Tip: Click on "Contents" on the top left side of the page to display the interactive Table of Contents.

MI Bridges

Community Partner User Guide

MDHHS
Michigan Department of Health & Human Services

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Introduction

MI Bridges

MI Bridges is an unprecedented public-private partnership that aims to connect greater numbers of individuals and families in Michigan to a range of state and local resources, as well as MDHHS benefit programs, to promote household stability. Since 2018, MI Bridges has undergone several changes to better serve our shared customers. The Michigan Department of Health and Human Services (MDHHS) has partnered with clients and community partners to enhance the features available through MI Bridges. MI Bridges can be used to apply for benefits and manage their case, but it can now also be used to locate resources in local communities to support a wide range of needs including Food, Housing & Shelter, Utilities, Health, Income & Employment, Transportation, Child Care, Education, Legal, and Clothing and Household Goods. Any Michigan resident can use MI Bridges, not just MDHHS beneficiaries. Functionality has been included for community partners, they can receive referrals sent through MI Bridges, and have greater access to information via a directory of user they are assisting.

MI Bridges Lead Point of Contact (LPOC) Roles and Responsibilities

Permission Description

Permission	Description
Manage Organization	This role may add, remove, edit the details of users in the organization, and the organization information. A maximum of three users may be assigned the 'Manage Organization' role. *We suggest your organization have a back-up for the LPOC!*
Provide Navigation	This role supports clients applying for benefits, locating resources, and navigating their 'My Resource' page.
Assign Referral	This role assigns referrals sent to your agency from a client to team member with 'Manage Referral' permission to respond to the client.
Manage Referral	This role responds to referrals sent to your organization from clients once assigned to respond to the client.
View Metrics	This role may view metrics about the agency's use of MI Bridges. They may generate reports relating to benefits, referrals, and Navigators in their organization. Access only partners will not have this permission.

- Main MDHHS Contact – The LPOC is the first person MDHHS will contact if they have questions or need more information about the organization. Only one person in the organization can be the LPOC.
- Team contact for MI Bridges questions – The LPOC would be the main contact for staff/team members when they have questions.
- “Super User” – Some organization have individuals who are experienced MI Bridges users and support their team, kind of like a super user. This has been helpful for onboarding new employees or if the team doesn’t use MI Bridges very often and need support on how they should be using the tool.
- Create new MI Bridges users – As your team grows/changes, as the LPOC you will be able to add users to MI Bridges, which includes assigning their roles and permissions.
- Assign roles/permissions – When you add a new MI Bridges user, you will assign them a permission.
- Remove MI Bridges users – If a team member leaves your organization or should no longer have access to MI Bridges, you are expected to remove the team member’s access to MI Bridges.
- Organization locations – You can add/remove/change locations. Your locations can have different levels of engagement (Access, Navigation, Referral).
- Metric/Reports – MI Bridges provides data for you as to how MI Bridges is being used. We hope this is insightful for your operational need.

Click here to see the features of MI Bridges

Create a New Community Partner Organization

This Job Aid explains how a Lead Point of Contact (LPOC) can register a community partner organization in MI Bridges.

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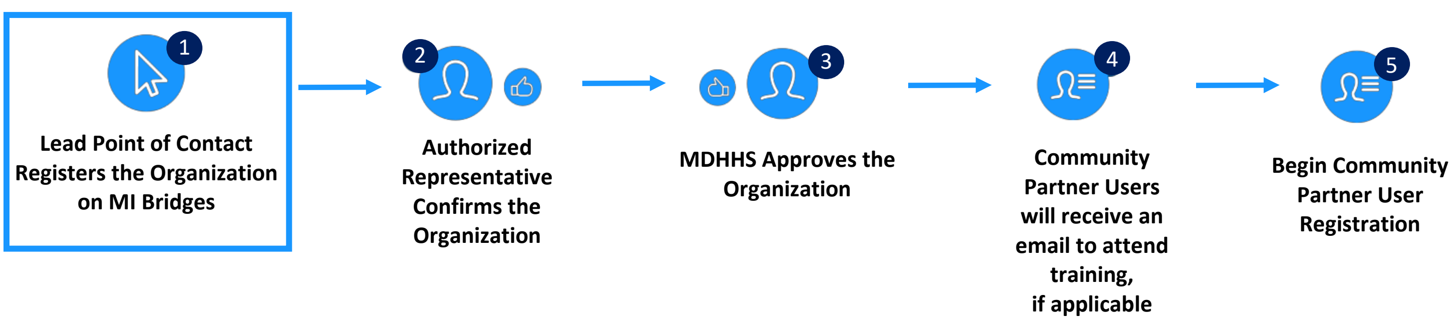
Important Information

As a Lead Point of Contact, you can register your agency by visiting http://www.michigan.gov/mibridges then click on the Community Partner tab to get to the registration page. This is the first step to partnering with MDHHS as a MI Bridges community partner.



Begin Community Partner Agency Registration

As a Lead Point of Contact (LPOC) you will register your organization in MI Bridges. Prior to beginning registration in MI Bridges, there are some important tips and information you should know.

Tip: Prior to beginning the registration process, it is helpful to complete the below steps, so you have all the information needed to register your organization in MI Bridges.

1. Determine if your organization will serve as a Navigation, Referral, or Access Partner –or any combination of the three! More details on expectations and benefits for each partner type can be found here on the MI Bridges Community Partners Website (www.michigan.gov/mibridgespartners).
2. If you are registering as a Referral Partner, confirm your organization is registered with Michigan 2-1-1 and that your agency's information in the 2-1-1 database is accurate.
3. Document all organization locations that will serve clients, the address of the location, and the type of partners who will reside at that location.
4. Create a list of staff who will serve as MI Bridges partners, including their first name, last name, partner type, and email address. This list can also serve as a guide to registering staff for training.

Referral Partners Only:
When registering your organization in MI Bridges, your information must match the information in Michigan 2-1-1. It is recommended to proactively review your organization's record in Michigan 2-1-1 prior to beginning MI Bridges registration. This way the information in 2-1-1 can be matched to the record in MI Bridges. To find and update your MI 2-1-1 record, please click here.

Tip: When searching for an organization using the www.mi211.org "Search Resource Database" functionality, search results for organizations with multiple locations generally display both the name of the organization as a whole and the name associated with a specific site.

In example 1 below, the search result for "Capital Area Community Services" is the record of the organization (the main/primary location). In example 2, "Capital Area Community Services – Lansing Service Center" is the name of a site that is part of the organization.

Example 1

CAPITAL AREA COMMUNITY SERVICES

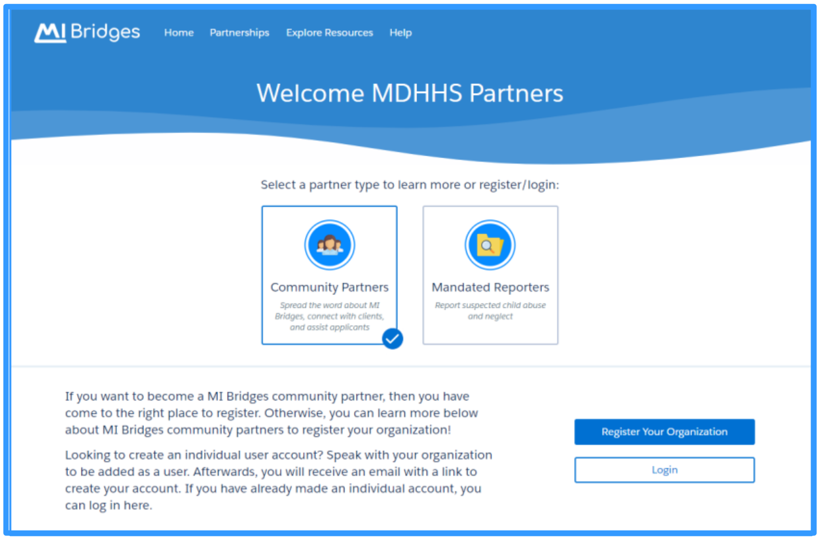
101 East Willow Street Lansing, MI 48906	(517) 482-1504 Main (517) 482-6281 Main http://www.cacs-inc.org	Head Start	view map	Ingham County

Example 2

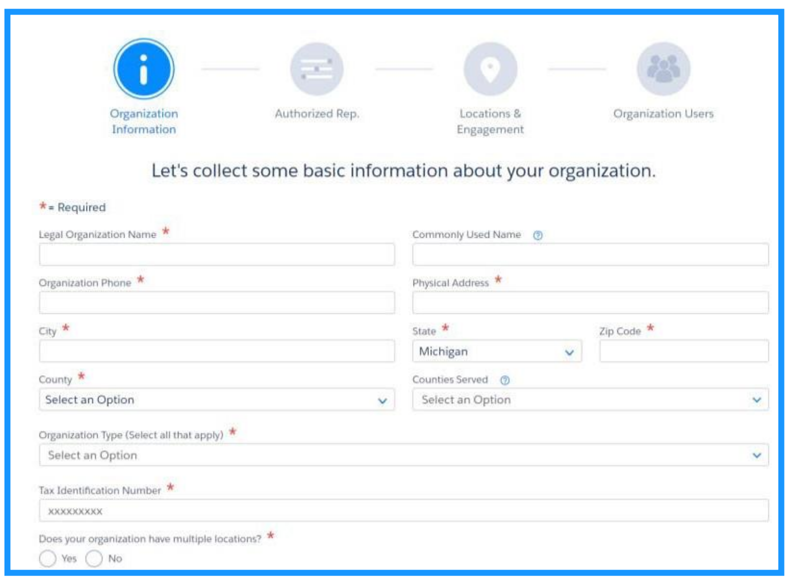
CAPITAL AREA COMMUNITY SERVICES	CAPITAL AREA COMMUNITY SERVICES - LANSING SERVICE CENTER		
1301 Rensen Lansing, MI 48910	(517) 393-7077 Main (517) 393-0444 Fax http://www.cacs-inc.org	view map	Ingham County

- Organizations with only one site: (generally displayed in the format of example 1 above), the information from a www.mi211.org search result can all be recorded in the first section of the MI Bridges community partner registration process (the Organization Information section, step 4).
- Organizations with multiple sites: organization information (displayed in the format of example 1) is recorded in the first section of the MI Bridges community partner registration process (the Organization Information section, step 4) and site information (displayed in the format of example 2 above) is entered in the third section of the partner registration process (the Locations and Engagement section, step 14).

1. Navigate to www.michigan.gov/MIBridges. The **MI Bridges Community Partner** page displays.



2. Click **[Register Your Organization].** The **Organization Registration** page displays.
3. Click **[Start Registration].** The **Organization Information** page displays.



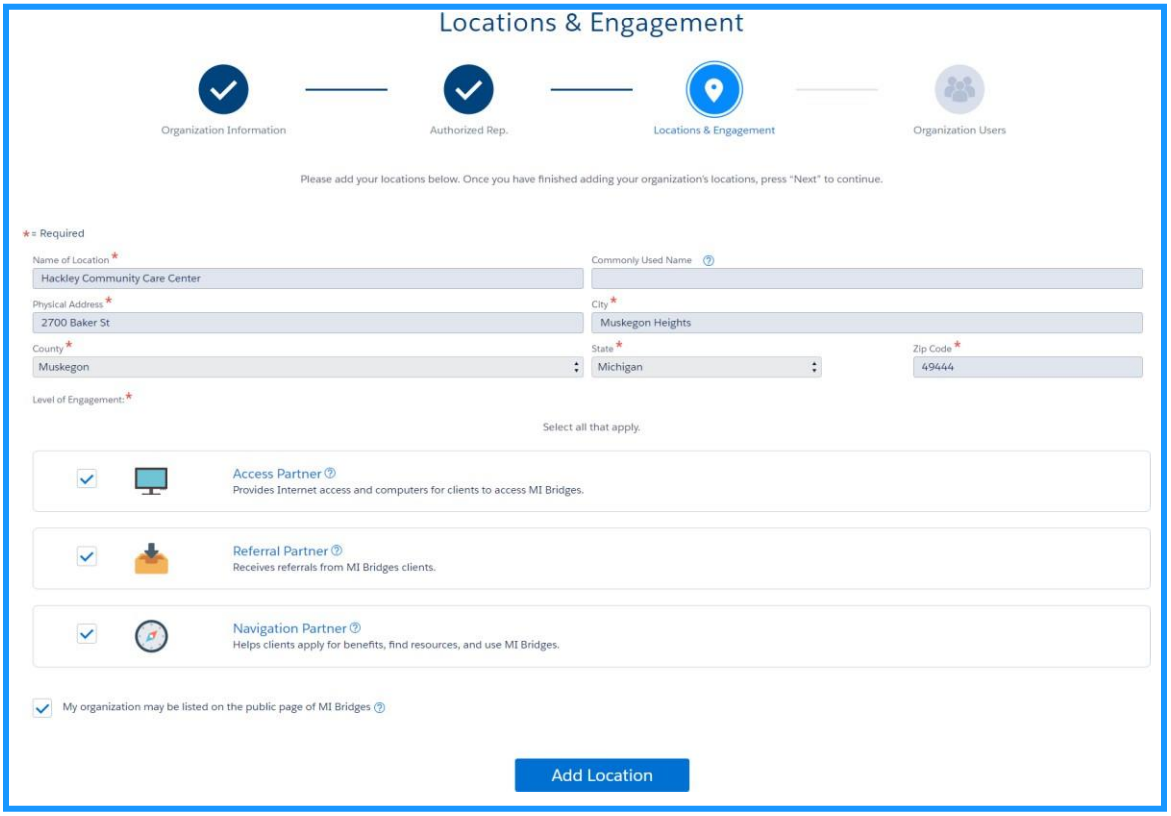
4. Record your organization's information, including:
   - **Legal Organization Name:** This is the organization name listed on legal documents.

- **Commonly Used Name:** This name may help clients better locate your organization if it is often referred to as a name other than the legal name. Often times this is the name you use when answering your agency's phone or your organization's Doing Business As (DBA) name. This is the name that clients will see in MI Bridges.
- **Organization Address:** If you a referral partner, the address on this page must match the address for the agency's main location in Michigan 2-1-1.
  (Note boxes for **confidential or no physical address.)**
- **County:** This is the county where your organization's main location is located.
- **Counties Served**: You can select multiple counties. Clients will use this information as search criteria when looking for resources.
- **Organization Type:** You can select multiple options. Clients will use this information as search criteria when looking for resources.
- **Tax Identification Number**
- **Does your organization have multiple locations?** Selecting **[Yes]** will allow you to record additional organization locations after step **13**. This is helpful because users are assigned to the organization location where they work later in the registration process.

5. Click **[Next].** The **Please Verify Your Address** page displays.
6. Edit the address if needed by selecting **[Re-enter Address]**. Once the address is correct, click **[Confirm].** The **Authorized Rep**. page displays.

	Tip: An Authorized Representative is a person who is authorized to sign legal documents on behalf of the organization. This is typically an agency director, executive director, manager, supervisor, etc. This individual can also be the lead person of contact. After the organization information is recorded in MI Bridges, the Authorized Representative receives an email to approve the agency as a MI Bridges partner.

7. Type your Authorized Representative's information on this page. Click **[Next].** The **Locations & Engagement** page displays.
   - The LPOC and the Authorized Representative can be the same person.
   - Please have the Authorized Representative check their junk/spam email box if they don't receive the email as they tend to go to that box (email will be from NoReply@michigan.gov).

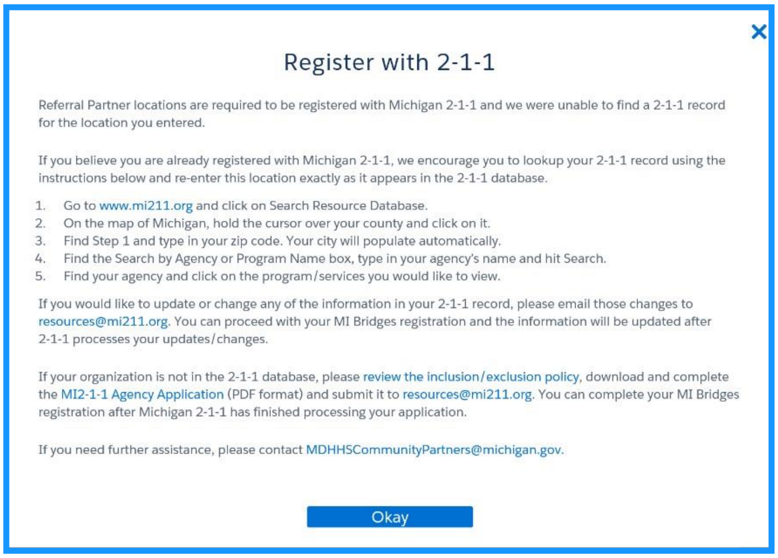


	Tip: You can designate your organization as an access partner, referral partner, navigation partner. Each organization can choose to serve in multiple partner roles.

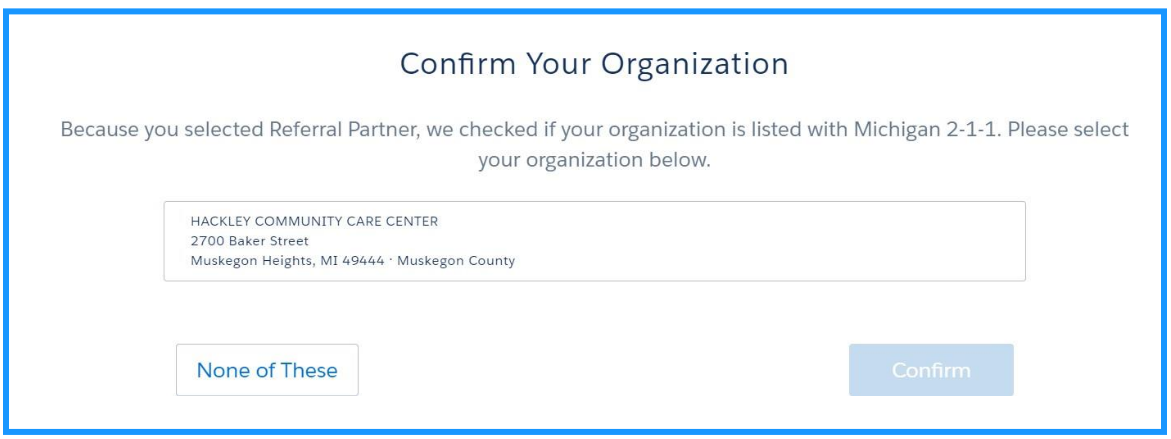
8. Notice the organization information for your agency's main location displays on the page and cannot be edited. If this information is incorrect, use the **[Back]** button to navigate to the **Organization Information** page to edit name or address information.
9. Record your organization's partner role(s):
   - Select if your agency will serve as an Access, Referral, and/or Navigation Partner. Click the help icons next to each role to learn more about that partner type.
   - By checking the **[My organization may be listed on the public page of MI Bridges]** box, your organization will display on the MI Bridges public page. This means the organization information can be viewed by anyone in MI Bridges.
10. Follow the below steps depending on how many locations your organization has:

	Next Step
Access and/or Navigation: If your organization has ONE location	Click **[Next]** and proceed to step **15.** The **Organization Users** page displays.
Access and/or Navigation: If your organization has MULTIPLE locations	Click **[Add Location]** and proceed to step **13.**
If you will be registering as a Referral Partner	Click **[Next]** and proceed to step **11.** The **Register with 2-1-1** or **Confirm Your Organization** page displays**.** NOTE: If you have MULTIPLE locations, you will have to do this for each location.

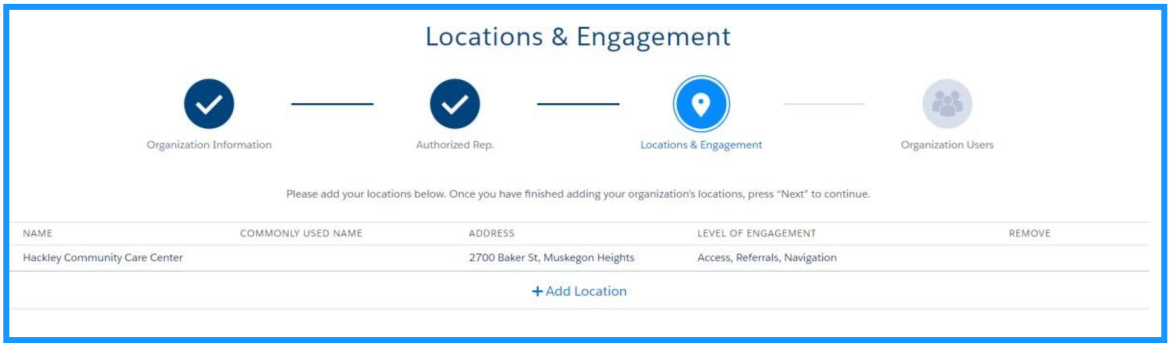
11. **Referral Partners Only:**
    - If an organization has selected they would like to be a Referral partner, they must first be registered in Michigan 2-1-1 otherwise they will not be able to complete the registration process in MI Bridges. If you receive a message to register in Michigan 2-1-1, follow the instructions provided in MI Bridges to register your agency in Michigan 2-1-1.
    - If you are registered in Michigan 2-1-1 and you are not able to proceed with registering your organization in MI Bridges, contact MDHHS at mdhhscommunitypartners@michigan.gov for assistance.
    - If you are also a Navigation and/or Access partner, click **[Okay]** and you will return to **Choose Level of Engagement** screen. **[Unselect]** Referral Partner and continue with agency registration. You can add Referral level of engagement at a later date (once you are in Michigan 2-1-1 database).
    - If you are a Referral only partner you will have to complete MI Bridges registration once you have been added to MI 2-1-1 database.



