

# MI Bridges News You Can Use

Michigan Department of Health and Human Services

December 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)

**637k+**  
Applications Submitted

**688k+**  
Registered Clients

\*MI Bridges Statistics are as of 11/12



## MI Bridges Release 4.0 is Coming!

In late January 2019, Release 4.0 is going live across Michigan. See below for a highlight of features clients and community partners will see in our next Release.

## Functionality Preview: New Client Dashboard

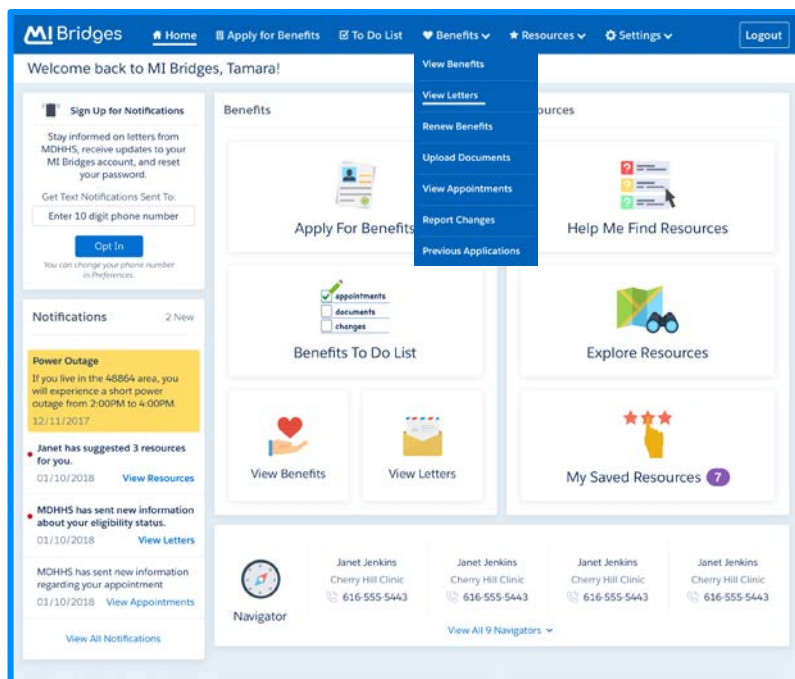


Figure 1: Example Community Partner Dashboard Screenshot

Based on client feedback, the MI Bridges dashboard will be receiving a face lift! The new client dashboard will include a cleaner and more user-friendly layout as well as a new navigation banner that allows clients to easily find information.

