

# MI Bridges

## News You Can Use

Michigan Department of Health and Human Services

September 2018



### Past Bulletins

Visit the [MI Bridges Community Partner website](#) to view copies of past MI Bridges monthly bulletins.



### Questions?

Please contact us with any questions:  
[MDHHSCommunityPartners@michigan.gov](mailto:MDHHSCommunityPartners@michigan.gov)

(as of September 13, 2018)

**394k+**  
Applications Submitted

**487k+**  
Registered Clients



## National Recognition for MI Bridges

We are excited to announce that on September 17, 2018 the Michigan Department of Health and Human Services was received the prestigious ISM 2018 Recognition Award for Excellence in Health and Human Services Technology in the Best Use of Technology for Customers category for the implementation of the MI Bridges portal.

This national recognition would not have been possible without the hard work and support of our community partners and the role they played in the success of MI Bridges. Our community partners have delivered excellent client service, and their work is transforming the lives of Michigan citizens on a daily basis and this recognition is much deserved. Click [here](#) to view a video explaining the journey to build MI Bridges.



(L to R): Ward Beauchamp, Sanjay Srivastava, Hari Murthy, Brant Cole, Amy Hundley, Judy Odett, Jon Breems, Karen Parker, John Dullock.

# MI Bridges Release 3.0 is Live!

On September 22, 2018 MI Bridges Release 3.0 went live across Michigan. In this update community partners will see a collection of features that allow them to better manage their organization and service clients. See below for a highlight of new features now available in MI Bridges.



## Functionality Highlight: New Client Directory

The screenshot displays the MI Bridges Client Directory interface. On the left, a client profile for Jessica Krueger is shown with tabs for Household Info, Needs & Resources, Benefits, Case History, and Docs Needed. A notification indicates 'Jessica has 1 or more Urgent Needs'. Below the tabs is a table of documents needed, including 'Checking Account Statement' and 'Submitted Application'. A 'Show More' button is visible. On the right, the 'Client Directory Case History' page is shown, featuring a table of 'Submitted Applications' with columns for Tracking Number, Programs, and Healthcare Application Results. A 'Healthcare Application Results' pop-up window is overlaid, displaying 'Your medical assistance application has been processed and your results are displayed below.' and 'Pending- MDHHS will contact you for more information'. Below this, a table shows the client's individual information, including the name JESSICA KRUEGER and the status APPROVED.

TRACKING NUMBER	PROGRAMS	HEALTHCARE APPLICATION RESULTS
T50216752	SER	
T50216750	SER	
T50222366	Healthcare, FAP, Cash, CDC, SER	<a href="#">View Results</a>
T50221595	Healthcare	<a href="#">View Results</a>
T50222278	Healthcare	<a href="#">View Results</a>
T50221566	Cash	

INDIVIDUAL	TYPE OF COVERAGE	STATUS
JESSICA KRUEGER	Healthcare Coverage	APPROVED

MI Bridges now has a more valuable and easier to use Client Directory for community partners. From the Client Directory partners can view information such as Household Info, Needs & Resources, Benefits, Case History, and Documents Needed. Partners can always click **[Show More]** to see the exact same information that the client is able to see. Also new to MI Bridges is the ability to see Healthcare Application Results from the Case History page in MI Bridges.

## Functionality Highlight: Great Start to Quality & Woman Infant & Children

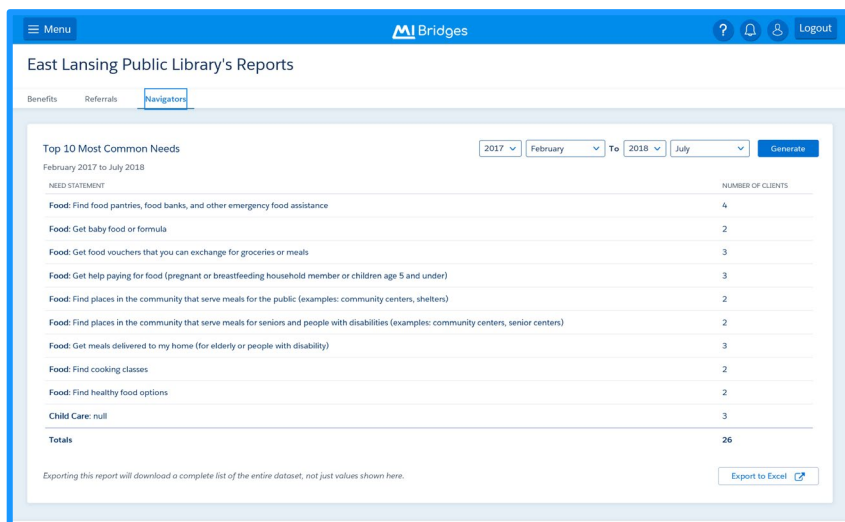
MI Bridges has integrated Great Start to Quality resources and WIC referral ability into the website. From their client directory Navigators will be able to complete Help Me Find Resource and Explore Resources for the client and then send resource suggestions to their clients. When searching for childcare providers you will see the Great Start to Quality rating for each of the organizations. Also if the organization you have suggested to a client is a WIC location, your client will be able to send a referral to that location!