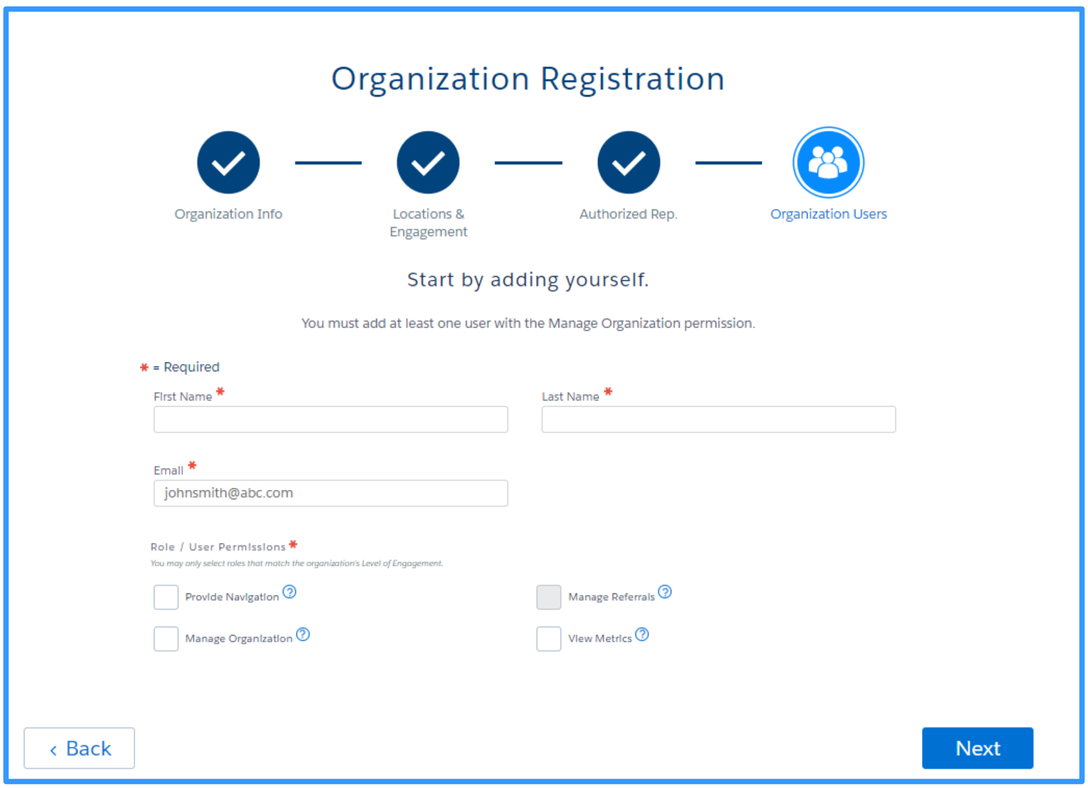
- If your organization is registered with Michigan 2-1-1 and their information matches a record in 2-1-1, MI Bridges will suggest an organization for you to confirm. Select the correct agency and click **[Confirm].**



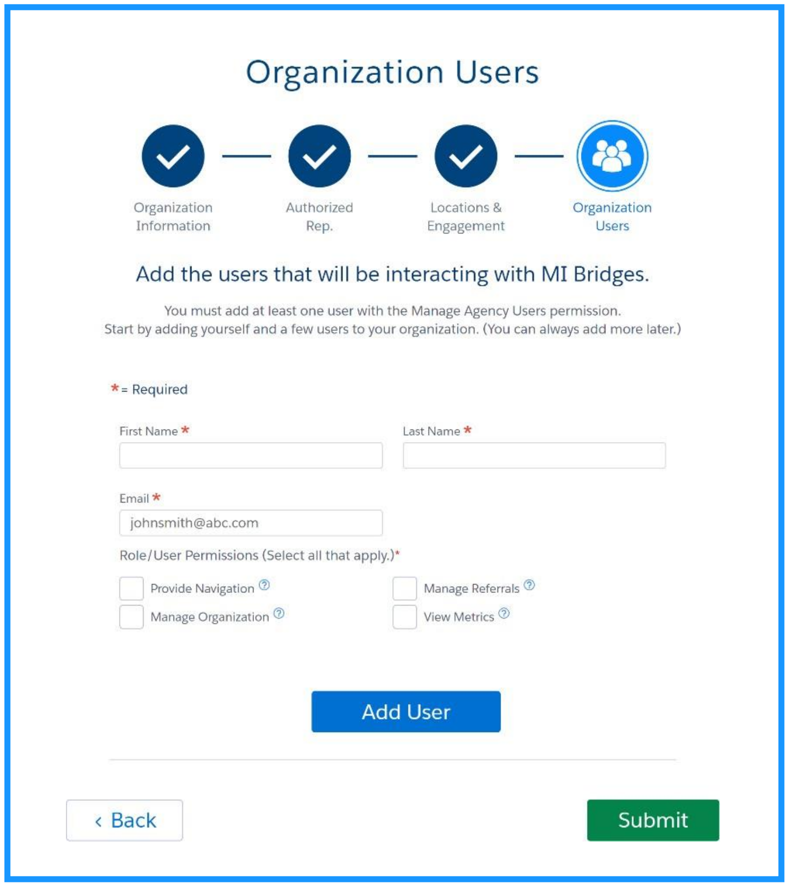
12. Follow the below steps depending on how many locations your organization has
    - **One Location:** Click **[Confirm].** The **Organization Users** page displays (on the next page below). Proceed to step **15**.
    - **Multiple Locations:** Click **[Confirm].** The **Locations & Engagement Summary** page displays.



13. Click **[+ Add Location].** Additional fields display to record the agency's location information.
14. Record information on the agency's second location. Notice you can now edit the name and address fields. Repeat steps 9-13 for all agency locations. Click **[Next]**. The **Organization Users** page displays.
15. The Lead Point of Contact should add themselves first.



	Tip: The Lead Point of Contact can remove any previously added locations from this page. The only location that cannot be removed is the main location. If you need to edit a location, you must select the red **[x]** to remove the location, and then re-add the location.

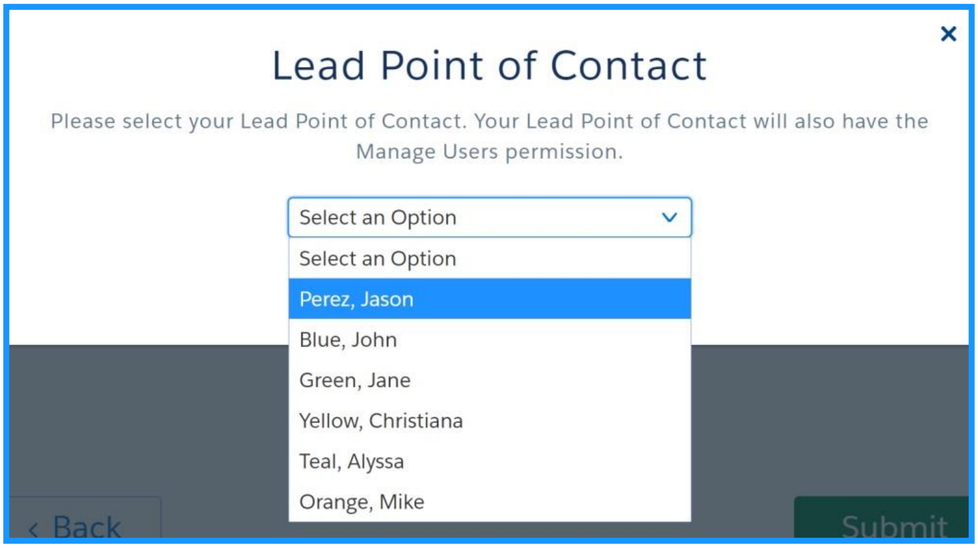

Organization Users
Organization Information
Authorized Rep.
Locations & Engagement
Organization Users
Add the users that will be interacting with MI Bridges.
You must add at least one user with the Manage Agency Users permission.
Start by adding yourself and a few users to your organization. (You can always add more later.)
* = Required
First Name *
Last Name *
Email *
johnsmith@abc.com
Role/User Permissions (Select all that apply.)*
Provide Navigation
Manage Referrals
Manage Organization
View Metrics
Add User
‹ Back
Submit

16. Add the **Name, Email,** and **Role/User Permissions** for each user in the organization who will be using MI Bridges. A user can be assigned multiple permissions. Remember, each user will receive their own account. It is important to correctly type the user's email because users will receive a link to register at the email address you record. Click **[Add User].** The **Organization Users Summary** page displays.
    - **Best Practice:** Add the LPOC as the first user and provide the 'Manage Organizations' permission.

Permission	Description
Provide Navigation	This role helps clients apply for benefits, locate resources, and navigate their My Resources page.
Manage Referrals	This role responds to referrals sent to your agency from clients.
Manage Organization	This role has the ability to add, remove and edit the details of users in your organization. This role can also edit organization information. It is recommended this role be assigned to a small number of users. A maximum of 3 users can be assigned the 'Manage Organization' user role. *Remember it's important to have a back-up LPOC!*
View Metrics	This role can view metrics about the agency's use of MI Bridges. They will also be able to generate reports relating to benefits, referrals, and navigators in their organization. Access only partners will not have this permission.

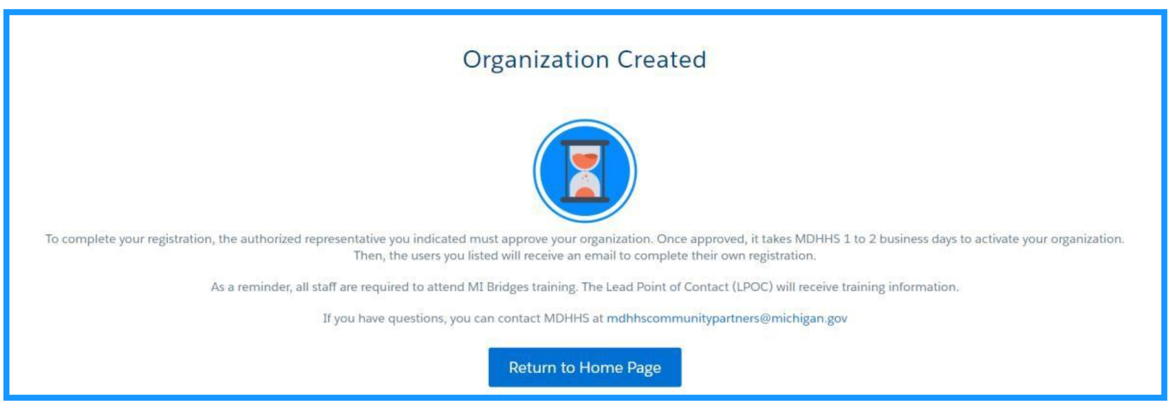
	Tip: As you add users, the **Organization Users Summary** page displays the different users. Each user can have different permissions. If you don't add all your users here, you will be able to add more users after your organization is approved. To edit a user, select the red **[x]** to remove the user, and then re-add the user.

17. Repeat step 15 until all agency users who will serve as a partner are recorded in MI Bridges. Click **[Submit]**. The **Lead Point of Contact** pop-up window displays.



	Tip: The Lead Point of Contact is the first person MDHHS will contact if they have questions or need more information about the organization. Only one person in the organization can be the LPOC.

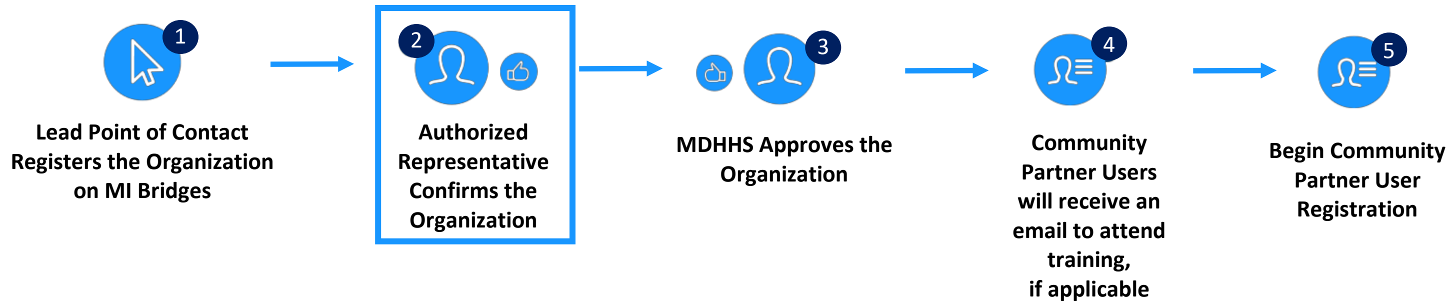
18. All users display in the drop-down list. Select the LPOC. Click **[Confirm].** The **Organization Created** page displays. This is the last step for the LPOC. An email is triggered to the Authorized Representative prompting them to confirm that their organization can serve as a MI Bridges partner.



19. Click **[Next].** The **Confirm Your Organization** page displays.

Authorized Representative Approval

After the Lead Point of Contact registers the organization, the individual listed as an Authorized Representative is sent email to certify that the organization can serve as a MI Bridges partner.



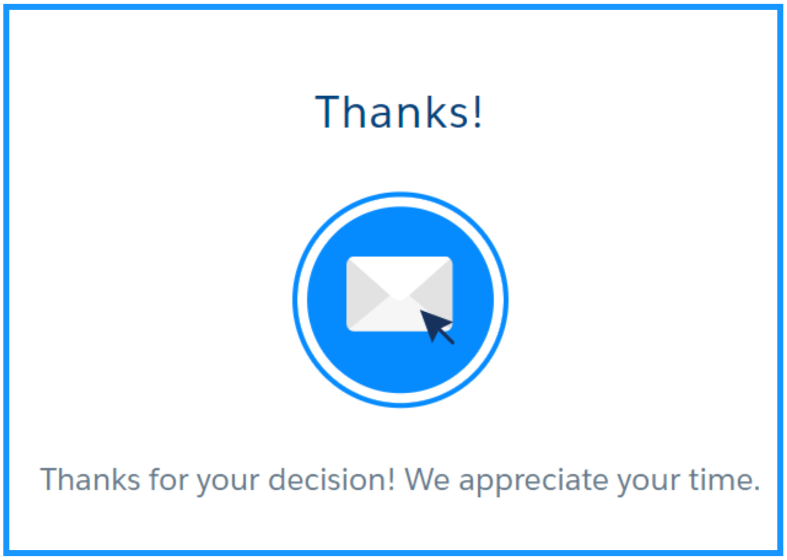
Tip: Please alert the Authorized Representative to check their email. An email is sent to the address recorded on the Authorized Representative page. The email is titled 'Authorized Representative Approval' and is sent from 'Do Not Reply'. Please have the Authorized Representative check their junk/spam email box if they don't receive the email as they tend to go to that box (email will be from NoReply@michigan.gov).

20. Review the email titled 'Authorized Representative Approval'. Click **[Review and Certify].** An **Authorized Representative Approval** webpage opens.

Tip: If any information is incorrect, the Authorized Representative is prompted in the email to contact the Lead Point of Contact. The LPOC's email address is listed at the bottom of the email.

Note: The Authorized Representative does not need to create a MI Bridges account to certify the organization.

21. Carefully review the information on the **Authorized Representative Approval** webpage. Click **[Accept].** The **Thanks** page displays.



	Tip: **Congratulations!** You have successfully created a MI Bridges account. Your organization's registration has been sent to MDHHS for approval. Once MDHHS approves your organization you will receive an automated email that your organization has been approved. After your organization has been approved users in your organization will receive an email to create their account!

Remember, if you have any questions on registration, you can always contact MDHHS by emailing mdhhscommunitypartners@Michigan.gov or visit www.Michigan.gov/mibridgespartners for the latest MI Bridges information!

Community Partner Log-In

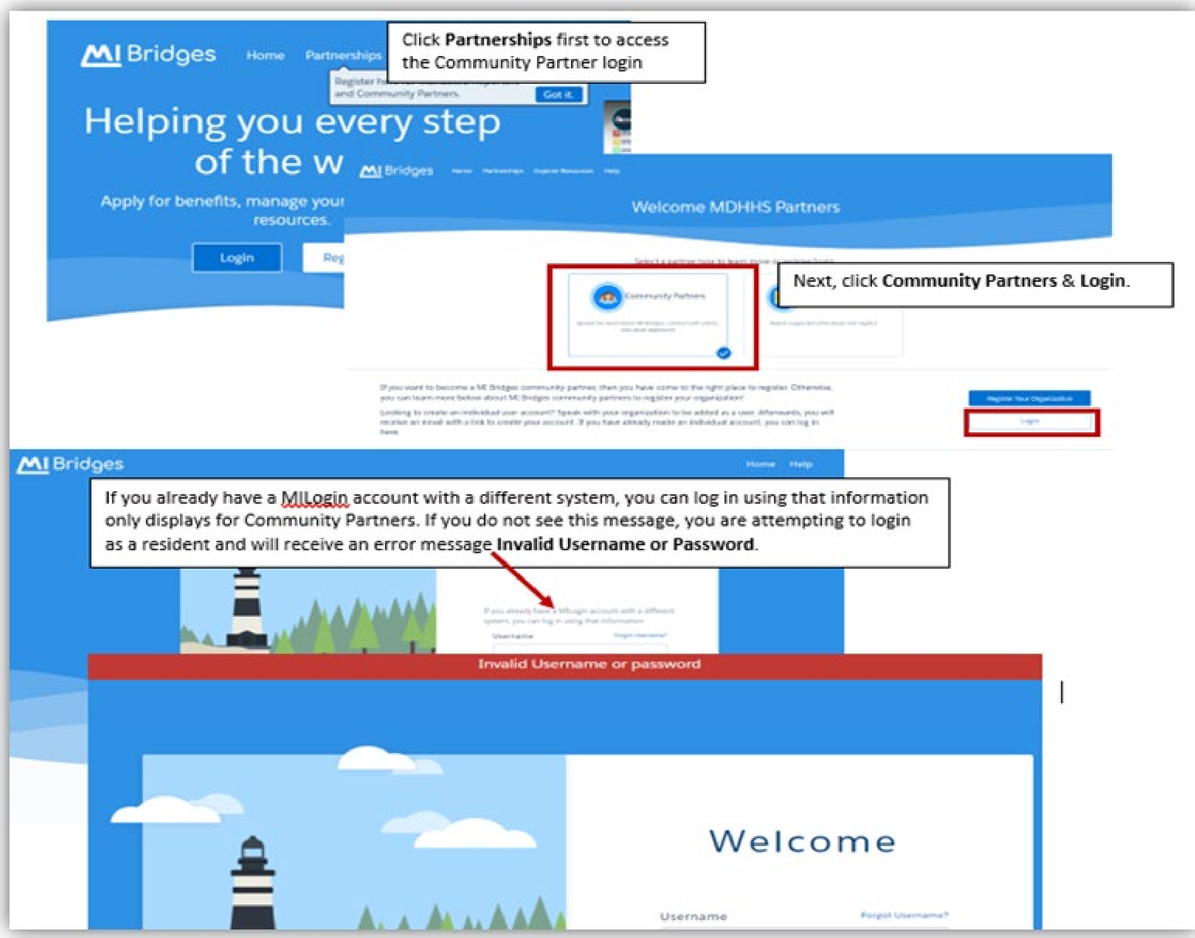
Here is the link to login as a community partner: **(be sure to bookmark this page so it is easy to access)**

https://newmibridgeslogin.michigan.gov/tpeai/login/authenticate?key=ModCCU7RE7%2BZcFZlGOAKrQ%3D%3D

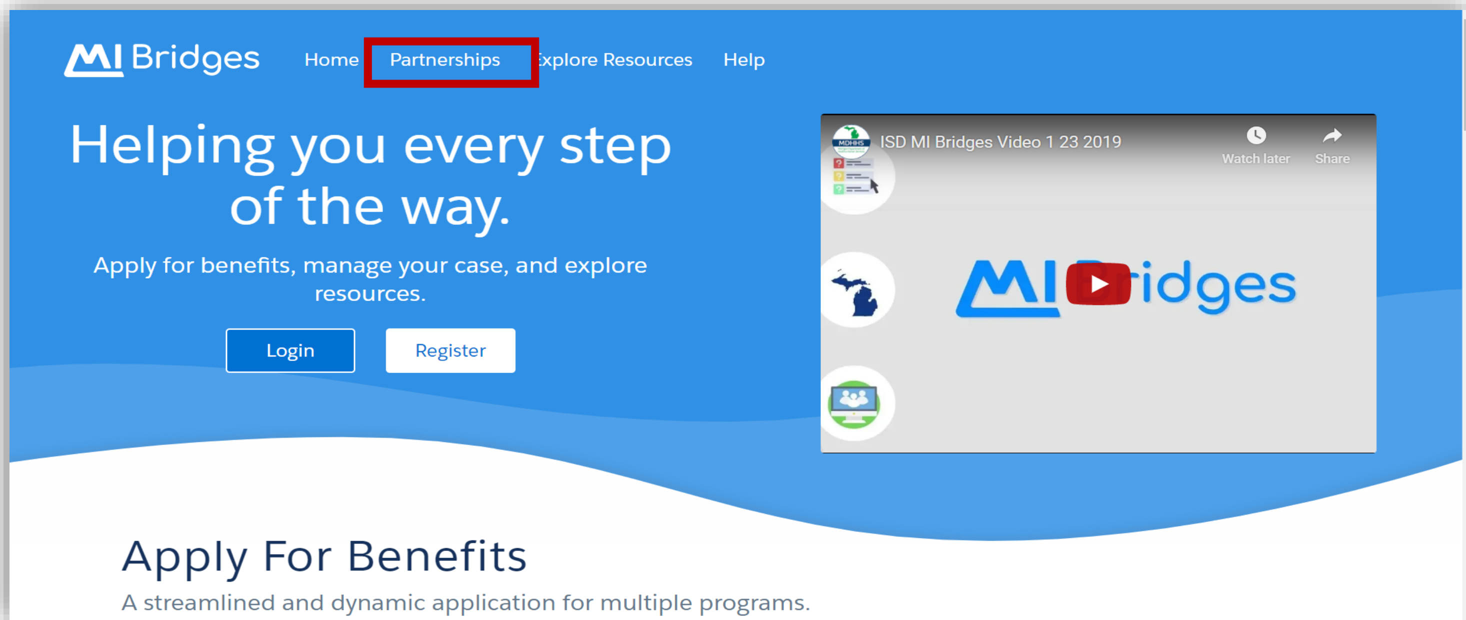
Please note: *Your account will timeout after 5 minutes of inactivity and defaults to the resident login page.*

If you are receiving an error message (username/password incorrect) while attempting to log in, you may be attempting to login as a resident user.

