How to Change Providers

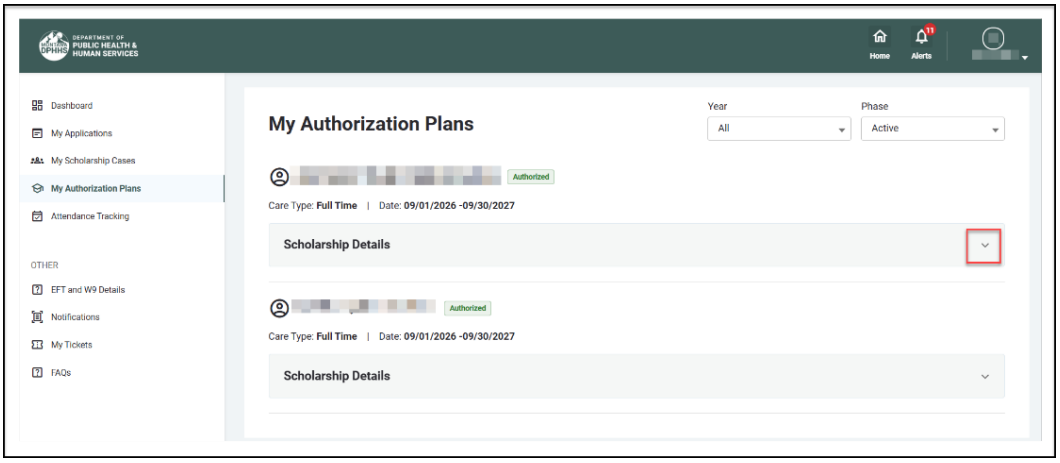
You can change to a new child care provider during a twelve-month eligibility period. A change in child care provider is effective on the first of the following month.

Follow these steps to change a child care provider.

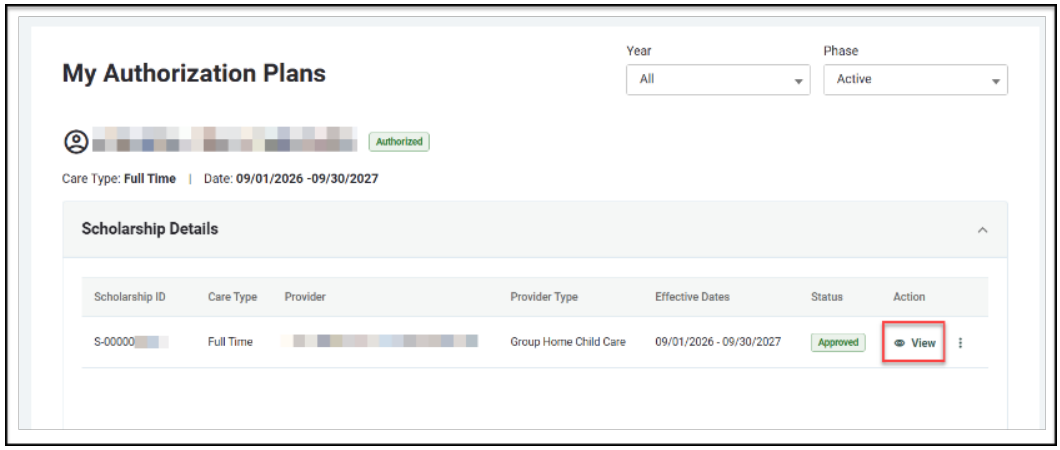
1. Log into the Parent Portal
2. Select MY AUTHORIZATION PLANS from the tabs on the left.



3. In Authorizations, select the child's SCHOLARSHIP DETAILS. Each child authorized for child care in your family will be listed.