# Functionality Highlight: View Metrics and Reports

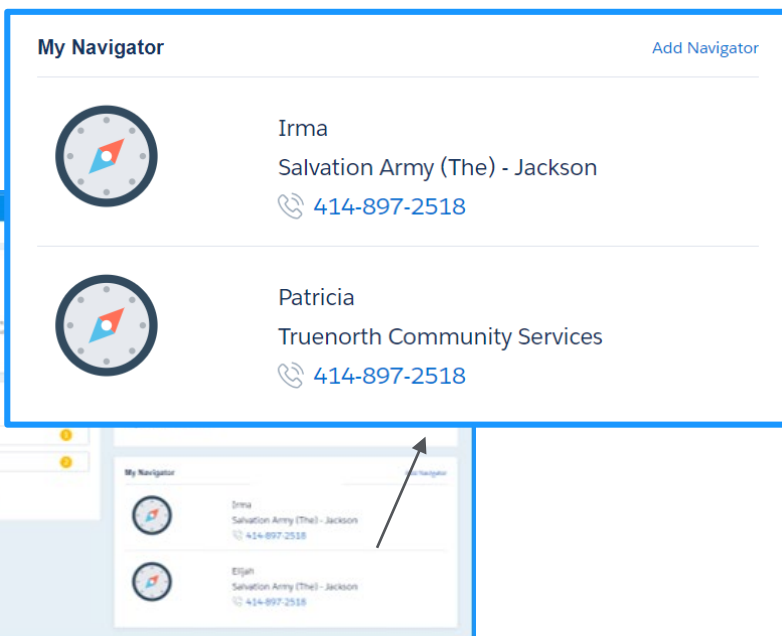
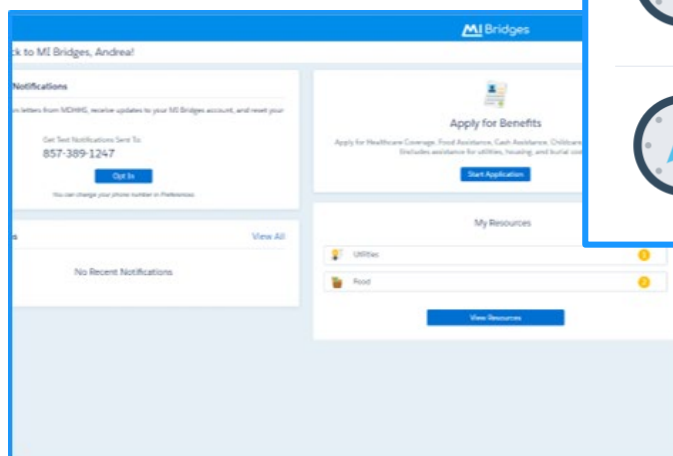
Now available in MI Bridges is the ability for Community Partners to view reports and metrics related to their organization. Lead Points of Contacts can give the View Metrics permission to as many users in their organization as they would like. Any user who has the view metrics permission can run and view reports such as

- The Top 10 Most Common Needs clients have
- Application and Renewal numbers
- Household Members Per Program
- and many more!

Also included in this feature is the ability to export these reports to Microsoft Excel for greater data application and integration with other organizational businesses processes!



# Functionality Highlight: Connect with Multiple Navigators



In MI Bridges, clients can now connect to multiple navigators. At any time clients can choose to share information with up to 10 Navigators. All Navigators for that client display on their client dashboard. Clients can connect to Navigators from the same organization, or from multiple organizations.

## **1. How can I register my organization to use the new MI Bridges?**

Registration to become a new MI Bridges partner has been open to all partners in Michigan for several months. You can visit the [Become a MI Bridges Partner](#) webpage to begin the registration process. On this page, you can find tools and information on how to register your agency. Keep in mind, the old MI Bridges will be going offline soon. If your organization has not yet registered in the new MI Bridges, please do so as soon as possible.

## **2. How can I register my users for MI Bridges training?**

After an agency Lead-Point-of-Contact (LPOC) has registered their organization in MI Bridges, they will receive an email from MDHHS with information on how to register their staff for training. You can also visit the [MI Bridges Community Partner website](#) to find the training schedule and instructions to register for MI Bridges Navigation Partner training. Remember! Navigation Partners must complete training in order to have access to MI Bridges.

## **3. Where can I find support with using MI Bridges?**

On the MI Bridges Community Partner website, partners and clients can find a number of resources like MI Bridges community partner bulletins, release notes, outreach materials, job aids, and how to videos. These materials can be found at the by clicking the following hyperlink: [MI Bridges Community Partner website](#).