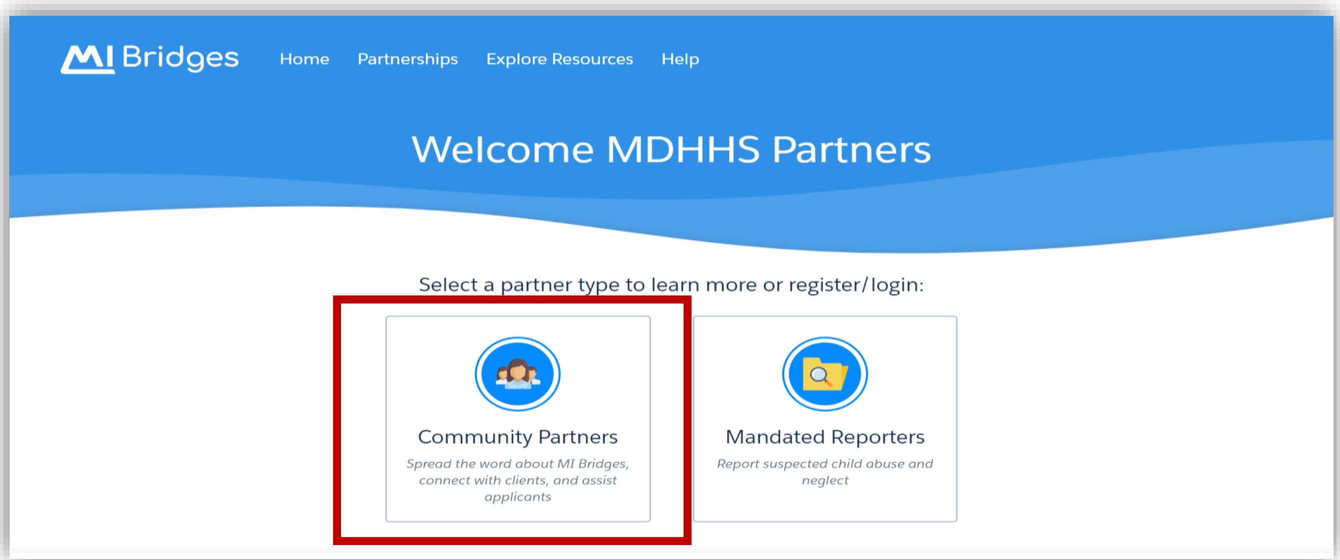
You should make sure to log in on the Community Partner page.
1. On the MI Bridges log in page, Click Partnerships
2. Click Community Partners
3. Click Login
4. When you log in, you will see a message above the Username box “If you already have a MILogin account with a different system, you can log in using that information”.



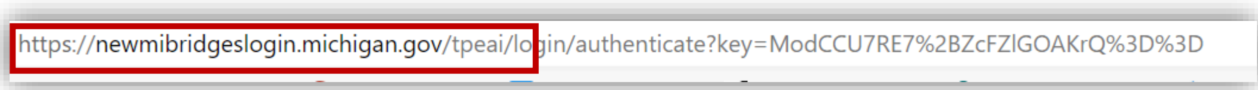
1. Click **“Partnerships”** to log in the your Navigator account.



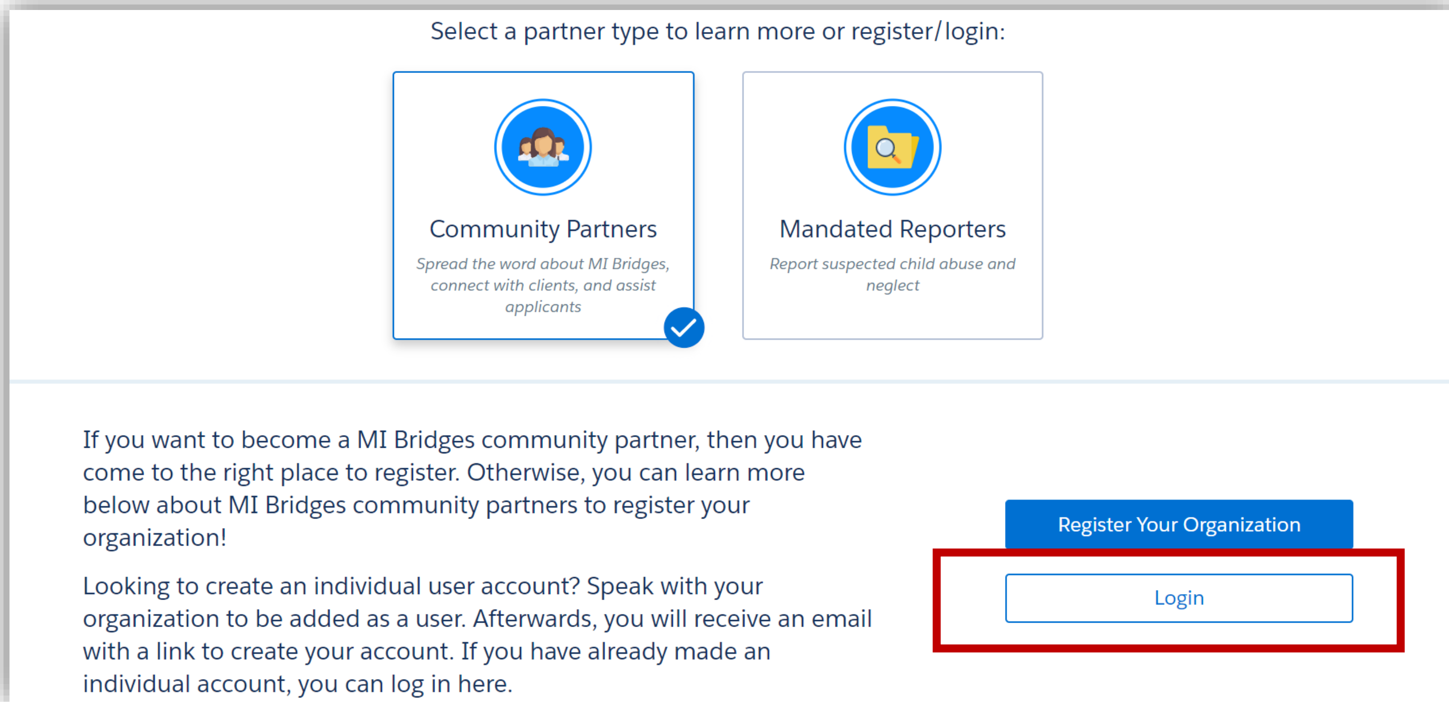
2. Next, click on the **“Community Partners”** tile.



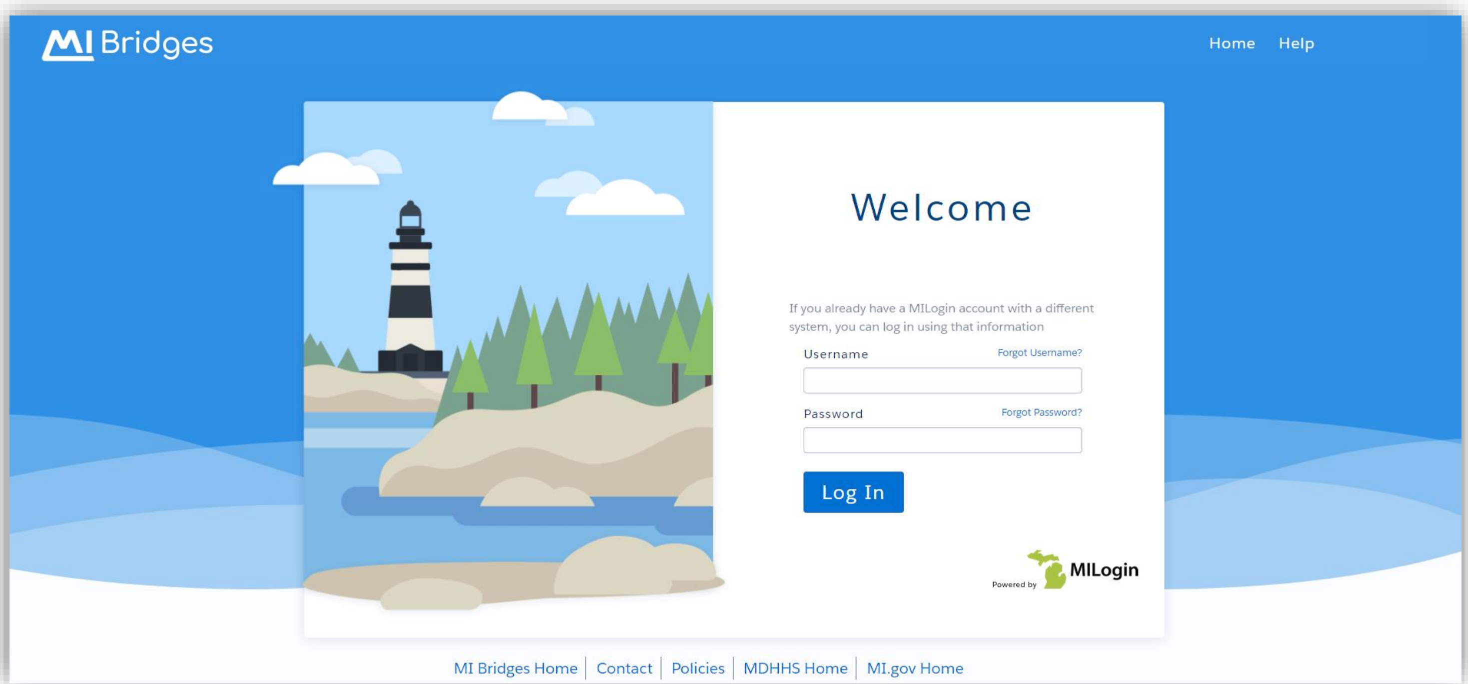
Please verify the login URL shows “tpeai” after the Michigan.gov:

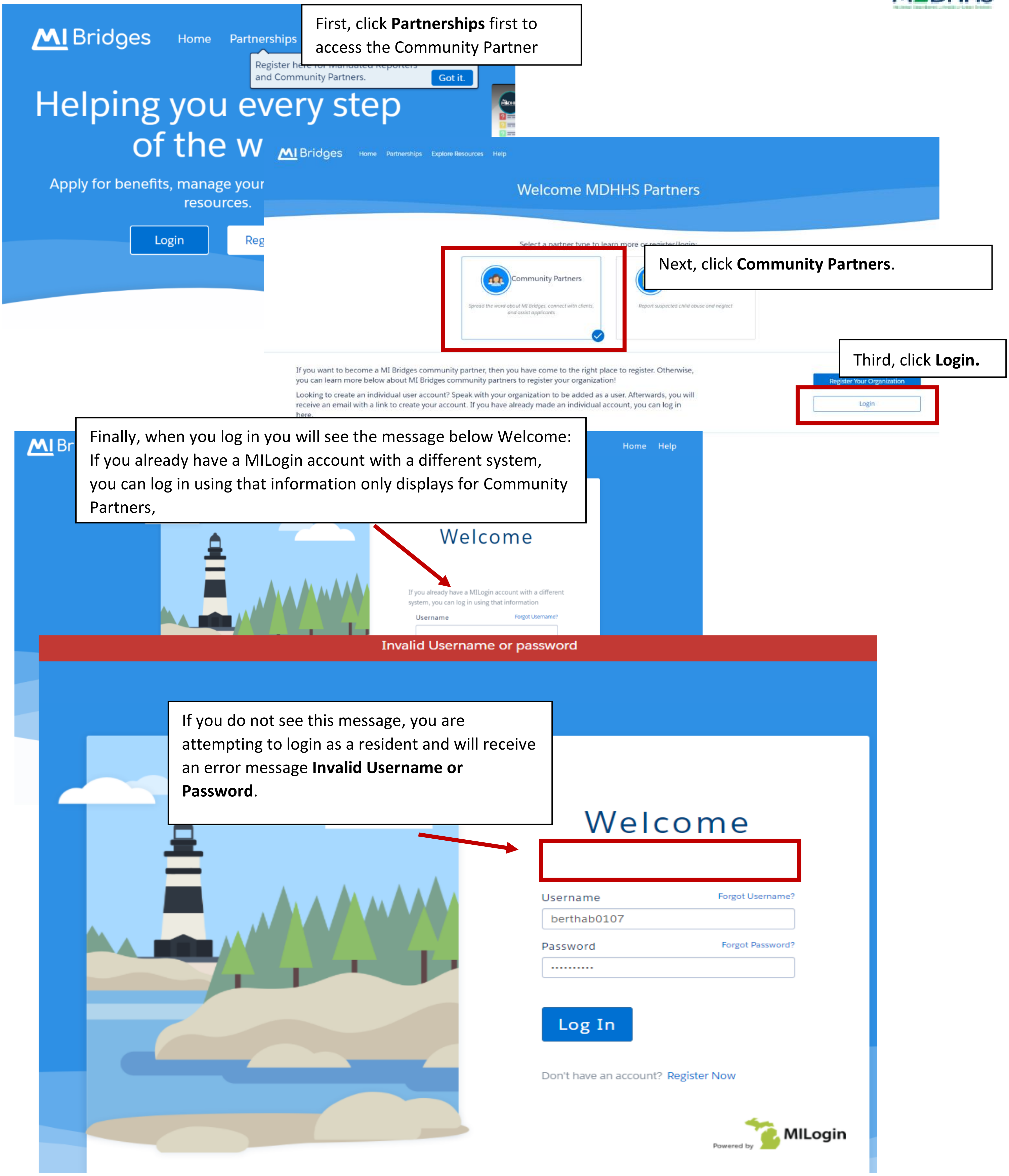


3. Click **“Login”.**



4. Enter your Username and Password.




First, click **Partnerships** first to access the Community Partner
MI Bridges
Home
Partnerships
Register here for Mandated Reporters and Community Partners.
Got it.
Helping you every step of the w
Apply for benefits, manage your resources.
Login
Reg
Welcome MDHHS Partners
Community Partners
Next, click **Community Partners**.
Third, click **Login.**
If you want to become a MI Bridges community partner, then you have come to the right place to register. Otherwise, you can learn more below about MI Bridges community partners to register your organization!
Looking to create an individual user account? Speak with your organization to be added as a user. Afterwards, you will receive an email with a link to create your account. If you have already made an individual account, you can log in here.
Register Your Organization
Login
Finally, when you log in you will see the message below Welcome: If you already have a MILogin account with a different system, you can log in using that information only displays for Community Partners,
Home
Help
Welcome
If you already have a MILogin account with a different system, you can log in using that information
Username
Forgot Username?
Invalid Username or password
If you do not see this message, you are attempting to login as a resident and will receive an error message **Invalid Username or Password**.
Welcome
Username
Forgot Username?
berthab0107
Password
Forgot Password?
Log In
Don't have an account? Register Now
Powered by MILogin

How to Manage Your Organization

The Job Aid explains how partners can use MI Bridges to manage their organization. Partners and MDHHS staff can use the information in this Job Aid to assist partners with managing their organization.

Table of Contents

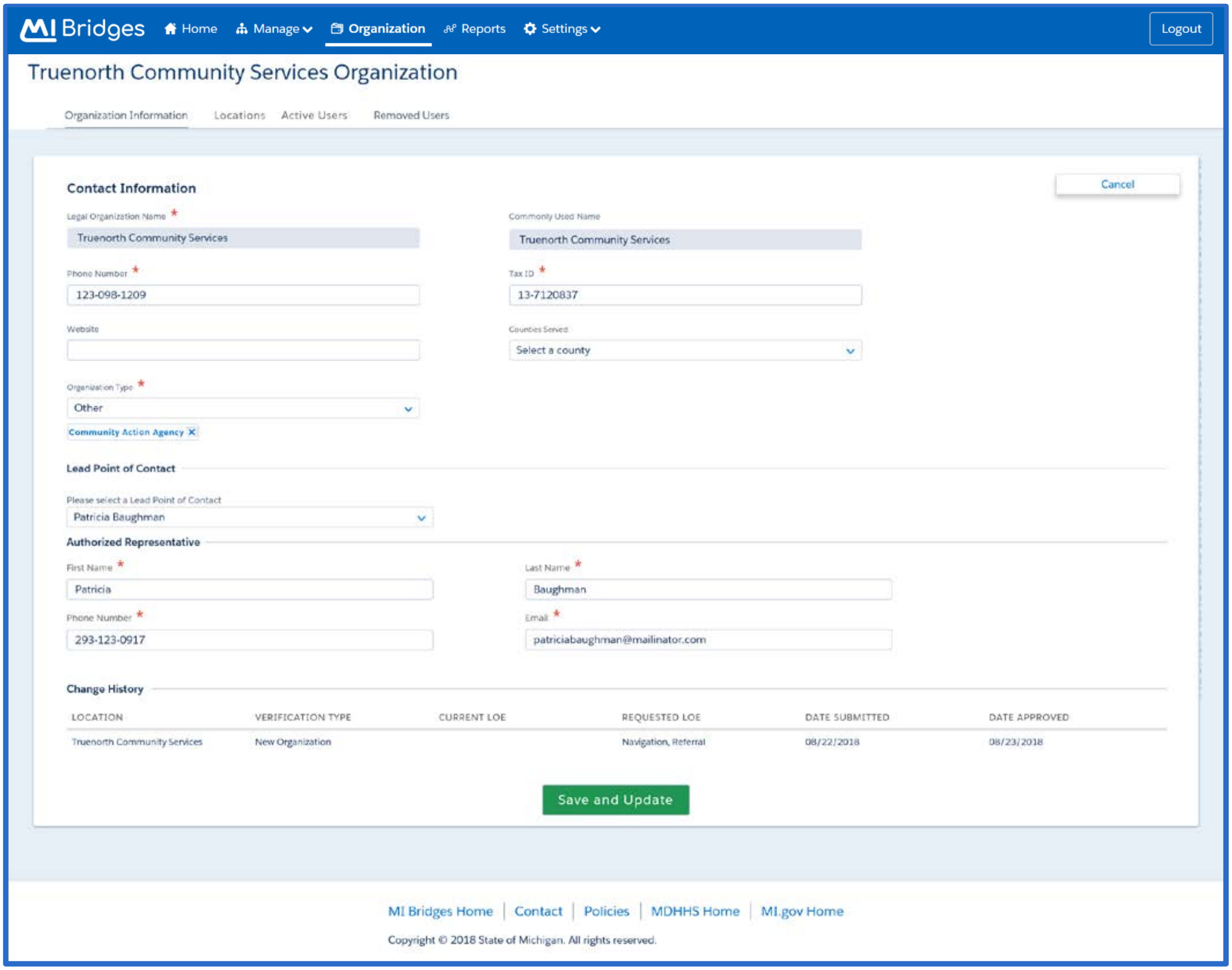
Important Information

With MI Bridges, there are many features built specifically for partners who have the manage organization permission, such as:

- **Organization Information:** Partners have the ability to edit their organizations phone number, tax id, organization type, lead point of contact, authorized representative, etc. from their manage organization menu.
- **Add A Navigator:** Partners who have the Manage Organization permission have the ability to add a new navigator to their organization.
- **Add A New Location:** Partners who have Manage Organization permission can add a new location to their organization if they have multiple locations.
- **Partner Preferences:** Partners can customize their settings from the partner settings menu.
- **Add, Remove or Reassign a Client:** Partners who have the Manage Organization permission can add, remove or reassign a client to navigators within their organization on the Active Users page.

Manage Organization

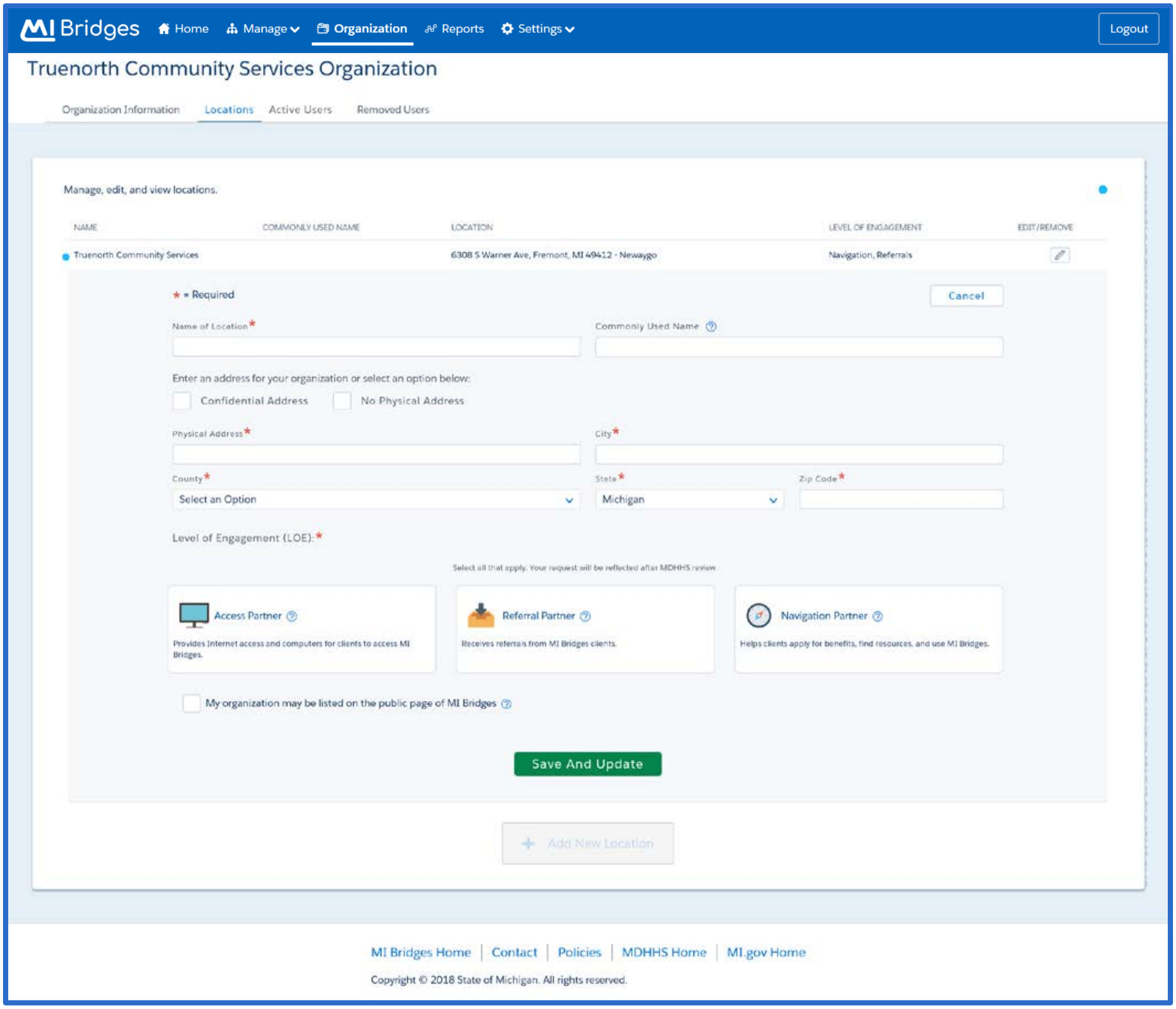
1. From the Navigation Bar, click **[Organization].** The **Manage Organization** page displays.



2. To edit organizational information, click **[Edit]**. The fields on this page become active.
3. After editing information click **[Save and Update].** The edits save.

