complete, scroll to the bottom.

Click I Agree, then click Submit.

Comments
Please only add comments if there are concerns or issues with your request.

no longer enroll

Please Review:
I certify that the information I have provided in this form is true and complete to the best of my knowledge. I understand that giving false or incomplete information is considered fraud and may result in losing eligibility for the Best Starts for Kids Child Care Subsidy.

I acknowledge that the information I provided is subject to review and verification by BrightSpark and its authorized representatives. I understand that I may need to provide additional information or supporting documents.

☒ I agree

Submit



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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

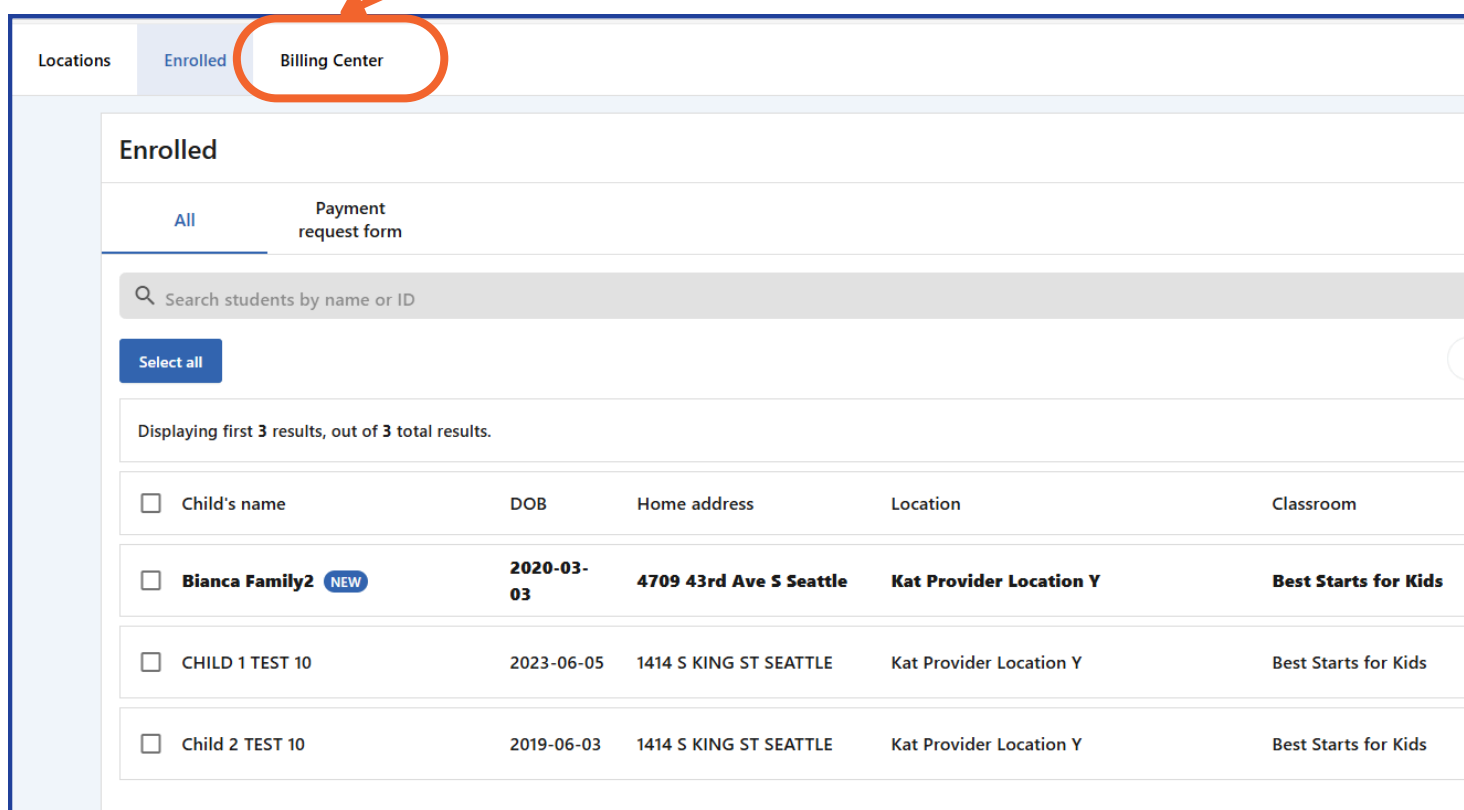
If a form is not submitted before it expires, it will be locked and payment cannot be made.