# Functionality Preview: MDHHS Partner Splash Page

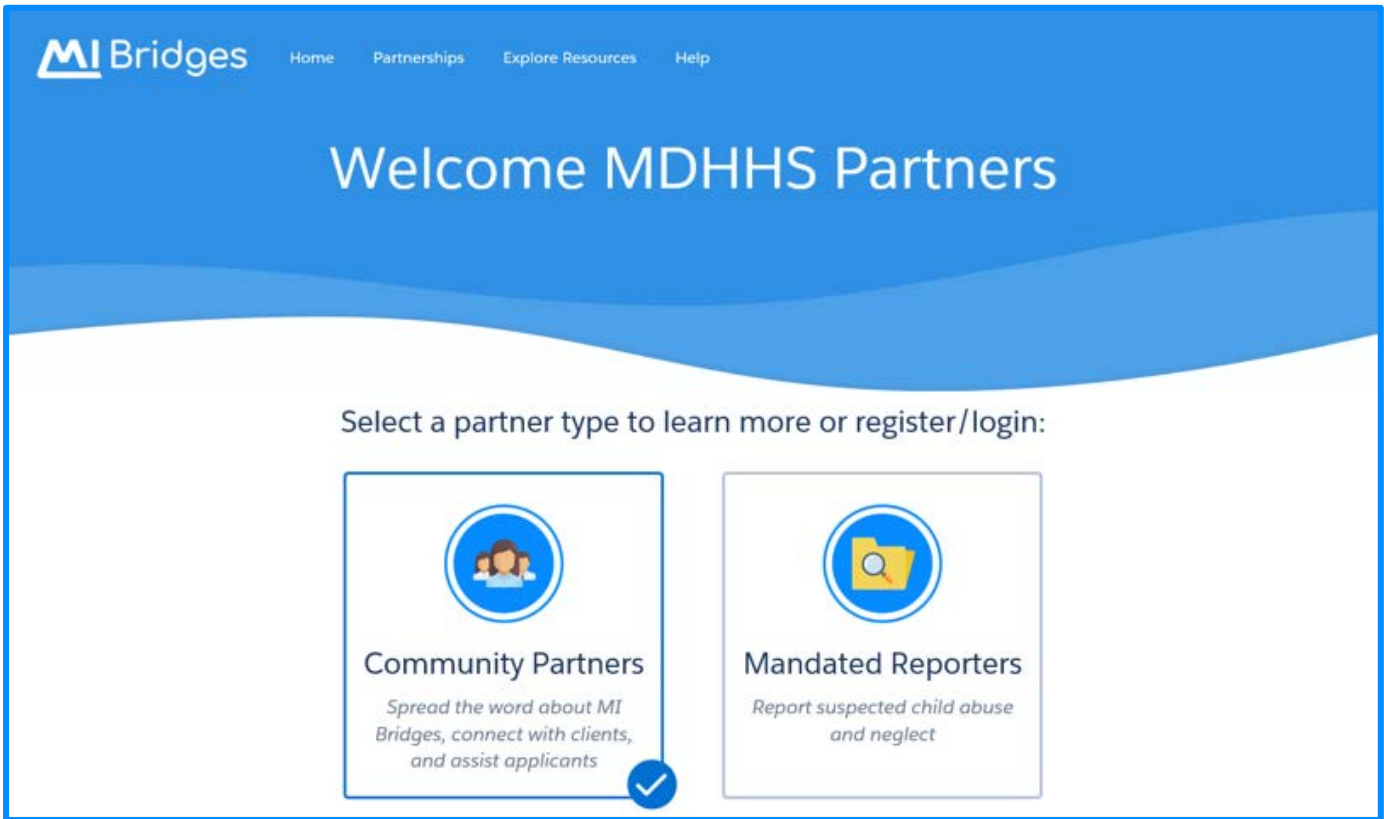


Figure 2: Example Community Partner Welcome Page Screenshot



Starting on **Monday, December 17, 2018** the Community Partner page in MI Bridges will have a new splash page. From the MI Bridges Homepage, Community Partners will click **[Partnerships]** from the top menu. The Welcome MDHHS Partners page then displays. Community Partners should select **[Community Partners]** so that they can log in as a Community Partner. If Community Partners click the **[Mandated Reporter]** option by mistake, they should navigate back to the Welcome MDHHS Partners page to log in as a Community Partner.

*Note that if you have bookmarked the MI Bridges Welcome / Log In page for Community Partners, you can continue to navigate directly to that page.*