Locations

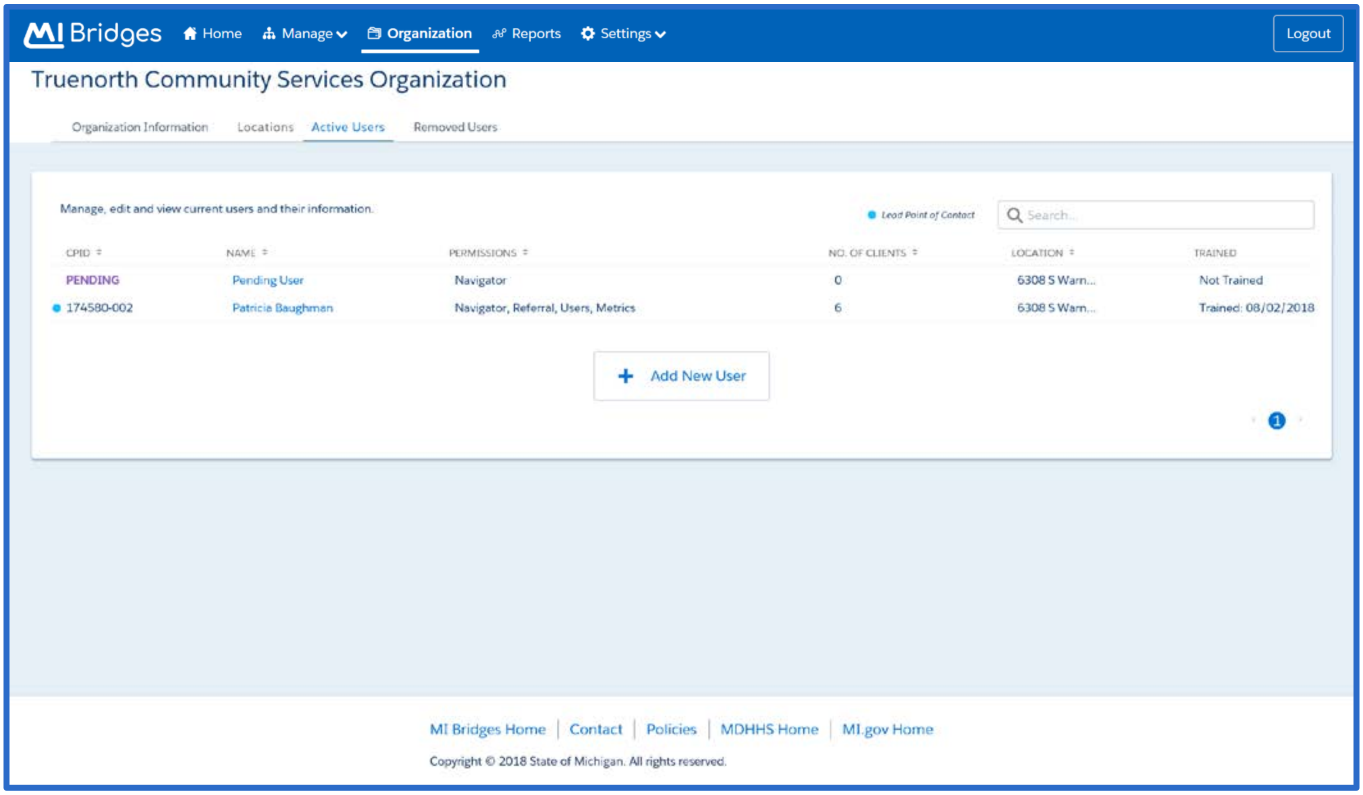
1. Click the **[Locations]** tab. The **[Locations]** page displays.



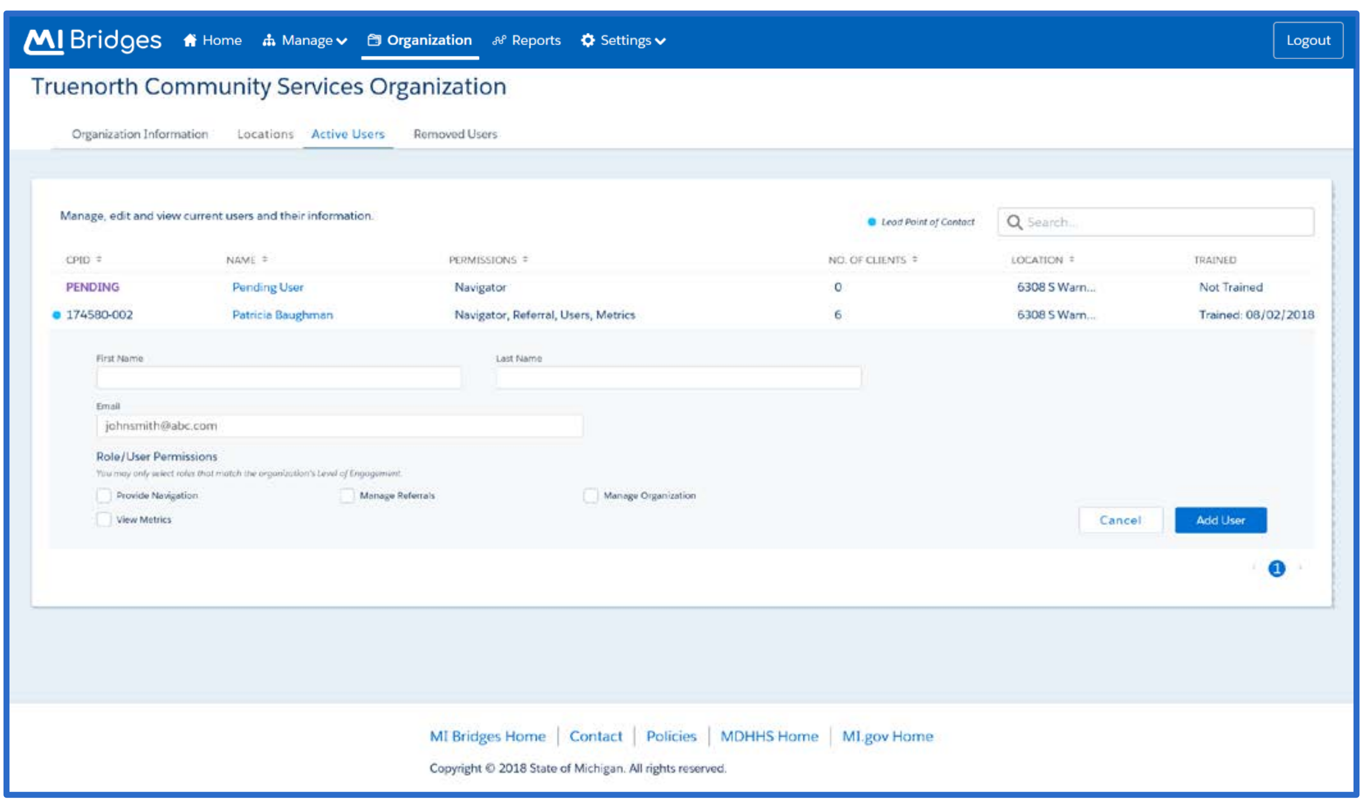
2. Click **[Add New Location].** The **New Organization** fields display.
3. Type a **Name of Location, Physical Address, City, County, State, Zip Code,** and **Level of Engagement.**
4. Click **[Save and Update].** The new location saves.

Active Users

1. Click the **[Active Users]** tab. The **[Active Users]** page displays.



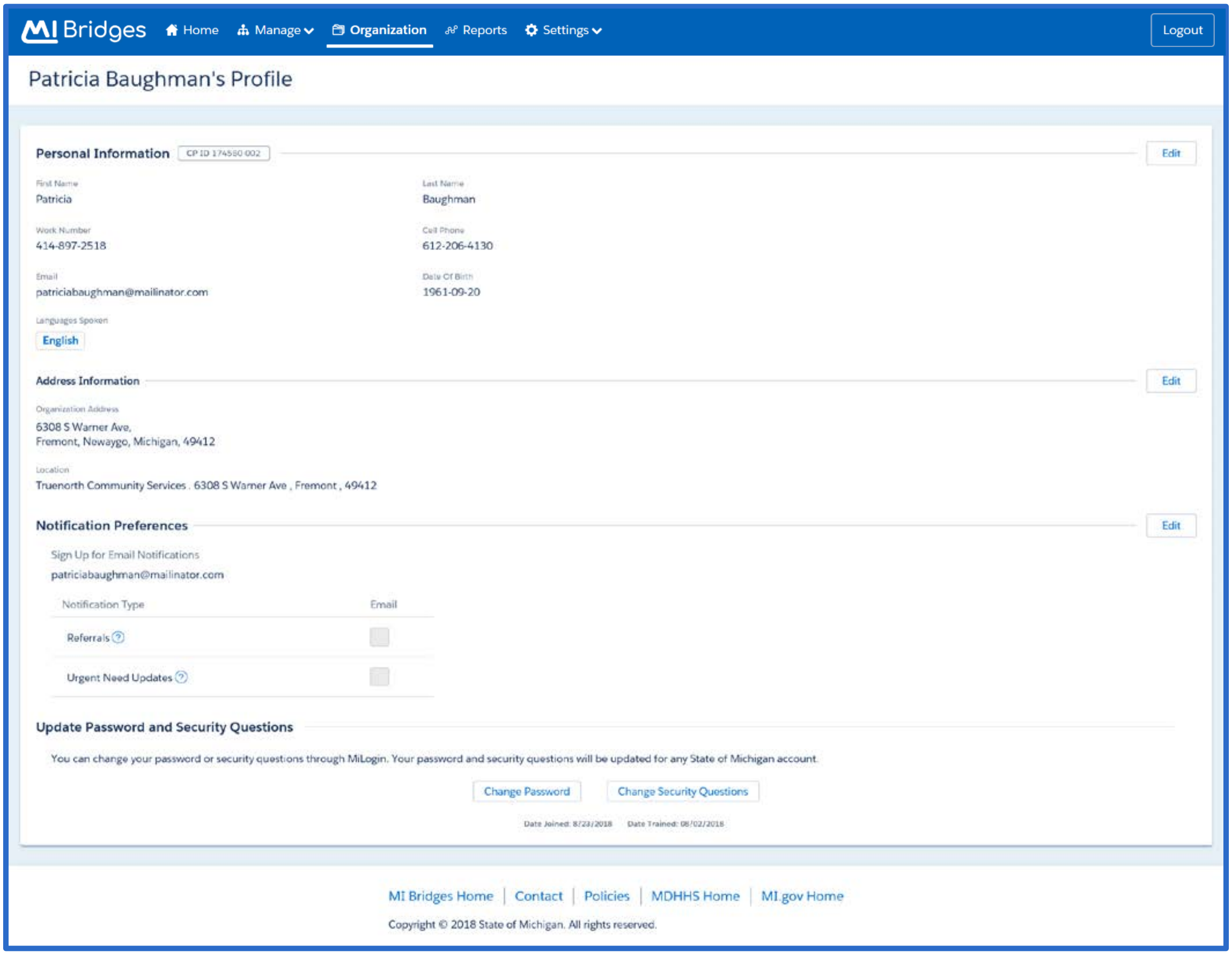
2. Click **[Add New User].** The **New User** fields display.



3. Enter the new user’s **First Name, Last Name,** and **Email.**
4. Check the **box** next to the permissions you want your new user to have.

Partner Preferences

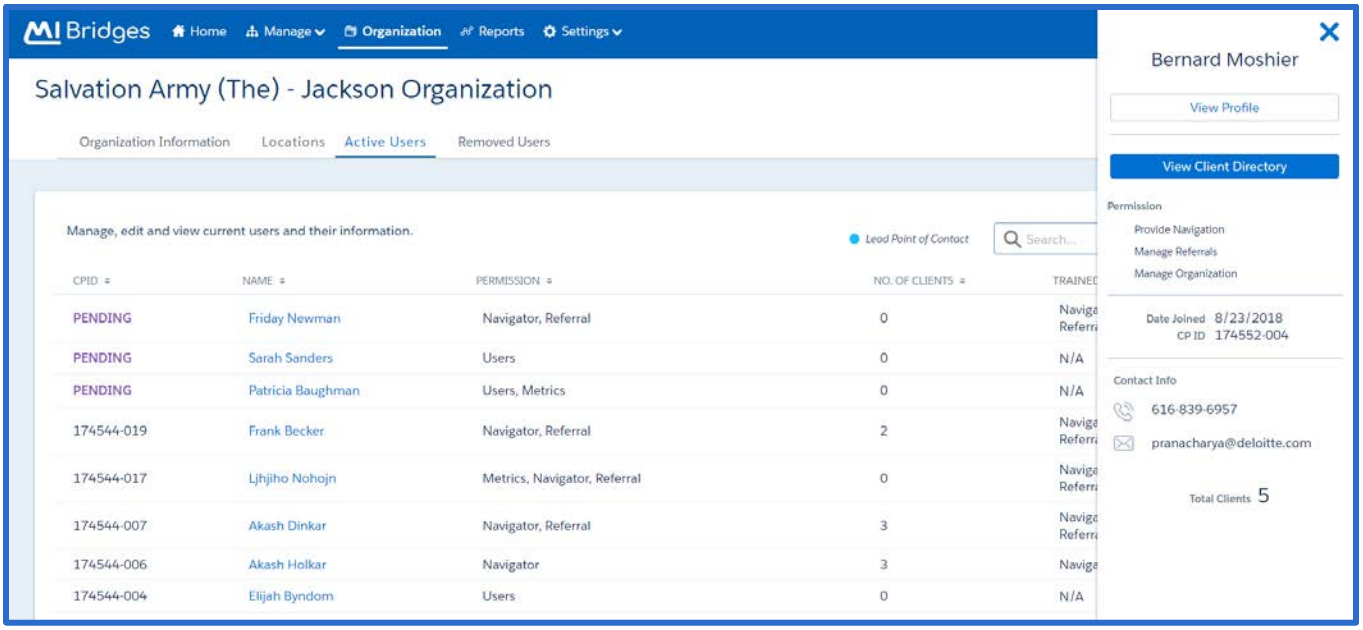
1. From the partner dashboard, click the **Preferences** page displays.



2. Click **[Edit].** The Personal Information, Address Information, and Notification Preferences fields activate.
3. Click **[Save and Update].** The new information saves.

Add, Remove or Reassign a Client

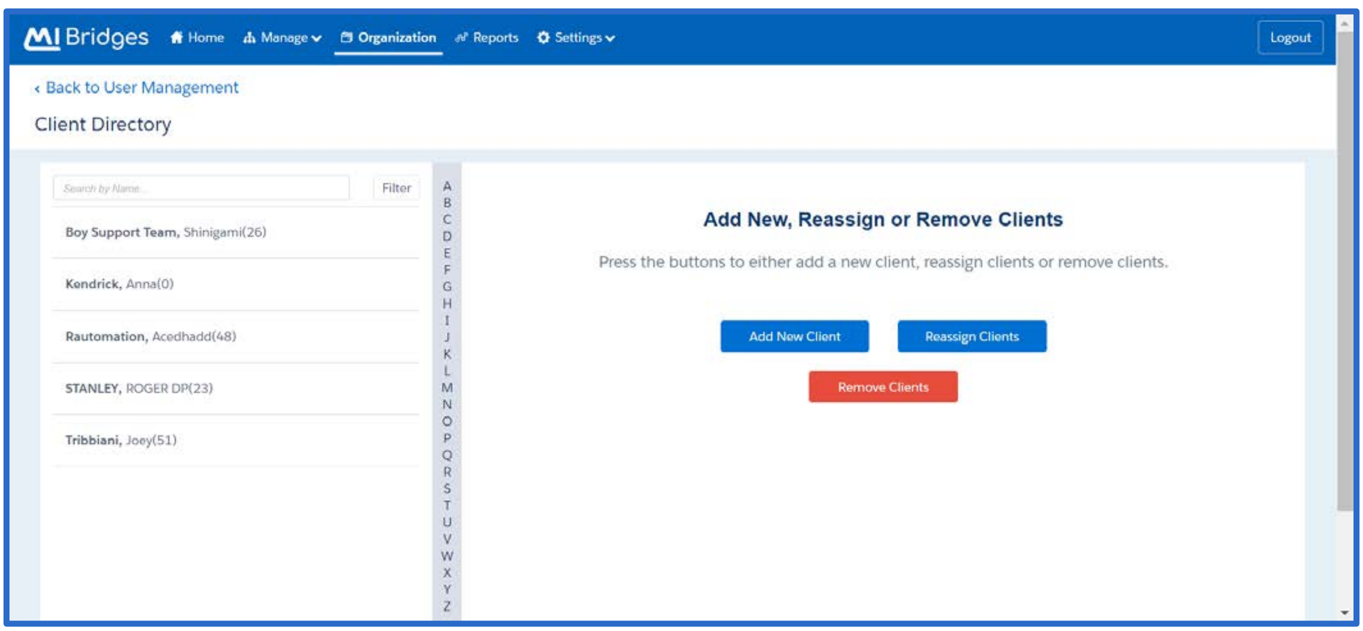
1. From the partner dashboard select **[Organization]**.
2. Select **[Active Users]**.
3. Select the name of a navigator with a CPID.



4. Click on **[View Client Directory]**.

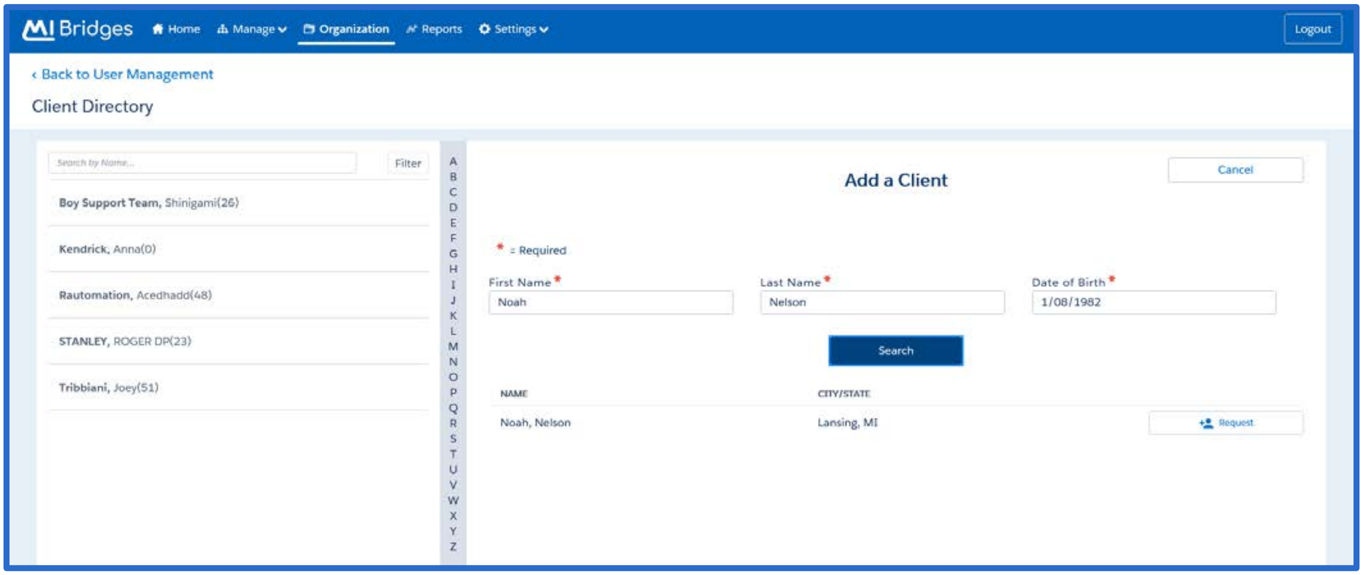
Add a Client

1. Follow steps one through four of the “Add, Remove, or Reassign a Client” job aid section.
2. To add a client, select **[Add New Client]**.