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.



The screenshot shows a web interface with a top navigation bar containing 'Locations', 'Enrolled', and 'Billing Center'. The 'Billing Center' tab is selected and circled in orange. Below the navigation bar, the 'Enrolled' section is active, showing a 'Payment request form' link. A search bar with the placeholder 'Search students by name or ID' is present, along with a 'Select all' button. Below the search bar, a message states 'Displaying first 3 results, out of 3 total results.' A table follows with columns: Child's name, DOB, Home address, Location, and Classroom. The table contains three rows of data.

<input type="checkbox"/> Child's name	DOB	Home address	Location	Classroom
<input type="checkbox"/> Bianca Family2 NEW	2020-03-03	4709 43rd Ave S Seattle	Kat Provider Location Y	Best Starts for Kids
<input type="checkbox"/> CHILD 1 TEST 10	2023-06-05	1414 S KING ST SEATTLE	Kat Provider Location Y	Best Starts for Kids
<input type="checkbox"/> Child 2 TEST 10	2019-06-03	1414 S KING ST SEATTLE	Kat Provider Location Y	Best Starts for Kids



Viewing Invoices and Statement Summaries (continued)

Click on "Invoices" to view all invoices and their status.

skchildcare.org/billing_center?tab=invoices

Enrolled **Billing Center**

Billing Center

INVOICES STATEMENTS

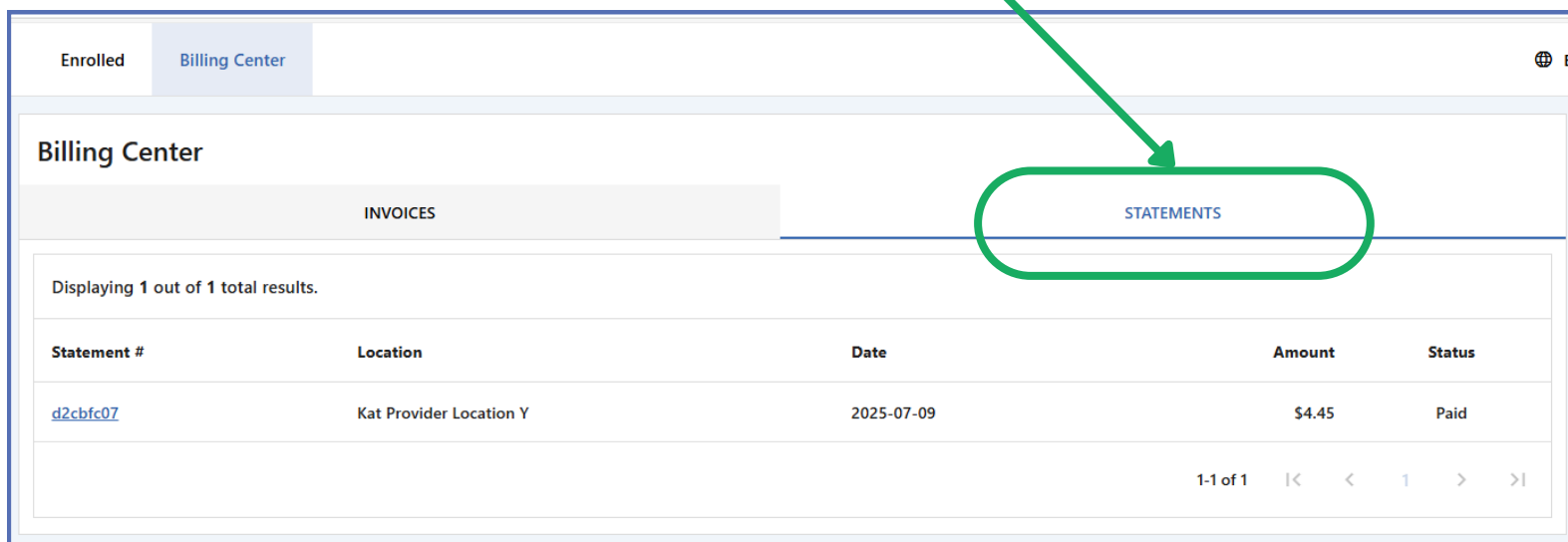
Displaying 7 out of 7 total results.

