



THE HOME CARE OPERATING SYSTEM

Your brand. Your platform. *Our technology.*

One system to run the whole agency — scheduling, EVV, Medicaid billing, clinical, family portal — delivered under **your name, your domain, your colors**, with permission controls precise enough to decide exactly who sees what.

White-Label Platform

11 Built-In Roles

EVV & Telephony

Medicaid EDI Billing

Denial Prevention

Family Portal

Built for independent & small home-care agencies.
30+ tools. One screen. Zero add-on fees.

bridgecareos.com
Capability Overview · 2026

Make the whole platform yours

White-Label

Most agency software puts *their* logo in front of your caregivers and families. BridgeCare disappears behind **your** brand — a custom domain, your logo, your colors, even branded apps and emails. Your clients never see us.



Custom Domain

Run on portal.youragency.com — your URL, fully SSL-secured.



Your Logo & Branding

Your mark on every screen, login, app icon and document.



Custom Color Scheme

Match your palette — the UI adopts your primary & accent colors.



Branded Caregiver App

Field staff clock in through an app that carries your name.



Branded Family Portal

Families log in to *your* portal to follow their loved one's care.



Custom Email Templates

Every notification sent from your brand, not a generic vendor.

LIVE IN DAYS, NOT MONTHS

1

Pick your plan

Choose the tier that fits and activate your workspace.

2

Send your brand

Logo, colors and the domain you want. We wire it up.

3

Launch

Go live under your name — caregivers and families onboard.

BUILT FOR AGENCIES THAT TAKE BRAND SERIOUSLY

MULTI-LOCATION

One consistent brand across every office

FRANCHISE

Network-wide identity, location-level control

VS. ENTERPRISE

Look as polished as the big platforms

STARTUPS

Launch credible from day one



Founding agency. Lamplight Homecare runs BridgeCare OS under their own brand at portal.lamplighthomecare.com — proof the white-label is real, not a roadmap promise.

You decide who sees what

Eleven roles ship ready to use, each scoped to a real home-care job. Assign a role and the right access is on by default — then fine-tune any permission, for any role, per agency. Schedulers schedule. Billers bill. Caregivers see only their own visits.

CARE DELIVERY
Caregiver / Aide
Own visits & documentation
Nurse · RN / LPN
Field clinical & assessments
Therapist
PT / OT / ST field work

OPERATIONS
Scheduler
Visits & coordination
Care Manager
Ops + clinical oversight
Agency Admin
Everything but role-editing

FINANCE & ADMIN
Biller / Coder
Claims, payments, rates
HR / Recruiter
Hiring & credentials
Compliance / QA
Audit & read-only review

OWNER & PORTAL
Owner / Admin
Full control + the matrix
Family / Client
Their loved one only

THE ACCESS MATRIX — DEFAULTS SHOWN, EVERY CELL ADJUSTABLE

ROLE	SCHEDULING	CLIENTS	CLINICAL	BILLING & \$	REPORTS	ADMIN
Owner / Admin						
Agency Admin						
Scheduler						
Care Manager						
Biller / Coder						
HR / Recruiter						
Compliance / QA						
Nurse / Therapist						
Caregiver / Aide						

Full access Limited / view No access Family/Client → private portal, their loved one only

WHY AGENCIES RUN IT THIS WAY

Keep the money private
Hide billing, payroll & rates from anyone who shouldn't see them.

Smart defaults
Every role works out of the box — no setup required to be safe.

Fine-tune per agency
Toggle any permission for any role to fit how you operate.

HIPAA least-privilege
People see only the PHI their job actually requires.

Full audit trail
Every access and change is logged for compliance.

Pairs with white-label
Your brand on the outside, your access rules on the inside.

30+ tools. One screen.

Everything Included

White-label and roles are how it looks and who gets in. Here's what's inside — the complete operating system for a home-care agency, with no per-module add-on fees.



Claim Readiness — Denial Prevention

Pre-bill audit flags EVV gaps, authorization & code mismatches before you submit.



EVV + Telephony

GPS clock-in/out, geofence & IVR phone visits — feeds the major state aggregators.



Medicaid EDI Billing

837 claims, 835 remittance posting, denial & appeal workflow built in.



EVV ↔ Billing Reconciliation

Surface unbilled visits (lost revenue) and unpaid claims (AR) in one view.



Smart Scheduling

Caregiver matching, conflict & authorization checks, shift swaps.



Family & Client Portal

Families follow visits, notes & schedules — branded as yours.



Caregiver Mobile App

Clock in, view care plans, document visits & chat — works offline.



AI Documentation Check

Flags when a visit note doesn't match the care plan — a genuine rarity.



Recruiting & HR

Applicant pipeline, credential tracking & training assignments.



Reports & Analytics

Operational, financial & compliance reporting across the agency.



CRM & Marketing

Lead & referral-source tracking from inquiry to admission.



Enterprise Security

HIPAA-minded, encrypted, audit-logged, with IP allow-listing.



Communication Hub

Secure team chat, broadcasts & family messaging in one place.



Agency Command Center

One dashboard for the whole agency — every stakeholder, one screen.

What you won't find in most SMB home-care software

Denials stopped pre-bill

Catch the problem before the claim goes out — not after it's rejected.

AI note-vs-care-plan check

Surfaces documentation gaps that quietly cause clawbacks.

Visit-to-payment reconciliation

Know which visits never got billed and which claims never got paid.

SIMPLE & TRANSPARENT

One price. Every feature.

Pricing

No per-module pricing, no surprise add-ons, no "call us for enterprise." Every plan includes the full platform — you scale by the number of caregivers you actually have.

	MOST POPULAR	
Starter	Professional	Enterprise
\$249 /mo	\$349 /mo	\$499 /mo
+ \$14 / caregiver	+ \$14 / caregiver	+ \$12 / caregiver
• Full platform included • Scheduling & EVV • HIPAA-compliant docs • Family portal • Email support	• Everything in Starter • Custom white-label portal • Priority phone & chat • Advanced analytics • Caregiver matching AI	• Everything in Professional • Multi-location management • Dedicated account manager • EDI billing & claims • Custom onboarding

White-label is included from the Professional plan up. Month-to-month, or save two months when you pay annually.

A QUICK GUT-CHECK FOR FIT

1 brand Your name on the software your caregivers & families use every day.	11 roles Right access for every job, adjustable to the cell, per agency.	0 add-ons The whole platform in one price — billing, EVV, AI and all.
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See it under your brand.

Book a walkthrough and we'll show you your agency's name on the platform.

bridgecareos.com

Book a guided walkthrough



The home-care operating system for agencies that mean business. · bridgecareos.com