3. Type in the client’s first name, last name, and birthday.

4. Select **[Search]**.

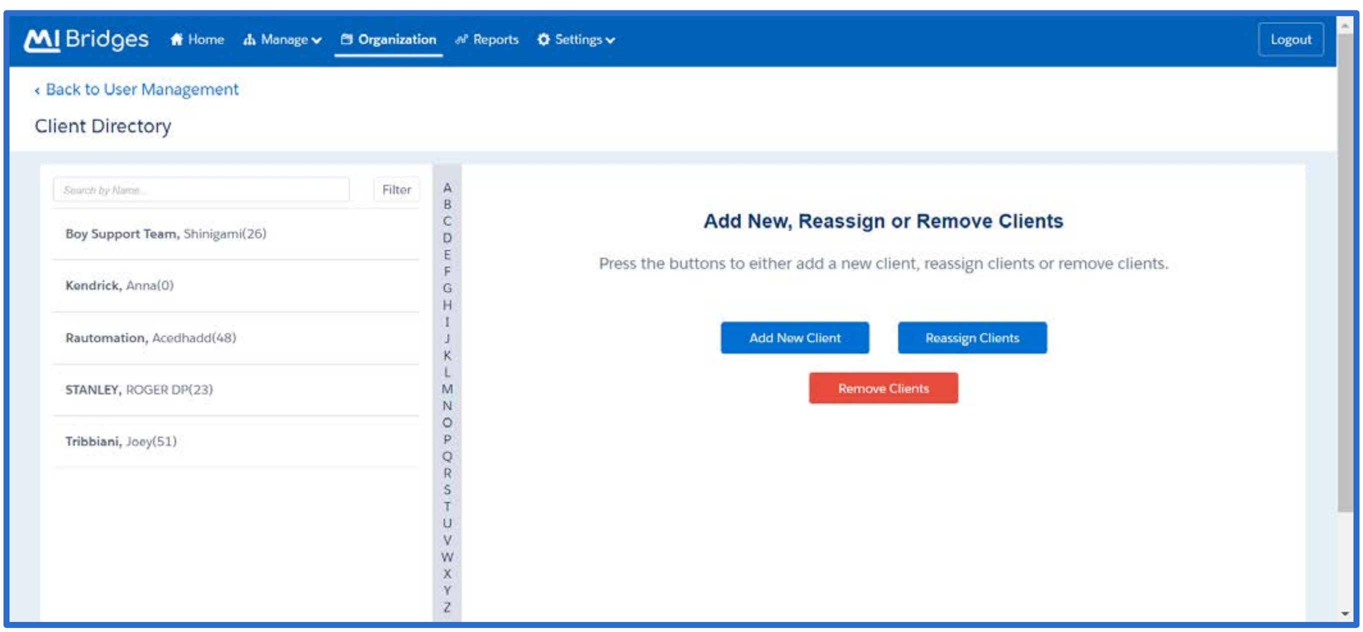


5. Click []. A request will be sent to add the new client.

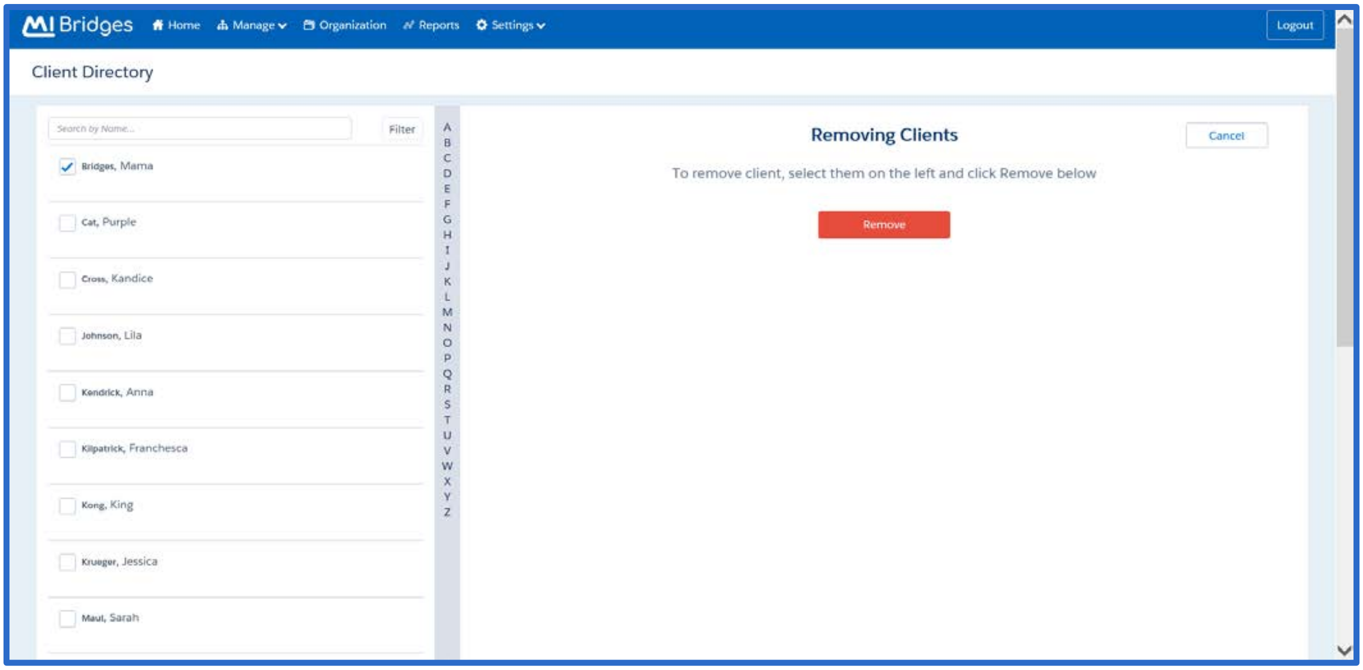
[Click here to access "Add A Client" Microlearning]

Remove Client

1. Follow steps one through four of the "Add, Remove, or Reassign a Client" job aid section.
2. Select **[Remove Client]**.



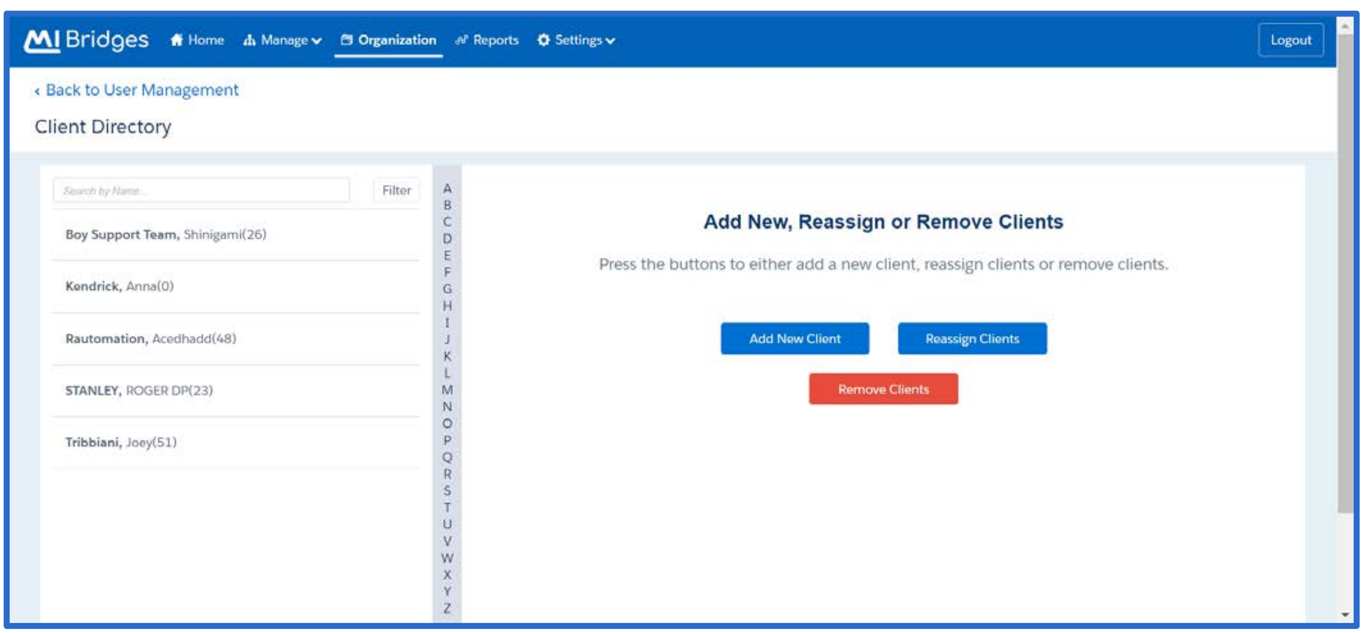
3. Click the **box** next to the client you want to remove.
4. Click **[Remove]**. The client will be deleted from the client directory.



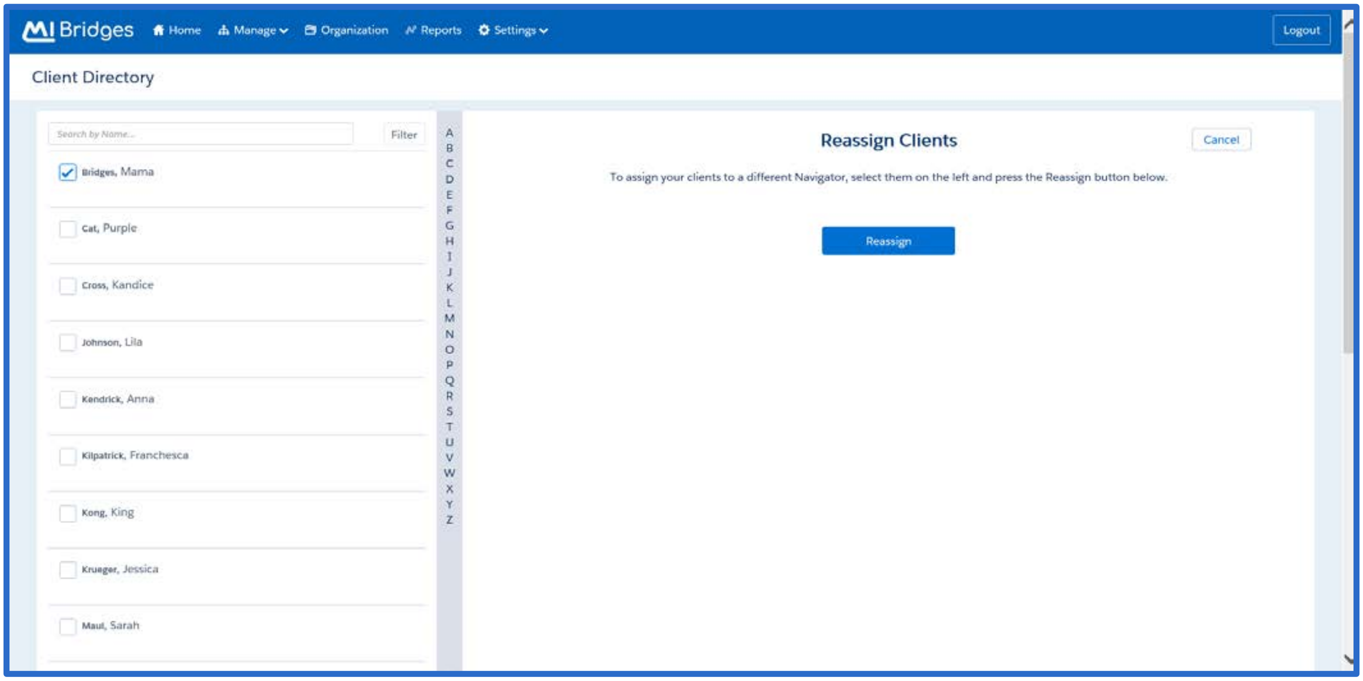
[Click here to access "Remove A Client" Microlearning]

Reassign Client

1. Follow steps one through four of the “Add, Remove, or Reassign a Client” job aid section.
2. Select **[Reassign Client]**.



3. Click the **box** next to client you want to reassign.
4. Click **[Reassign]**.



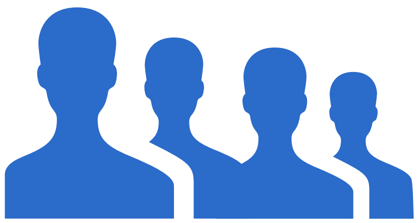
5. Type in the navigator's name you want to reassign the client to and click **[Search]**.
6. Select the correct navigator.

7. Click **[Submit]**. A notification will be sent to the client.

Frequently Asked Questions

	Q. Who in my organization can make these changes A. Only navigators that have the "Manage Organization" permission can make these changes. A total of 3 users in your organization can have the "Manage Organization" permission.
	Q. What notifications can I get as a navigator? A. If you are a referral organization you can receive a daily email notifying you of any new referrals sent to your organization. If you are a navigator you can receive a notification each time your client is triggered in MI Bridges as having an urgent need.

Create a New Community Partner User

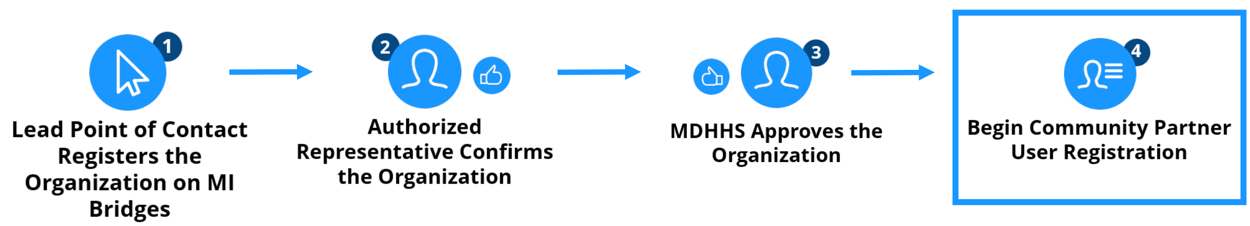


The Job Aid explains how a partner can create a new community partner user account in MI Bridges.

Table of Contents

Important Information

After your organization has been registered in MI Bridges by your Lead Point of Contact and approved by MDHHS, you will receive an invitation to register as a community partner user. In MI Bridges each user will receive their own unique account.

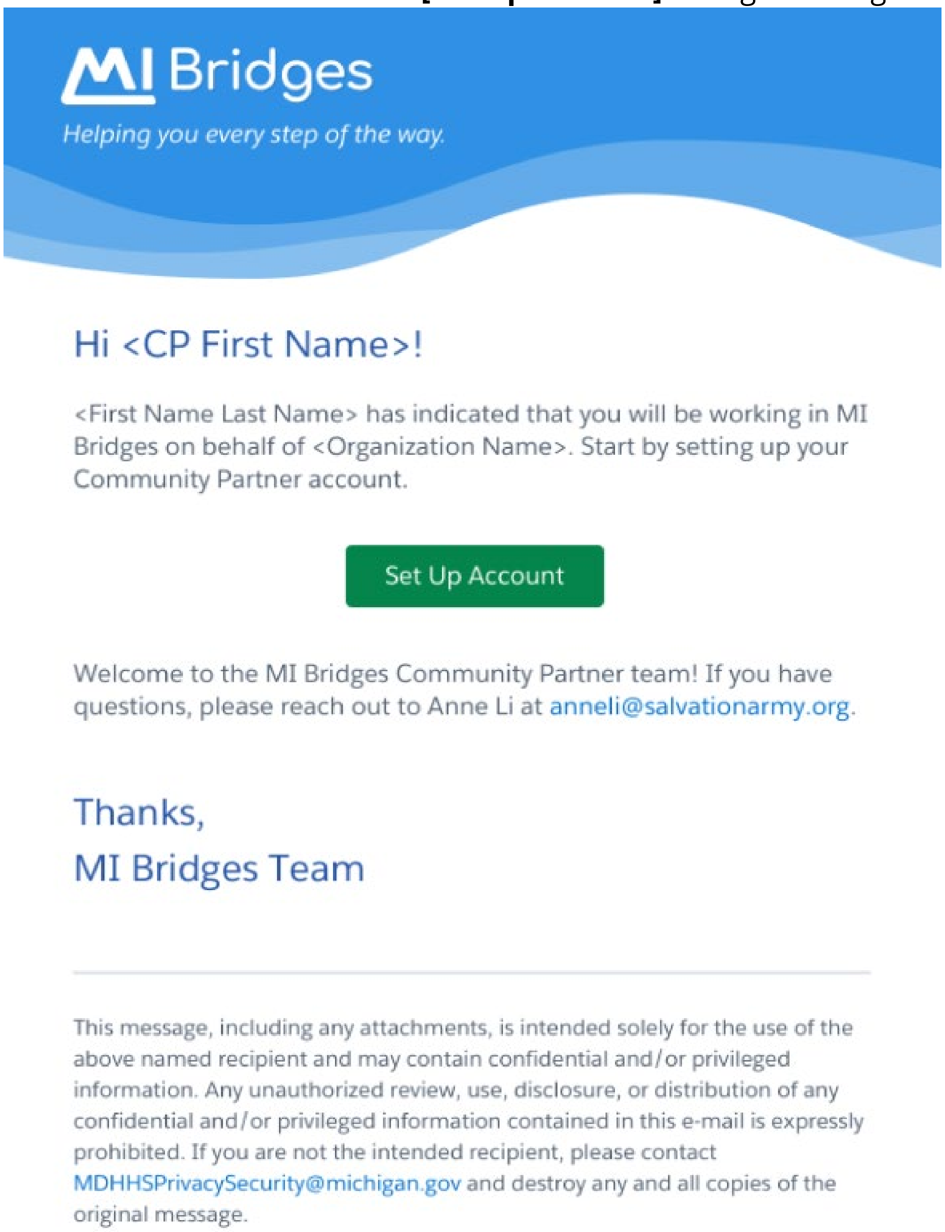


Beginning your User Account Registration

As a Community Partner user, after the Lead Point of Contact from your agency has added you as user in MI Bridges for your organization's MI Bridges Partnership, you will receive an email from MI Bridges prompting you to register your account.

	Tip: Check your junk/spam folder as this email sometimes gets filtered there. The email is from 'Do Not Reply', noreply@michigan.gov

1. You will receive an email with the subject line “Set Up Your MI Bridges Account”. Review this email and click **[Set Up Account]** to begin the registration process.



MI Bridges

Helping you every step of the way.

Hi <CP First Name>!

<First Name Last Name> has indicated that you will be working in MI Bridges on behalf of <Organization Name>. Start by setting up your Community Partner account.

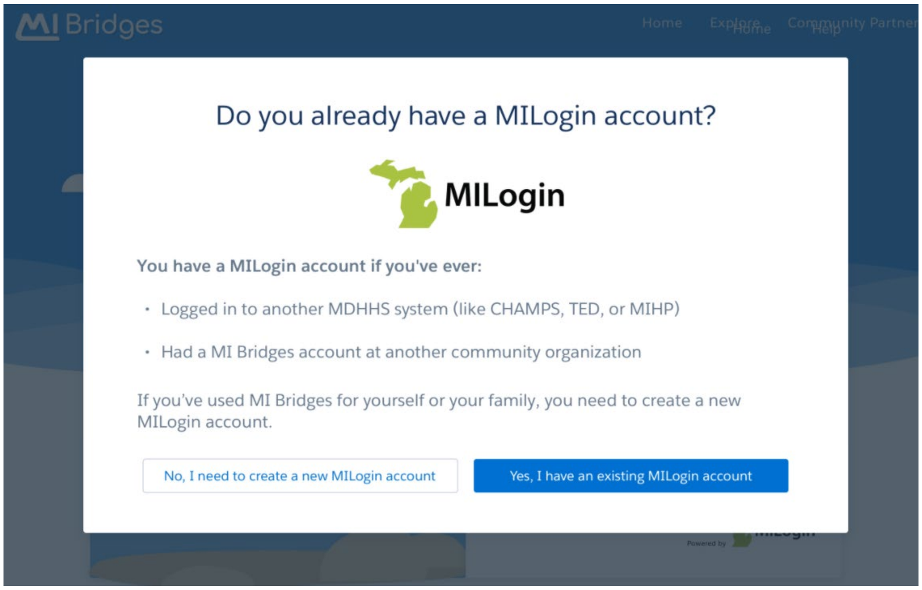
Set Up Account

Welcome to the MI Bridges Community Partner team! If you have questions, please reach out to Anne Li at anneli@salvationarmy.org.

Thanks,
MI Bridges Team

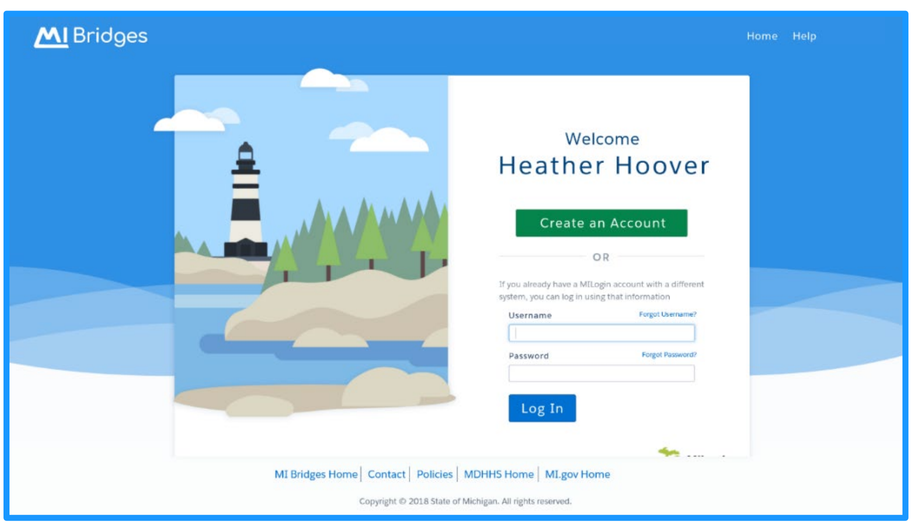
This message, including any attachments, is intended solely for the use of the above named recipient and may contain confidential and/or privileged information. Any unauthorized review, use, disclosure, or distribution of any confidential and/or privileged information contained in this e-mail is expressly prohibited. If you are not the intended recipient, please contact MDHHSPrivacySecurity@michigan.gov and destroy any and all copies of the original message.

2. You will be taken to a page asking if you already have a MILogin account. MI Bridges utilizes MILogin, so if you already have one you will need to use this username and password to set up your MI Bridges account.

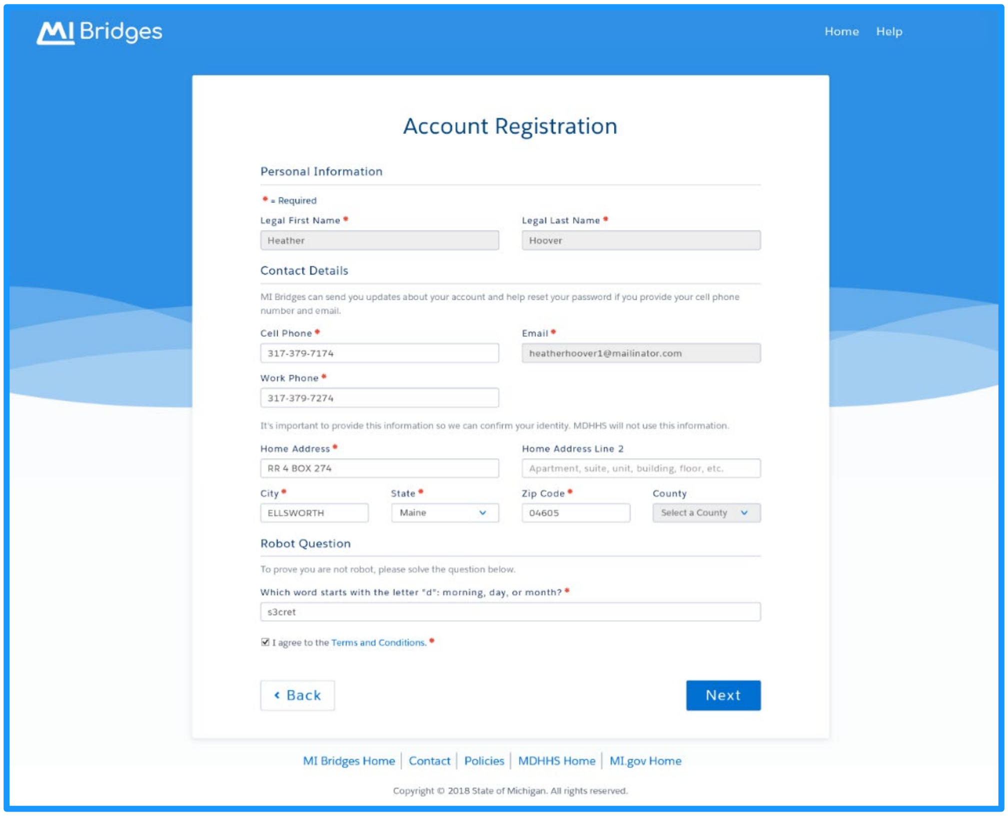


3. After clicking either button the MI Bridges log-in page opens. Your name displays at the top of the page.

	Tip: If you have an existing MILogin, you can enter your existing username and password here to begin the process and continue to Step 14. If you cannot remember your username and/or password, go to page 12.