<input type="checkbox"/>	Location	Invoice #	Child	Invoice date	Status	Statement #	Amount	
<input type="checkbox"/>	Kat Provider Business X	75df966f	Bianca Family2	April 1, 2025	Paid	d2cbfc07	\$0.68	▼
<input type="checkbox"/>	Kat Provider Business X	3ce65cf5	Bianca Family2	May 1, 2025	Paid	d2cbfc07	\$1.01	▼
<input type="checkbox"/>	Kat Provider Business X	898f7927	Bianca Family2	June 1, 2025	Paid	d2cbfc07	\$1.00	▼
<input type="checkbox"/>	Kat Provider Business X	45b5f251	Bianca Family2	July 1, 2025	Paid	d2cbfc07	\$0.18	▼
<input type="checkbox"/>	Kat Provider Business X	40dd1339	Bianca Family2	August 1, 2025	Paid	d2cbfc07	\$0.43	▼
<input type="checkbox"/>	Kat Provider Business X	1ce80fc9	Bianca Family2	September 1, 2025	Paid	d2cbfc07	\$1.15	▼
<input type="checkbox"/>	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.



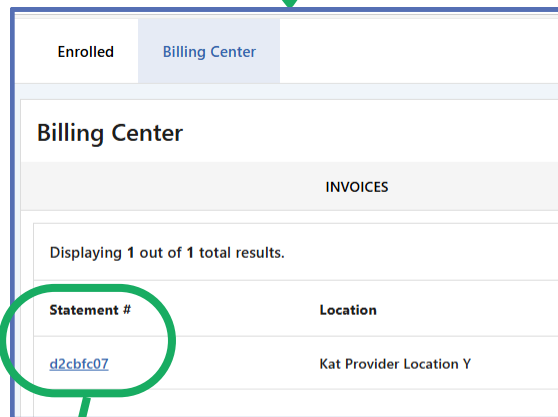
The screenshot shows a web interface for a 'Billing Center'. At the top, there are tabs for 'Enrolled' and 'Billing Center'. Below the tabs, the 'Billing Center' section is active. It contains two tabs: 'INVOICES' and 'STATEMENTS'. The 'STATEMENTS' tab is highlighted with a green circle, and a green arrow points from the instruction box above to it. Below the tabs, a message says 'Displaying 1 out of 1 total results.' followed by a table with one row of data. The table has columns for 'Statement #', 'Location', 'Date', 'Amount', and 'Status'. The data row shows a statement ID 'd2cbfc07', location 'Kat Provider Location Y', date '2025-07-09', amount '\$4.45', and status 'Paid'. At the bottom right of the table, there is pagination information '1-1 of 1' and navigation icons.

Statement #	Location	Date	Amount	Status
d2cbfc07	Kat Provider Location Y	2025-07-09	\$4.45	Paid



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.



Enrolled **Billing Center**

Billing Center

INVOICES

Displaying 1 out of 1 total results.

Statement #	Location
d2cbfc07	Kat Provider Location Y

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

1-6 of 6 |< < 1 > >|