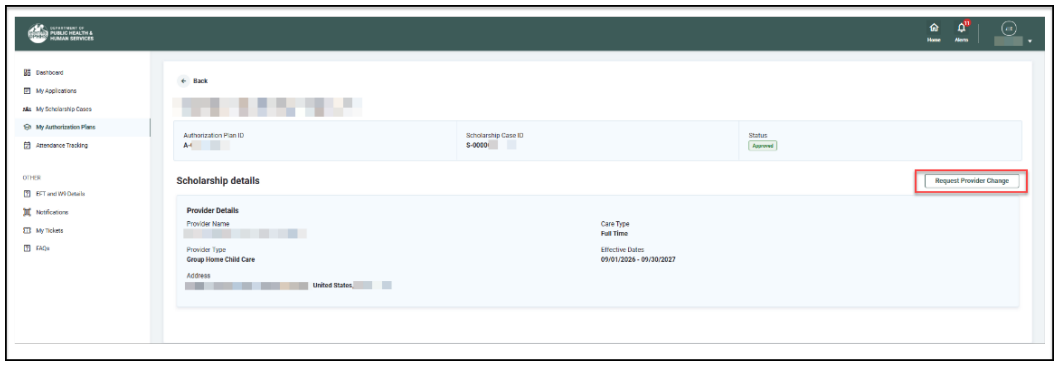


4. For each child, select VIEW for information on the SCHOLARSHIPS within the twelve-month eligibility period.

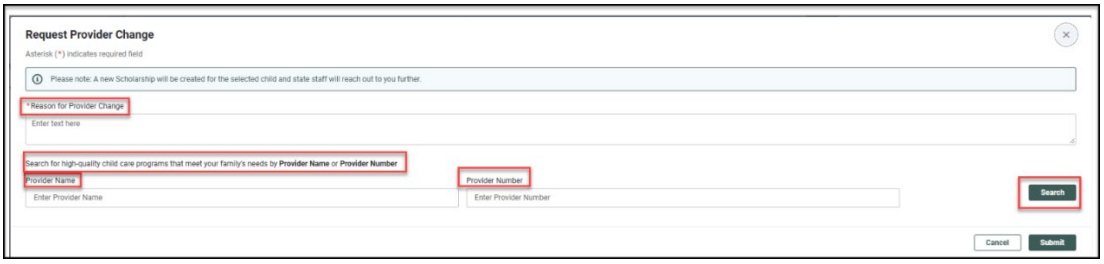


Note: The three dots will allow you to download Provider Forms that may be required by a child care provider. They are intended as a resource and NOT required for the Best Beginnings Scholarship.

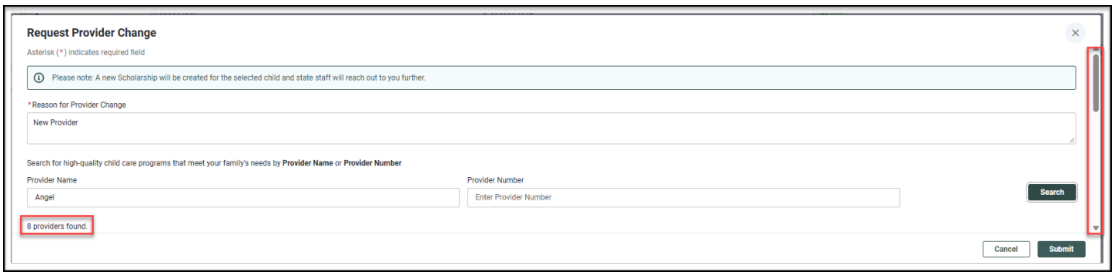
5. On the scholarship, select REQUEST PROVIDER CHANGE.



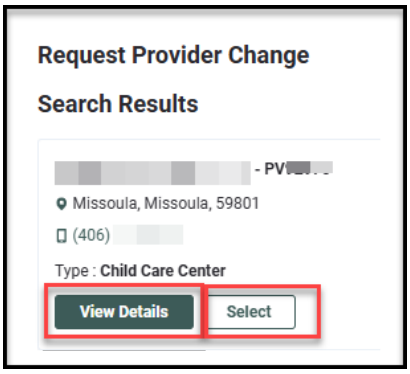
6. The Request Provider Change box will open.
    - Fill in REASON FOR PROVIDER CHANGE with the reason you are changing your child care provider.
    - Select your new child care provider. You can search by Provider Name OR Provider Number (PV ID).
    - Use the SEARCH button to for a list of child care provider(s) that match the criteria you enter in the Provider Name or Provider Number fields.



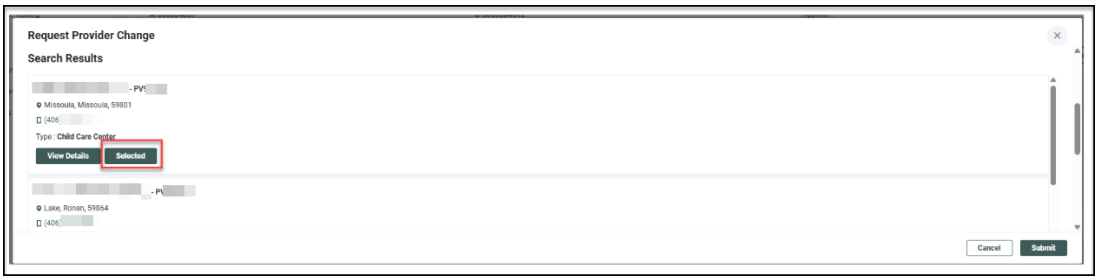
7. When you have used the Search button, a number will be displayed with the number of providers that match your criteria. You can navigate by using the up/down scroll bar on the right side.



8. Basic information on each child care provider will be shown.
    - VIEW DETAILS provides more information on the child care provider.
    - SELECT is used when this is the provider you would like to request the change to.



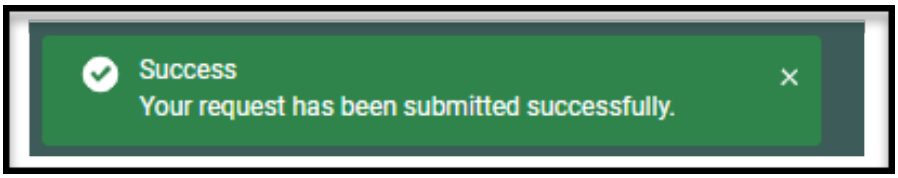
- When you click on the SELECT button, it will change to SELECTED.



9. You will need to enter the child's care schedule. This is found after the child care provider list. Use the outer up/down bar to navigate.
    - Select a day of the week to adjust the Start Time and End Time.
    - Once you have entered the care schedule, select SUBMIT.



10. When you have selected SUBMIT, you will receive a message.



11. An Eligibility Specialist will process your request.