4. Click **[Create an Account].** The **Account Registration** page displays.



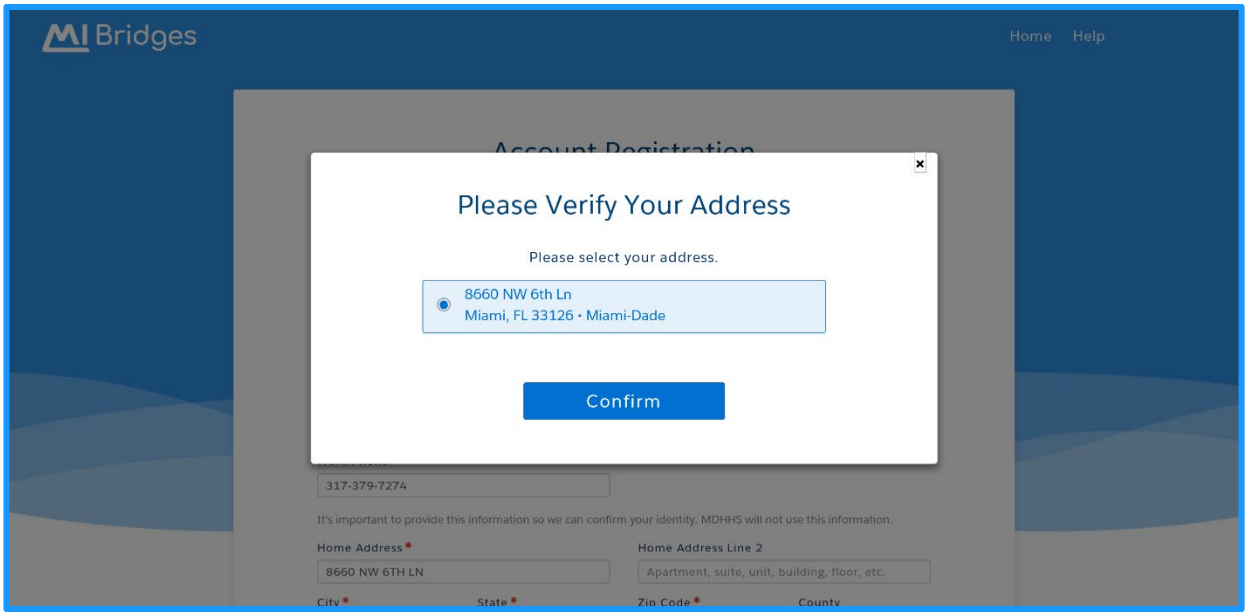
5. Type your text capable mobile phone number, your work number, and your personal (home) address.

	Tip: When selecting a mobile phone, be sure to type a number that receives text messages. This is the phone number that will be used each time you complete the Multi-Factor Authentication (MFA) process. If you do not have a work cell phone, you can enter your office number again in Cell Phone, but you will not be able to utilize the text option for MFA. (MFA is explained on page 9)

	Tip: When typing your address, be sure to type your personal home address. This is verified through the Postal Service. You will use your personal address (NOT work address), because this information is used to confirm your identity later in the registration process. This information is NOT saved in MI Bridges.

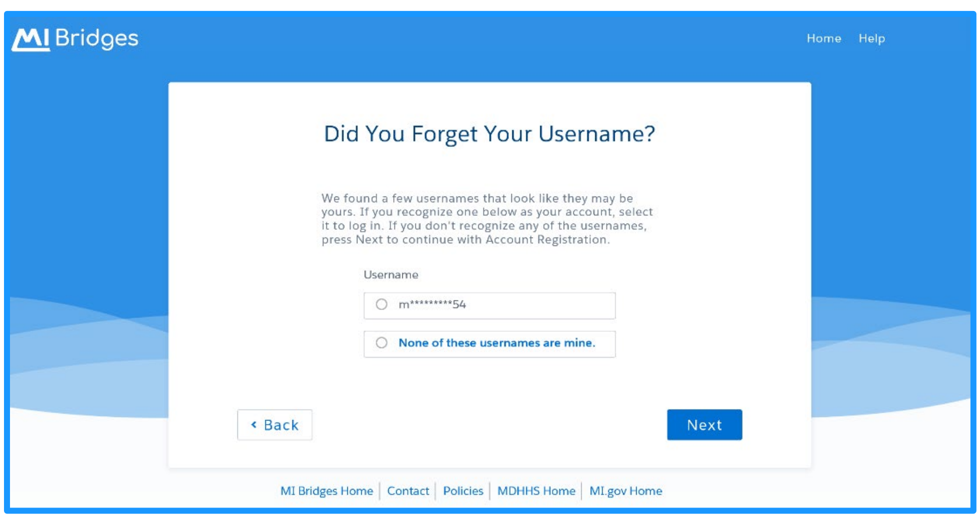
6. Answer the last question on the page. This is a question to protect against fraudulent accounts being created.

7. Check the box next to **[I agree to the terms and conditions]**. The **Address Verification Dashboard** displays.



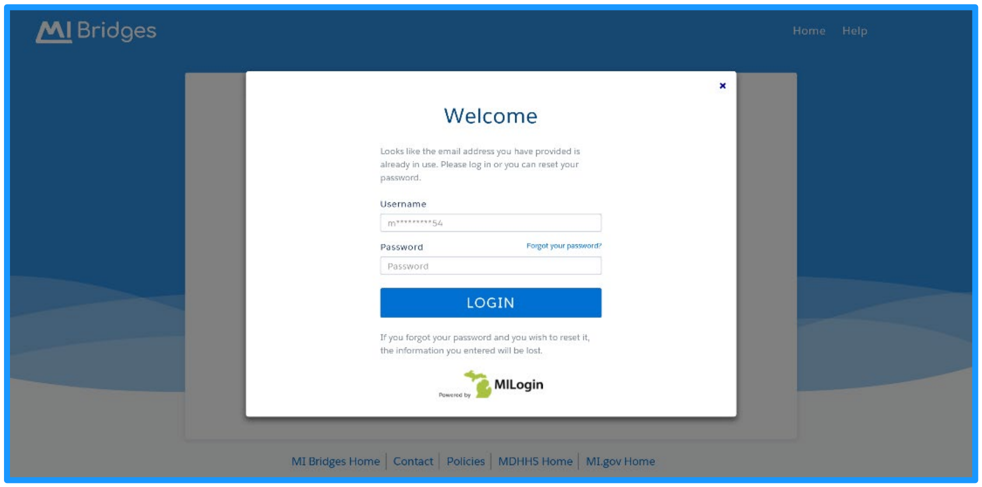
8. Select your address and click **[Confirm].** The **Username** and **Security Questions Dashboard** displays.

Tip: If you have an existing MI Login account and MI Bridges recognizes your name or email address, MI Bridges will attempt to recover your account.

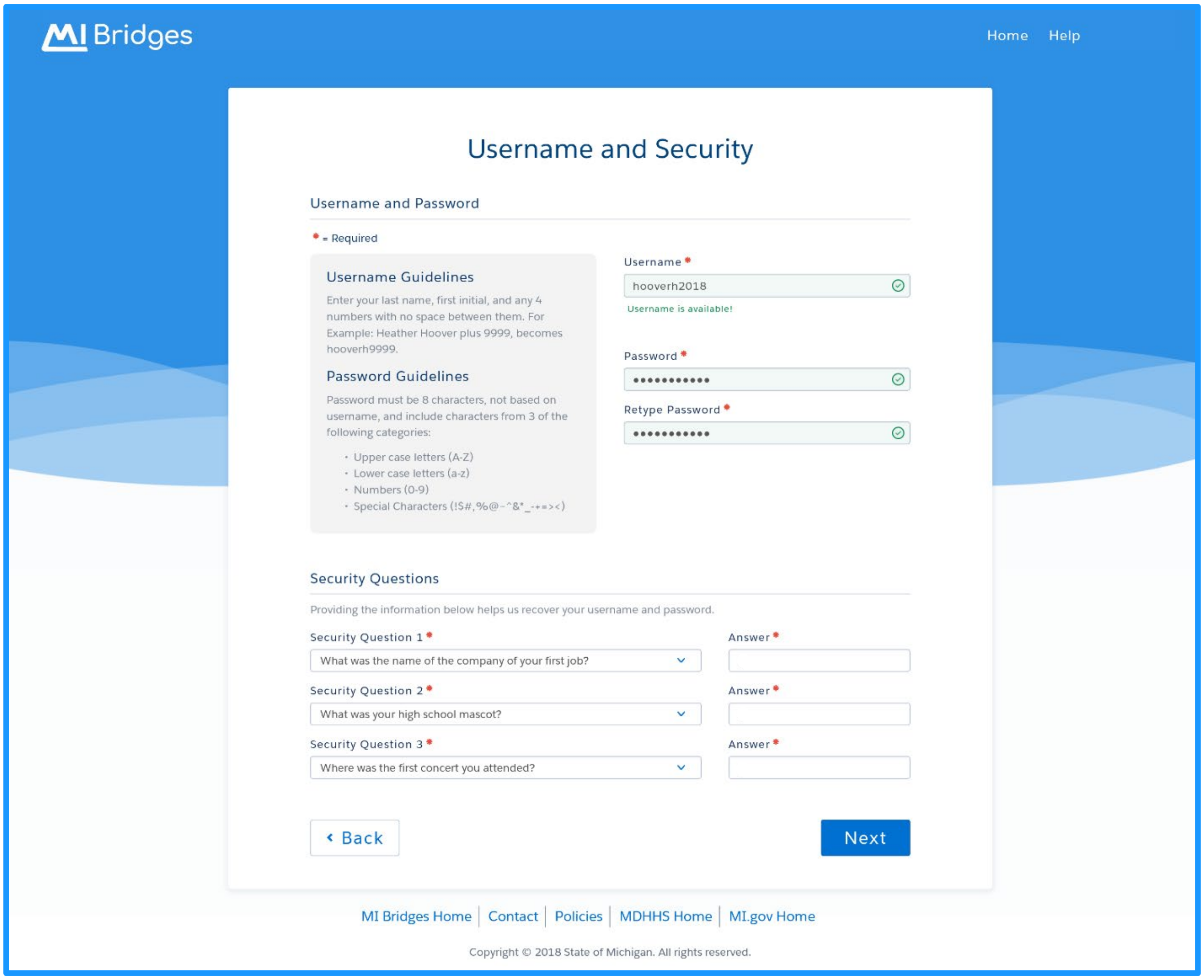


1. A list of possible usernames will display. If one of the usernames listed belongs to you, select the radio button next to your username and click **[Next].** The **Welcome Dashboard** displays.

- Select **None of the usernames are mine** if the usernames do not belong to you.



2. If you know your **Username** and **Password**:
    - Type your **Username** and **Password.** Click **[Login].** Proceed to the “Verify Your Device” section (Step 14).
    - If you do not know your previously created **Username** and **Password**, review the “Recover a Forgotten Username or Password” section (On Page 13).
    - If your name and email in MILogin doesn’t match with your name and email in MI Bridges you will get the error code 2005. You will need to update your name or email in MI Login to match MI Bridges.
        i. If you are still having trouble please call the MI Bridges Help Desk at 1-844-799-9876 from Monday – Friday, 8:00am – 5:00pm.



9. Type a **[last name, first initial (no space)]** followed by any **4 digits.** This is mandatory username format for community partners.

	Tip: The Username field changes from white to green if the username recorded meets the guidelines and is available. Notice the “username is available” that appears after a name is recorded.

10. Type a password that follows the guidelines under the Password Guidelines.

	Tip: You must type the password twice to confirm it is accurate. This field changes from white to green if the password meets guidelines. The Retype Password field displays red if the two fields do not match.

11. Select 3 security questions and provide answers in the boxes. Click **[Next]**. The **Account Registration** page displays.

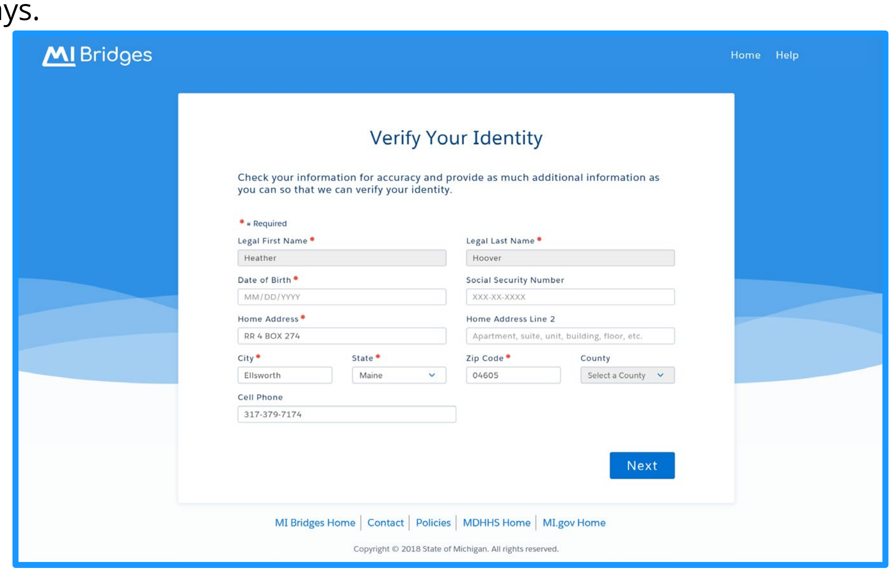
	Tip: After creating your account, if you ever forget your password you can use these security questions to reset your password. The partner security questions are the same questions used when creating a client account. Some questions that you might find easy to answer include: • In what city were you born? • What is your mother's maiden name? • What was the name of your first elementary school?

12. Select **[Continue].** The **Account Registration Successful** page displays.
13. Click **[Next].** The **Confirm Your Identity** page displays.

Confirm Your Identity

With MI Bridges, clients can consent for community partners to view their benefit information and letters sent from MDHHS. Because of the increased personal client information that partners can view – there is increased security needed for partners. Partners must complete the 'Confirm Your Identify' process, also called ID Proofing, when creating a new account.

14. Record your **[Date of Birth]** and click **[Next].** The **Confirm Your Identity** page displays.



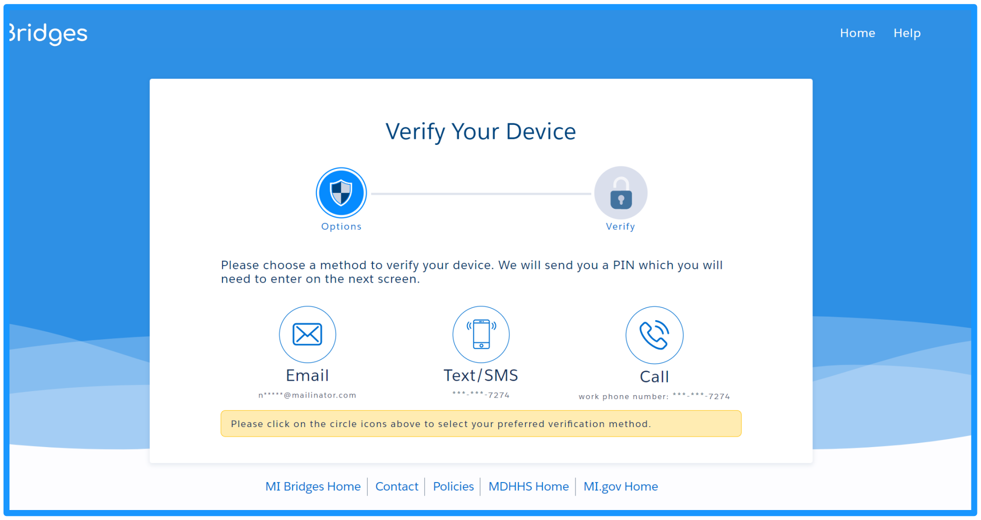
Tip: If you are unable to complete ID proofing on the first attempt, you can always try a second time. Partners can attempt to confirm their identity in MI Bridges twice in 48 hours. If you are unable to pass on your second attempt, you can wait 48 hours to try again, or email MDHHSCommunityPartners@michigan.gov for assistance.

15. Select appropriate responses to the security questions to confirm your identity. Click **[Submit].** The **Verify Your Device** page displays**.**

Verify Your Device

Tip: The Multi Factor Authentication (MFA) process is new to MI Bridges. Community Partners are required to do this in order to be sure information is being shared with the correct person. Partners will complete the MFA process when logging into MI Bridges once every 24 hours.

The MFA PIN sent to the partner is only valid for 5 minutes. Please enter the PIN as promptly as possible.

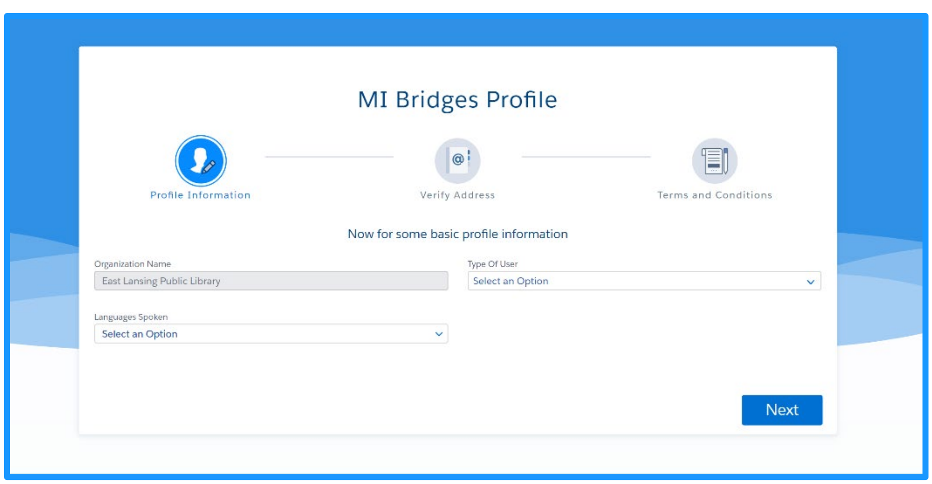


16. Select **Email, Mobile (Text/SMS),** or **Call** as a method to verify your device. Click **[Next].**
17. Type the PIN in the box. Click **[Submit].** The **MI Bridges Profile** page displays.

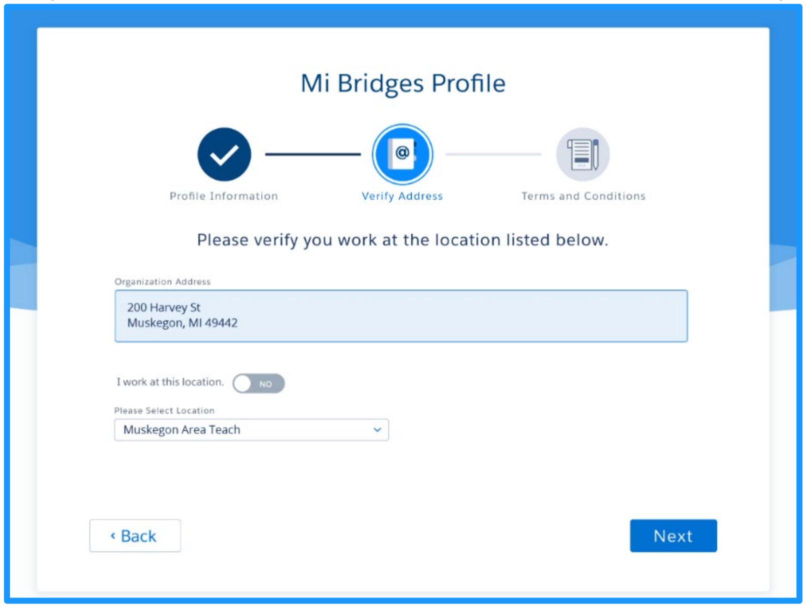
Creating Your Profile

The first time you log into your account you will be prompted to confirm your profile information.

1. Your **'Agency Name'** displays and cannot be edited. Select *Type of user* from the drop-down list (Staff or Volunteer) and select *Languages Spoken* from the drop-down list. You can select multiple languages. Click **[Next].** The **Verify Address** page displays.



2. The *I work at this location* field defaults to Yes. Click the **[Yes/No]** switch to **[No]** if you work at another location.
3. If you select **[No],** the *Please Select Location* field appears**.** Select the correct location from the drop-down list. Click **[Next].** The **Terms and Conditions** page displays.



	Tip: Your Organization Address automatically defaults to the main address of the organization. If you do not work at the main location, you can select the correct location from the *Please Select Location* drop-down list.

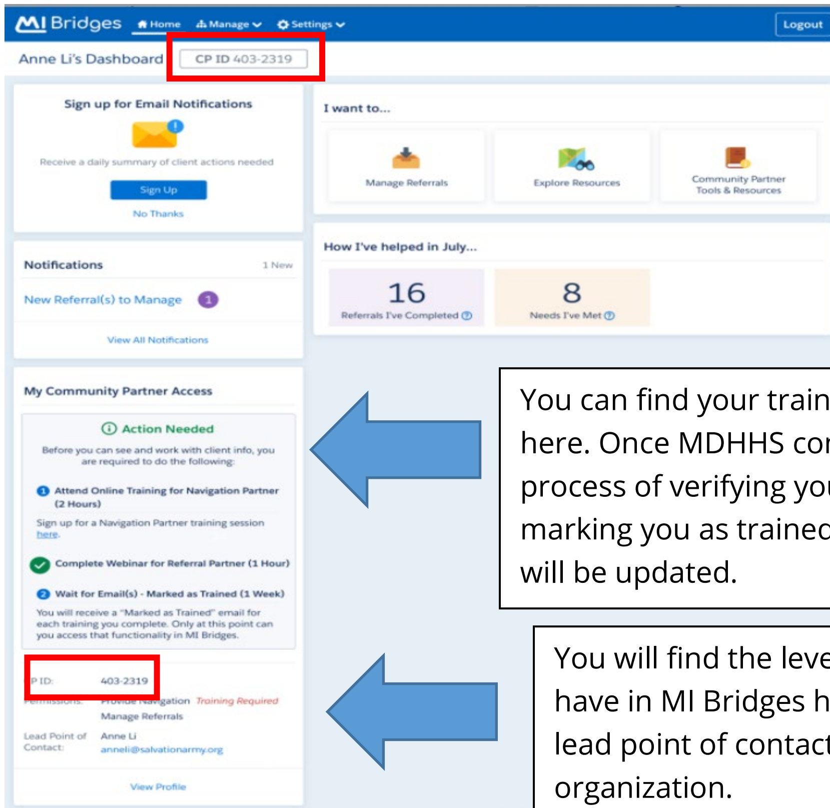
4. Review the Terms and Conditions and check the boxes next to each term or condition to complete your registration. Click **[Submit].** The **Account Registration Successful** page displays. **Congratulations you have successfully created your account!**

Find Your Community Partner ID (CP-ID)

After creating your account, you can find your CP-ID on your MI Bridges dashboard. This is the ID you will give to clients to connect with you as their navigator.