# Functionality Preview: Benefits To Do list

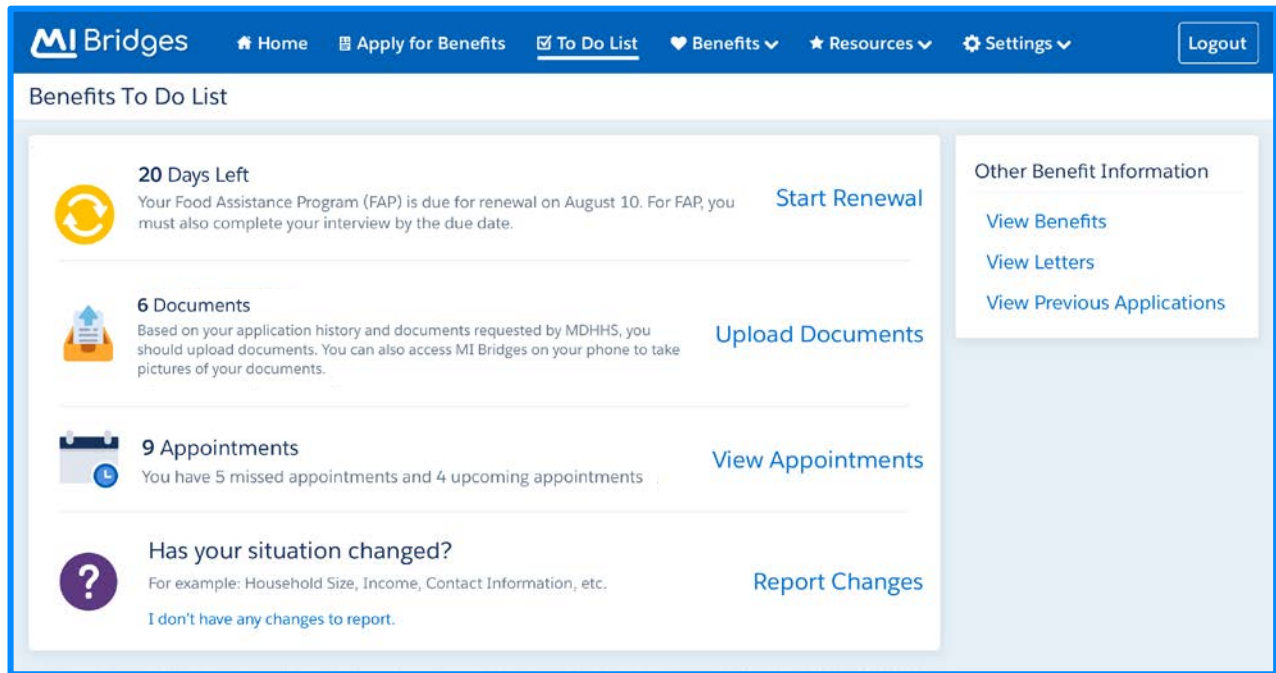


Figure 3: Example Benefits Page Screenshot

In Release 4.0 MI Bridges will also have an active To Do List that will let community partners and clients know if they have actions that they need to take to manage their case. Examples of actions MI Bridges can track on the To Do List include days until a renewal is due, documents that need to be uploaded, and missed and upcoming appointments.

## Functionality Preview: View Appointments

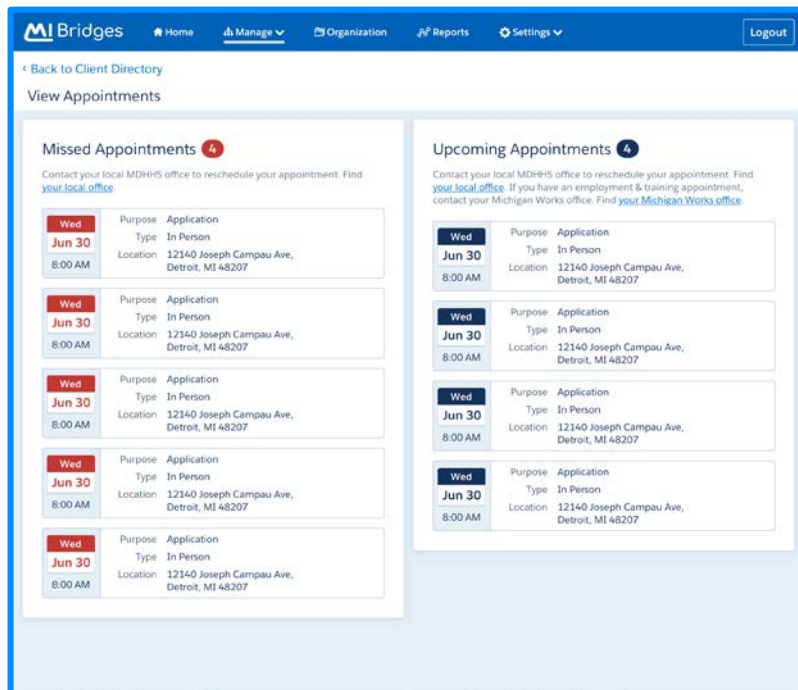


Figure 4: Example View Appointments Page Screenshot

MI Bridges will have another update to the community partner directory. In addition to a more user-friendly design, navigators will be able to see a quick view of the clients last missed appointment and next upcoming appointment. From this directory, community partners will be able to click **[Show More]** to see a full list of appointments the client has missed and scheduled for the future!

## **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, registering an account in MI Bridges is not the same registration as the required training. Community partner users will need to register for training using the [Community Partner Training page](#).

## **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 on the Tools & Resources page on the [MI Bridges Community Partner website](#).

## **4. What do I do if I forgot my username or password?**

As a reminder, account recovery is easier than before! If you have forgotten your username and/or password, you simply need to navigate to the login page and use the forgot username and/or forgot password links. In addition to resetting passwords using security questions, you can also request a username or password prompt to be emailed or text messaged to you. The MI Bridges help desk is also available to assist with account recovery: 1-844-799-9876.

## **5. My organization's Lead Point of Contact changed our locations level of engagement but it has not changed in MI Bridges.**

If your organization updates its level of engagement, a confirmation email will be sent to your organization's authorized representative to certify the change. Once your organization's authorized representative has certified the change, MDHHS will approve and your organization's level of engagement will change in MI Bridges.

## **6. Who do I contact for MI Bridges technical assistance.**

For all technical assistance, please contact the MI Bridges help desk at 1-844-799-9876. They are available 8:00 am to 7:00 pm Monday through Friday.