	Tip: The CP-ID will not work until the required training has been completed.

5. When you log into MI Bridges on the **Community Partner Dashboard,** you will find your CP-ID and any required trainings you have to complete.



You can find your training requirements here. Once MDHHS completes the manual process of verifying your training and marking you as trained in MI Bridges, this will be updated.

You will find the level of access you have in MI Bridges here and who the lead point of contact (LPOC) is for your organization.

6. Your Community Partner ID (CP-ID) displays next to your name on your dashboard. This ID is 7 digits. The first 4 digits are the same across each organization and the last 3 digits are unique to your ID.

	Tip: You will receive an email when you have been marked as trained in MI Bridges.

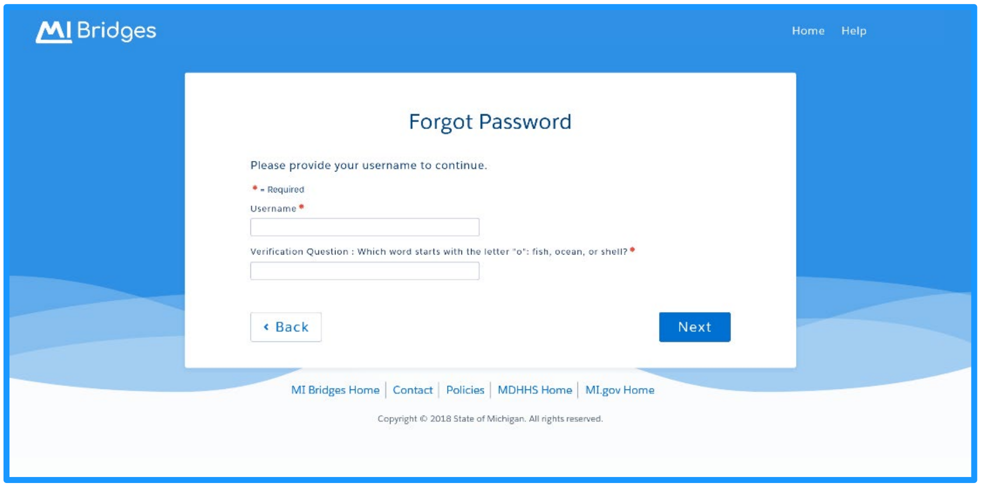
	Remember! You can always call the Help Desk with any questions about creating a Community Partner Account. The Help Desk can be reached at 1-844-799-9876 from Monday – Friday, 8:00am – 5:00pm.

Click here to access "View My CP-ID" Microlearning

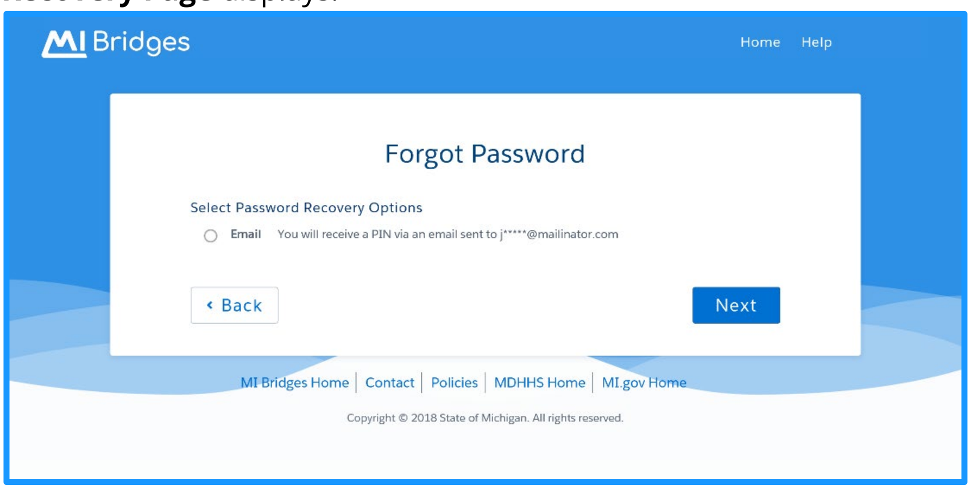
Recover a Forgotten Username or Password

If you know your Username but, not your Password:

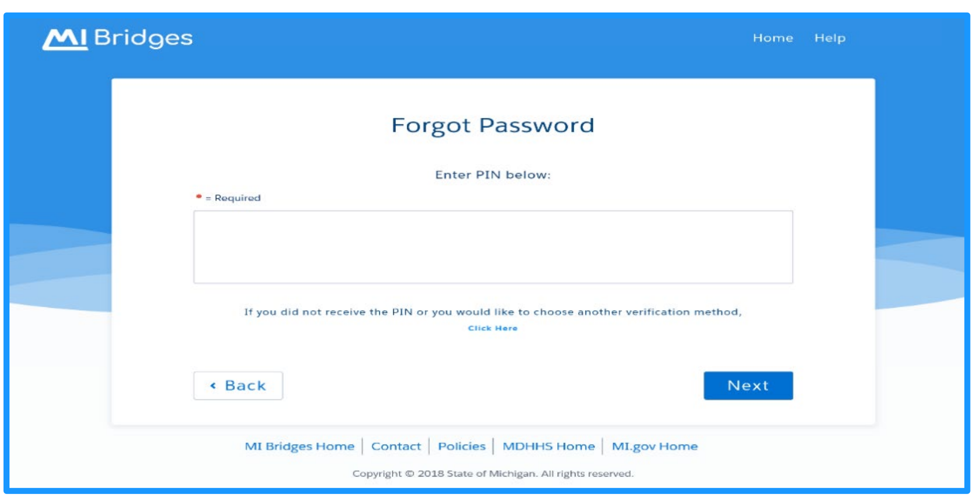
1. Click **Forgot Your Password** on the MI Bridges Login page. The **Forgot Password** page displays.



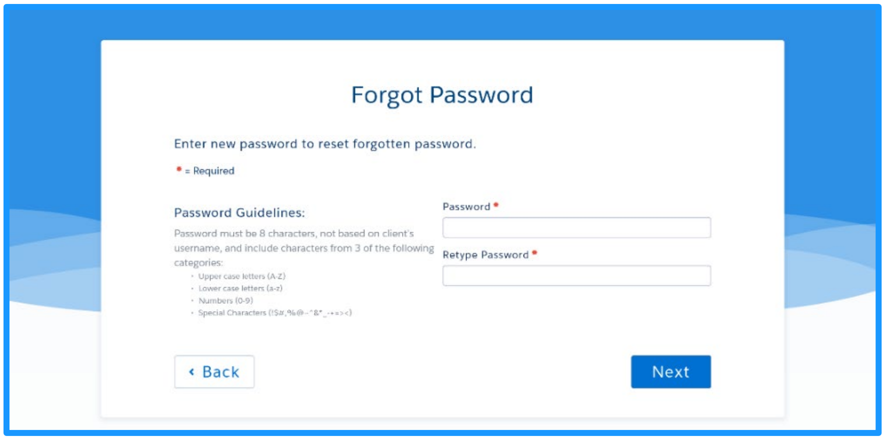
2. Type your **Username** and answer the **Verification Question.** The **Password Recovery Page** displays.



3. Select the radio button next to the recovery option you prefer. Click **[Next].** The **Enter Pin** page displays.



4. Type the pin in the box. Click **[Next].** The **New Password** page displays.

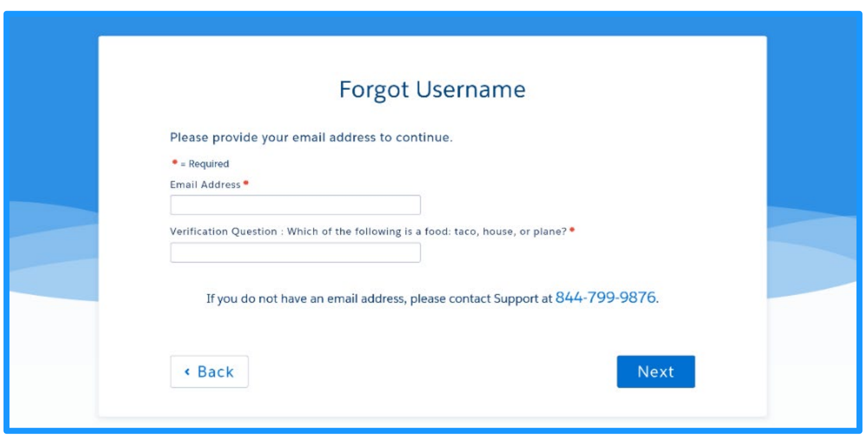


5. Type a password that follows the guidelines under the Password Guidelines.

	Tip: You must type the password twice to confirm it is accurate. This field changes from white to green if the password meets guidelines. The Retype Password field displays red if the two fields do not match.

If you don't know your Username, but know your password:

1. Click **Forgot Username** on the MI Bridges Login page. The **Forgot Username** page displays.



2. Type your **Email** and answer the **Verification Question.** The **Email Confirmation** page displays.
3. Check your email account for a new email from MI Bridges with your **Username**.
   - If you are still having trouble please call the MI Bridges Help Desk at 1-844-799-9876 from Monday – Friday, 8:00am – 5:00pm.

Error 2005

I received the 2005 error when creating my account. What can I do now?

Some partners may have experienced an error when a partner had an existing account with the same email address through a MI Login system (for example, if a person also uses CHAMPS or the Michigan Treasury system). We are excited to share this issue has been fixed. Below are instructions on how to activate your MI Bridges account.

Situation 1:

You received this error and decided to wait until it was fixed to activate your account.

Locate the original email titled "Create Your MI Bridges Account" sent when your account was activated. Review this email and click **[Join the Team]** to begin the registration process. The MI Bridges log-in page opens. Click **[Create an Account**] to begin the account registration process.

- Note: If you have an existing MILogin Community Partner account, you can also type your existing username and password and click **[Log In].**

Situation 2:

You received this error and created a 2nd account with a separate email and would like to continue to use this 2nd account as your MI Bridges Community Partner account but change the email address to a work email address.

- Note: This will mean the partner will continue to have two MI Login accounts. Their original account and user name, and the 2nd account and user name.

1. Request your organization Lead Point of Contact (LPOC) delete/remove the original account (which displays as pending) that received the 2005 issue. This is the first account that was created but was unable to be completed and still displays as pending.

2. Login into your current account. Navigate to the Profile page.

3. Click **[Edit Information].**

4. Update the Email field to the preferred work email account.

5. Click **[Save and Update].**

Now your notifications from MI Bridges, including Multi-Factor Authentication emails will be sent to the preferred work email account displayed in the Email field.

<u>Situation 3:</u>

You received this error and created a 2nd account with a separate email and would like to deactivate/remove your 2nd account and use your original account as your MI Bridges Community Partner account.

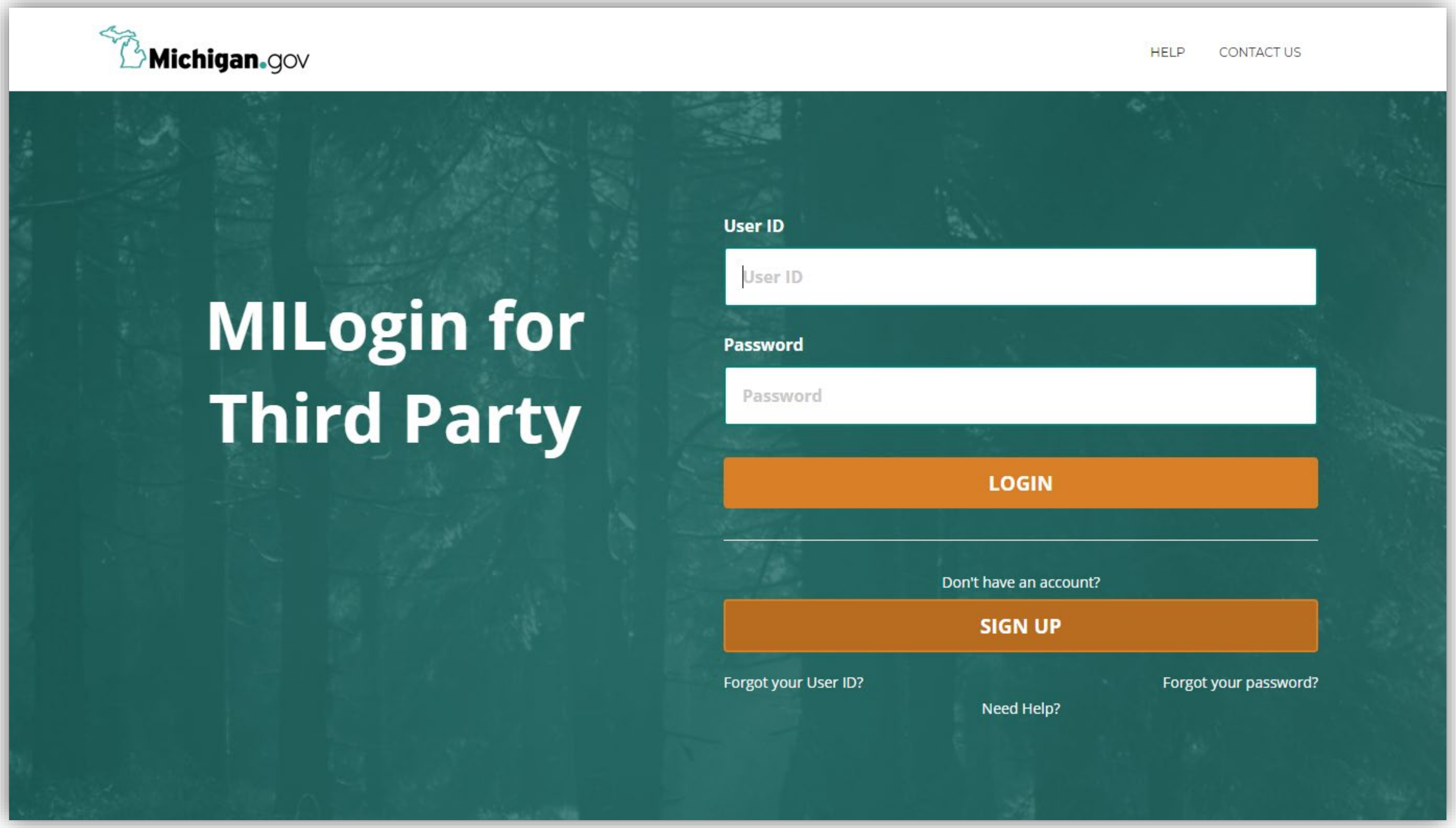
- Note: This will mean the partner will only have one MI Login account - the original account and user name.

1. Follow the steps in Situation 1 to activate your original MI Bridges account with the preferred work email account.

2. Navigate to the Client Directory of your 2nd account and transfer any clients to the newly created account.

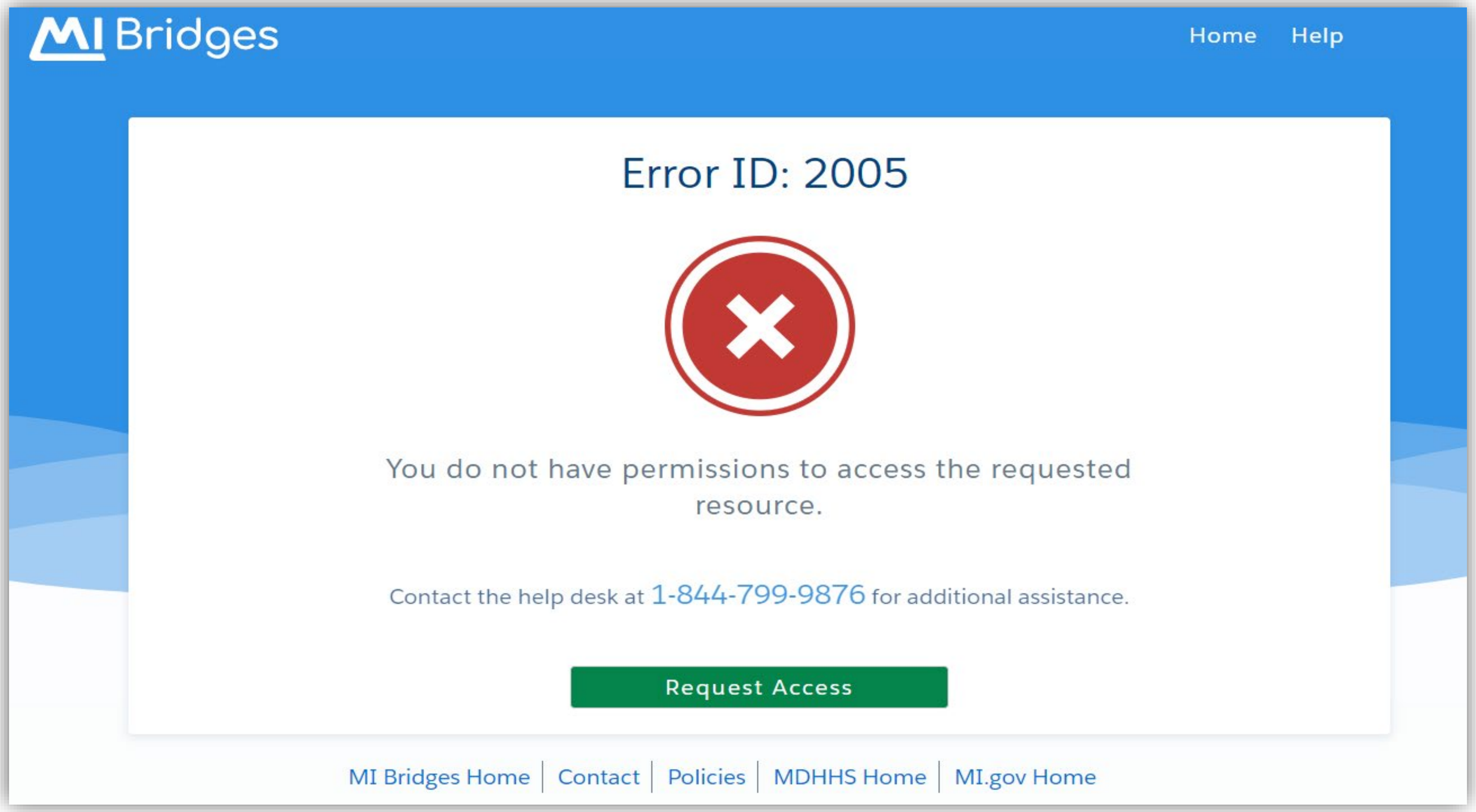
3. Request your organization Lead Point of Contact (LPOC) delete/remove the 2nd account.

MILogin for Third Party



MILogin for Third Party milogintp.michigan.gov

Error 2005


MI Bridges
Home
Help
Error ID: 2005
You do not have permissions to access the requested resource.
Contact the help desk at 1-844-799-9876 for additional assistance.
Request Access
MI Bridges Home
Contact
Policies
MDHHS Home
MI.gov Home

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Community Partner Training

Referral Partner

If your agency is registered as a Referral Partner, all users assigned to the Referral role will need to view a MI Bridges Referral Partner training via webinar. Once the user has viewed the webinar, MDHHS will mark them trained in MI Bridges and they will have access to agency referrals.

Additional Referral Partner Resources:

- Referral Partner Webinar Presentation
- Referral Partner Job Aid
- Referral Partner FAQs

You can access the webinar at this link.

Access Partner

If your agency is registered as an Access Partner, please review a brief online, self-paced training. The training will give you an overview of MI Bridges, explain the role of an Access partner, and highlight features and functionality of the MI Bridges portal.

You can access the webinar at this link

The training presentation is at this link

Navigation Partner

If your agency will be registering as a Navigation Partner, all users assigned to the Navigator role will need to attend a MI Bridges Navigator training webinar. This webinar is necessary due to the enhanced features Navigation Partners will be expected to assist clients with.

Click here to access the MI Bridges Navigation Partner webinar dates.

View Metrics/Reports

The Job Aid explains how to create reports for your agency in MI Bridges.

Table of Contents

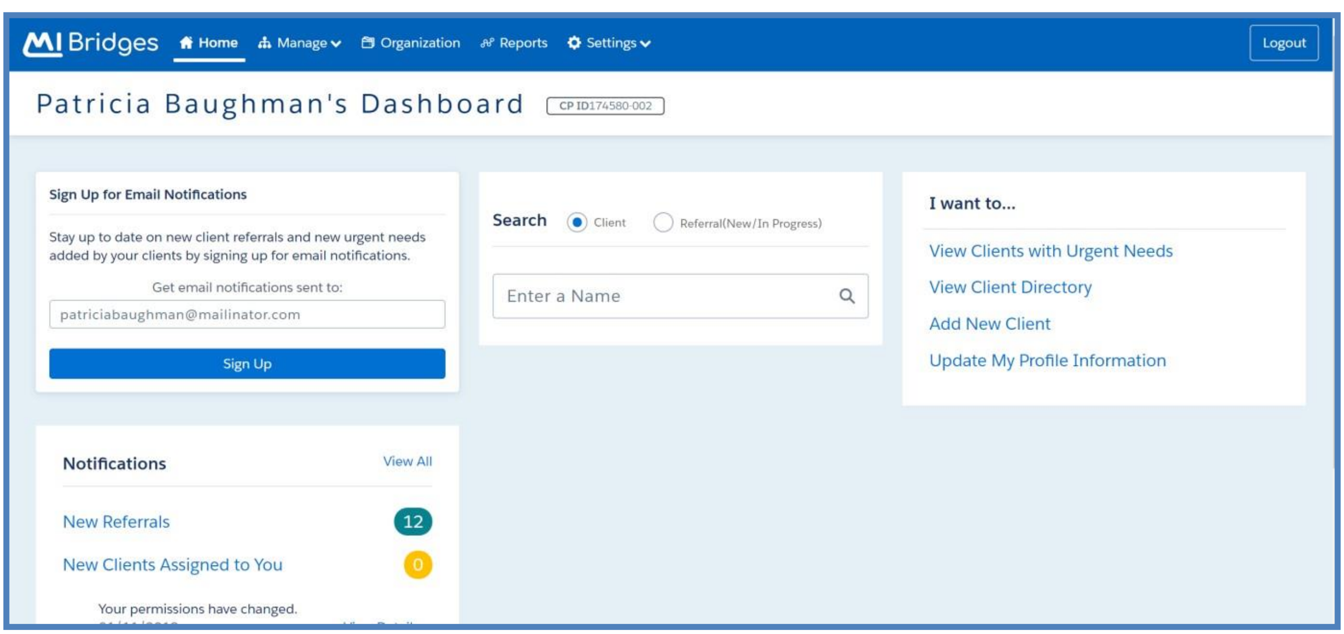
Important Information

MI Bridges users for each agency with the [View Metrics] user permission can view key metrics about the agency's use of MI Bridges. Community partner organizations can generate reports relating to benefits, referrals, and navigators in their organization. These metrics are available at any time and can be helpful when an agency needs information for a grant or agency report.

Viewing MI Bridges Reports

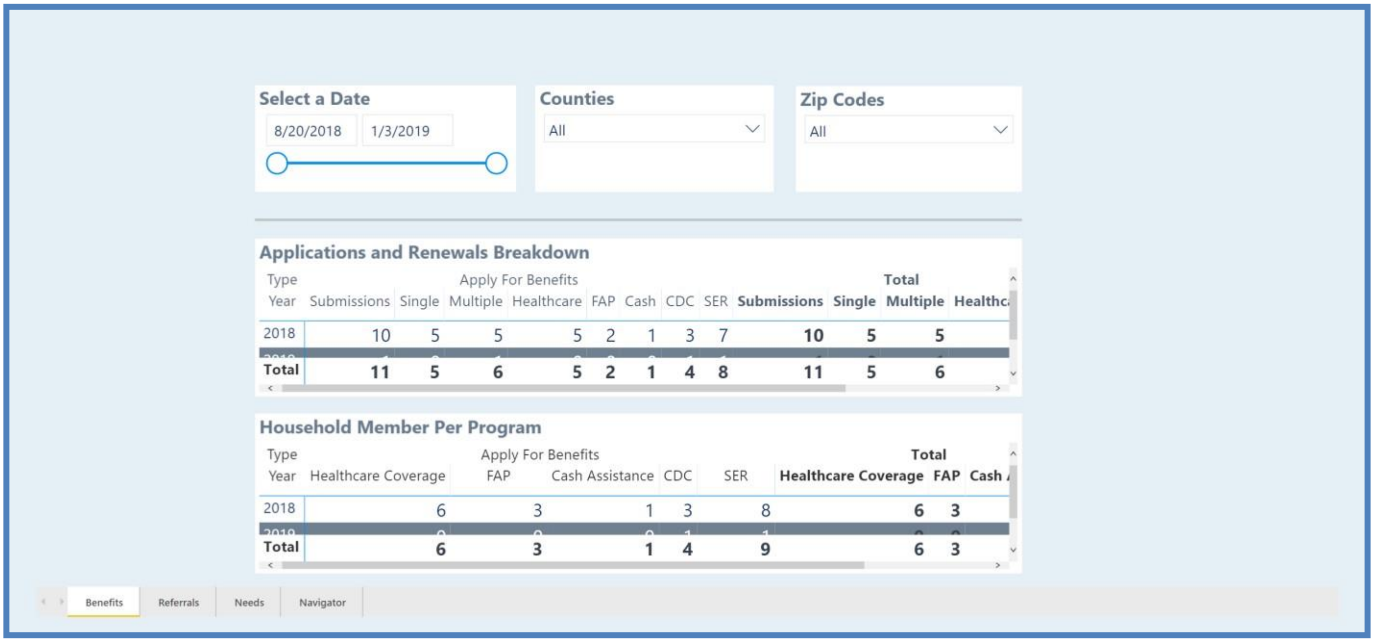
As a community partner, if you have the View Metrics user permission in your profile, you can navigate to the Reports page to view real-time reports for your agency.

1. Log into **Your MI Bridges Account.**
2. Click **[Reports]**. The **Reports** page displays.



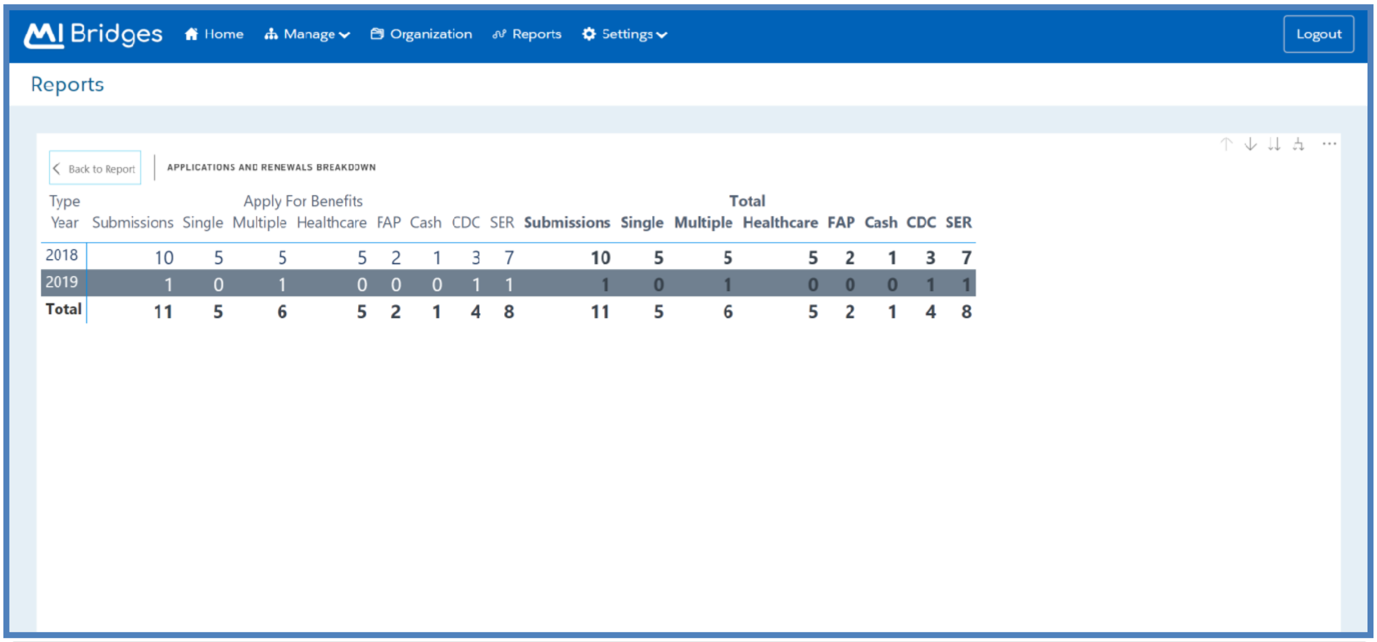
Tip: You can view and generate reports about benefits, referrals, and navigators. To switch between report categories, you can click the **Benefits, Referrals, Needs,** and **Navigators** tabs.

3. Select the **Date, Counties, and Zip Codes** from the drop-down menu for the report you want to generate.



4. The report displays.

Tip: Each report will display different information. For a summary of the information that displays in each report see *Table 1.*



5. Click **[Export to Excel].** The report opens in Microsoft Excel

Reports/Metrics Description

Navigation Report	Description
Application and Renewal Breakdown	View a breakdown of application and renewal submissions across each benefit program
Household Members Per Program	View a breakdown of household members per new applications and renewals
Top 10 Most Common Needs	View a breakdown of the top 10 most common client needs
Client Count	View the number of clients per navigator per quarter
Application for Benefits Submitted	View the number of applications where a navigator was connected prior to submission
Renew My Benefits Submitted	View the number of redeterminations where a navigator was connected prior to submission

Referral Report	Description
Referral Breakdown	View a breakdown of new/in progress referrals and the number of needs met versus needs unmet
Reasons Needs Were Unmet	View a breakdown of the reasons needs were unmet
Top 10 Referral Requests	View a breakdown of the top 10 most common referral requests

Frequently Asked Questions

Q. Will I receive reports specific to my organization's partner type?

A. Each agency can view the benefits, referrals, and navigation reports. However, you only see data on a report, if there is data available for your agency.

Example: If your organization is registered as a Navigation Partner, you can generate reports on the Referral Reports page, however these reports would not contain any data.

Q. How many workers in my organization can access the Reports page?

A. Any user in the organization that has the View Metrics user permission in their MI Bridges profile can view and generate reports.

Q. Can I see reports for every location for my organization?

A. Reports are not specific to a certain agency location. The reports that are generated use data from all locations in your MI Bridges community partner organization.

Q. Will these reports include applications that come from the paper 1171 Assistance Application?

A. No, the reports in MI Bridges only include information from applications submitted through MI Bridges.

Q. Is this data available in charts and/or graphs?

A. You can export the report to Microsoft Excel where you can create graphs or charts for your organization's data.

Referral Management

This job aid explains how Referral Partners can manage referrals they receive from clients through MI Bridges.

Important Information

With MI Bridges there are specific features only available for community partners who have the referral partner level. In order to effectively manage incoming referrals, users will need to be given the Assign Referral and Manage Referral permissions.

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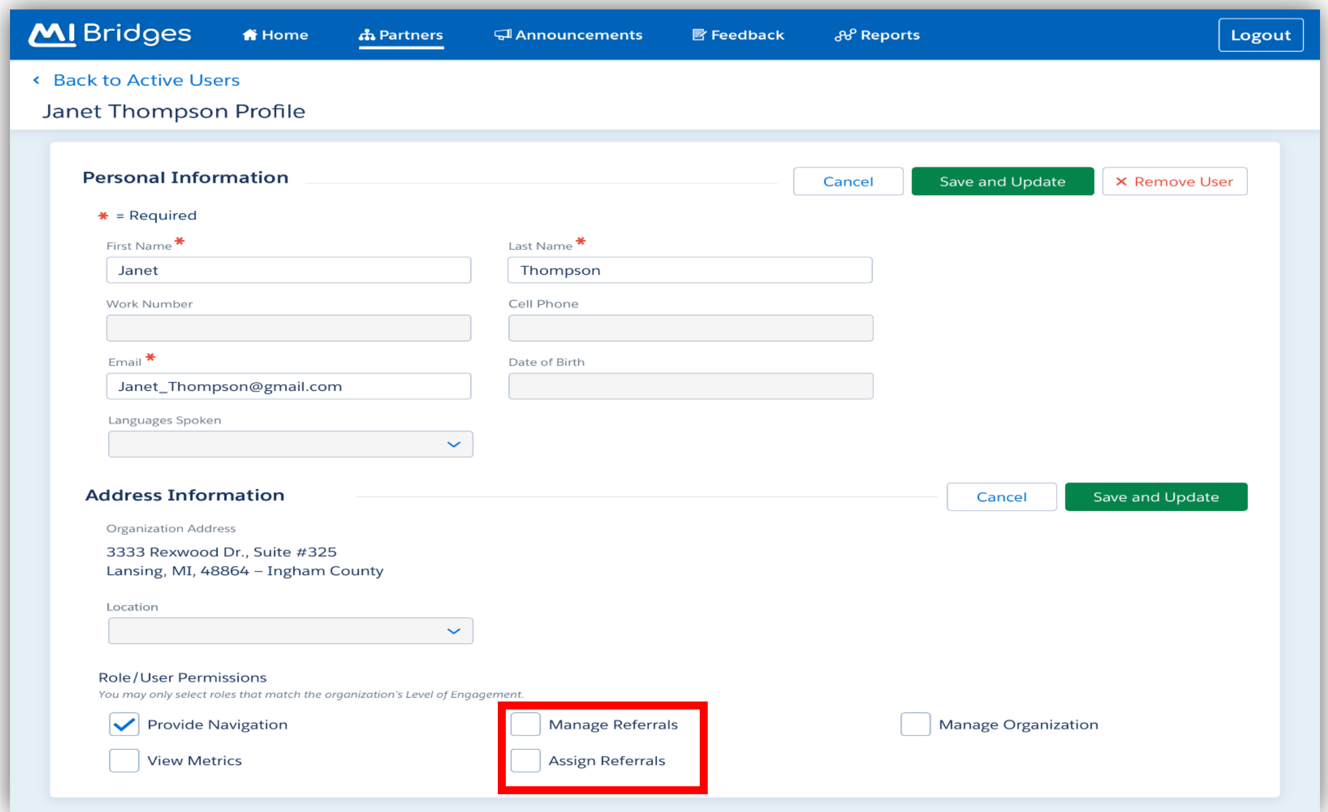
Assign and Manage Referral Permission

The Lead Point of Contact (LPOC) or users with the *Manage Organization* permission will need to determine which users within their organization should have the *Assign Referral* permission. A user with Assign Referral permission can view all new unassigned and currently assigned referrals. To change a user's permission level, follow these steps:

1. To change an active user's permission level, click the **[Manage Organization]**.
2. Click on the **[Active Users]** tab. Which will bring you to an *Active User* directory. Select a user and at the bottom is the *Role/User Permission* section.



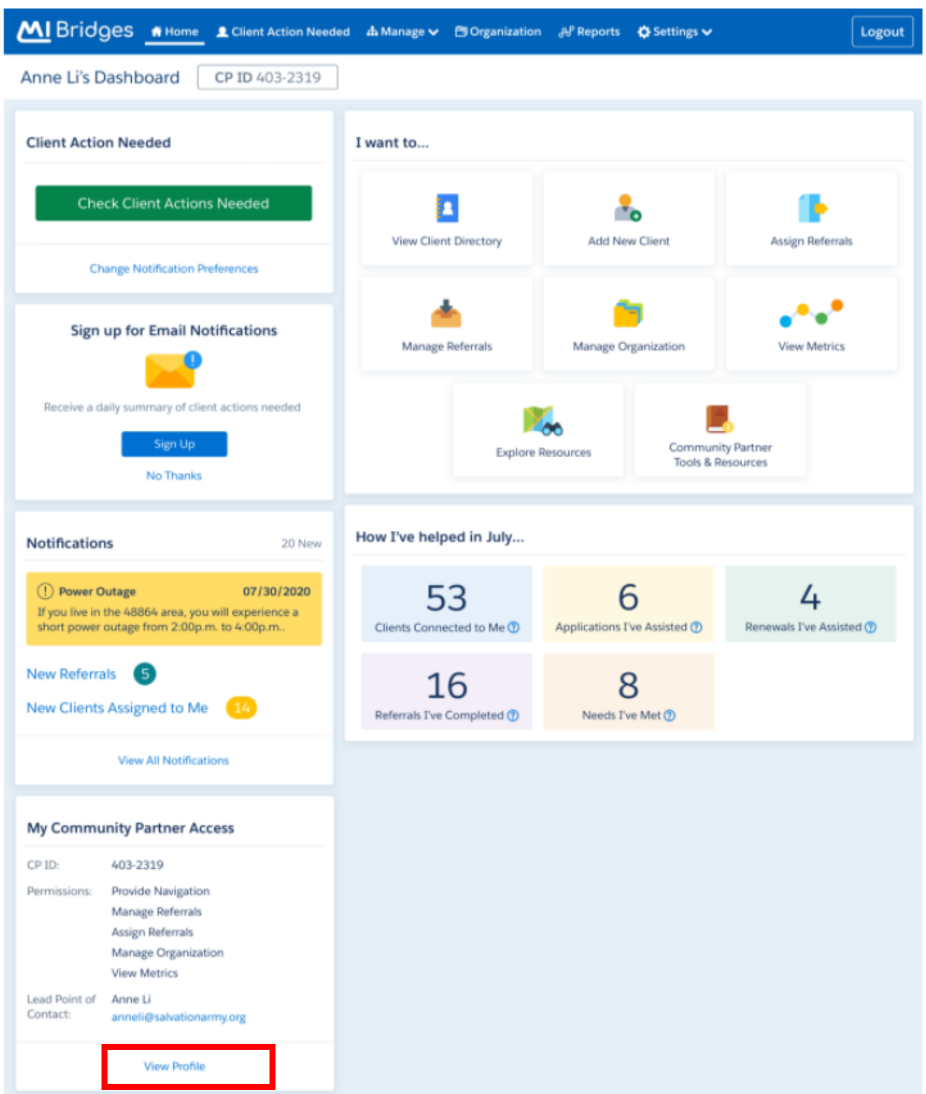
TIP: At least one user in your organization needs to have the *Assign Referrals* permission level as this is the only way for new and unassigned referrals to be seen. The LPOC will have this permission level automatically assigned to them. At least one user will need the *Manage Referral* permission, this is required to be able to take action on the referral. Organizations are not limited to how many users can have these permission levels and it might be especially helpful to organizations that have multiple locations to have multiple users with these permissions.

Sign Up for Referral Notifications

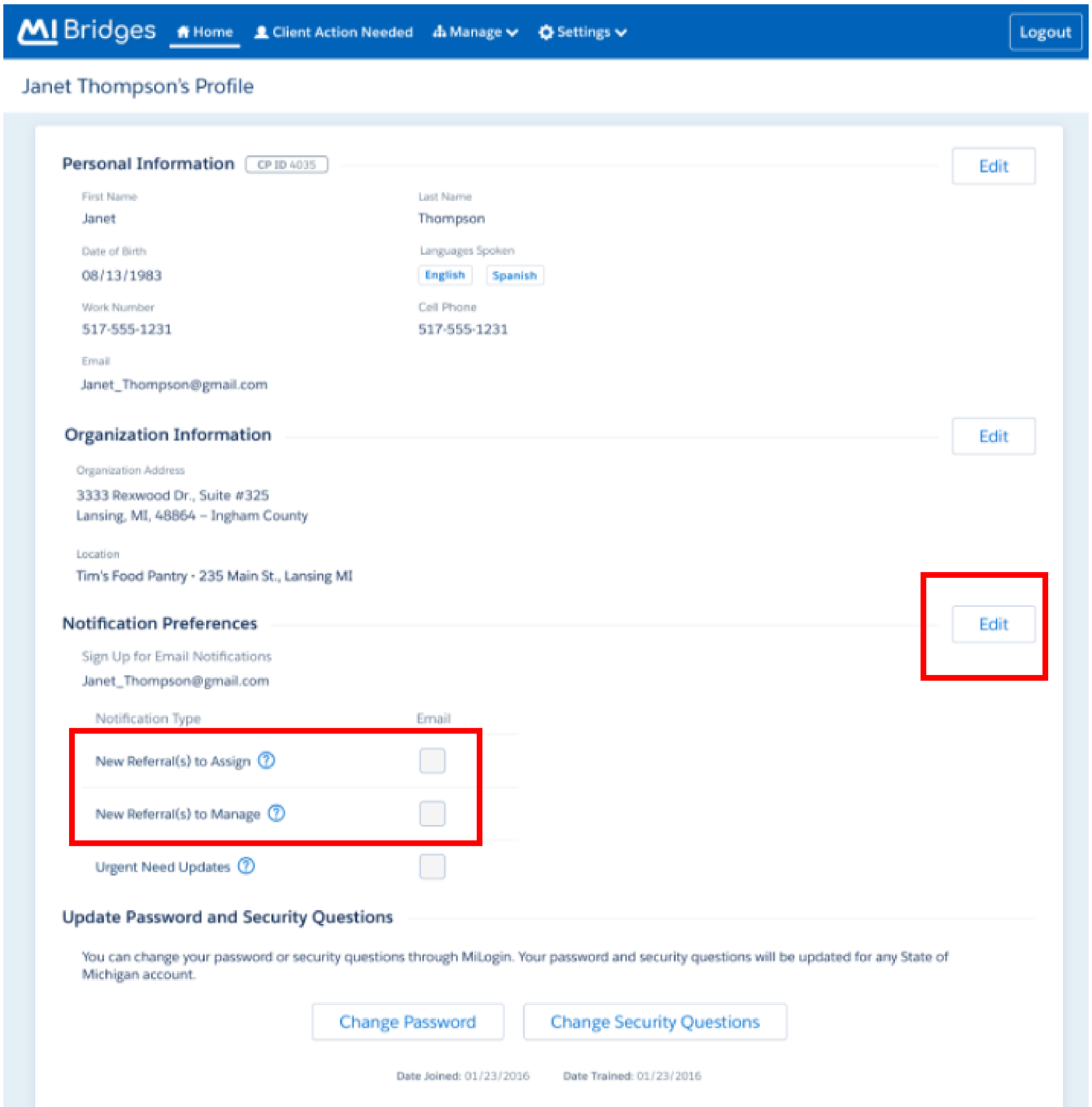
Users can sign up for notifications. These emails serve as a prompt to log into MI Bridges to work on MI Bridges Referrals. There are two different notification types:

- For users with ***assign referral permission***: when a new referral is sent to the organization, an email will be sent to notify that a referral needs to be assigned to a user.
- For users with ***manage referral permission***: when a new referral has been assigned to a user, an email will be sent to that user to take action on the referral.

1. To sign up for notifications, click on **[View Profile].** You can also click on **[Settings]** to navigate to the profile page.



2. Your profile page displays. Click on the third [Edit] for Notifications Preferences. Select to receive daily email notifications for New Referrals to Assign and/or New Referrals to Manage.

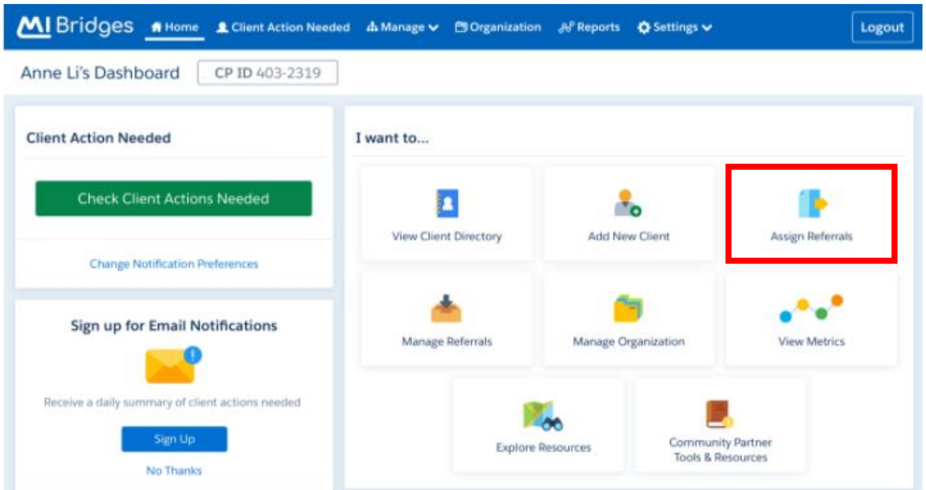


[Click here to access "Manage Referral Notifications" Microlearning]

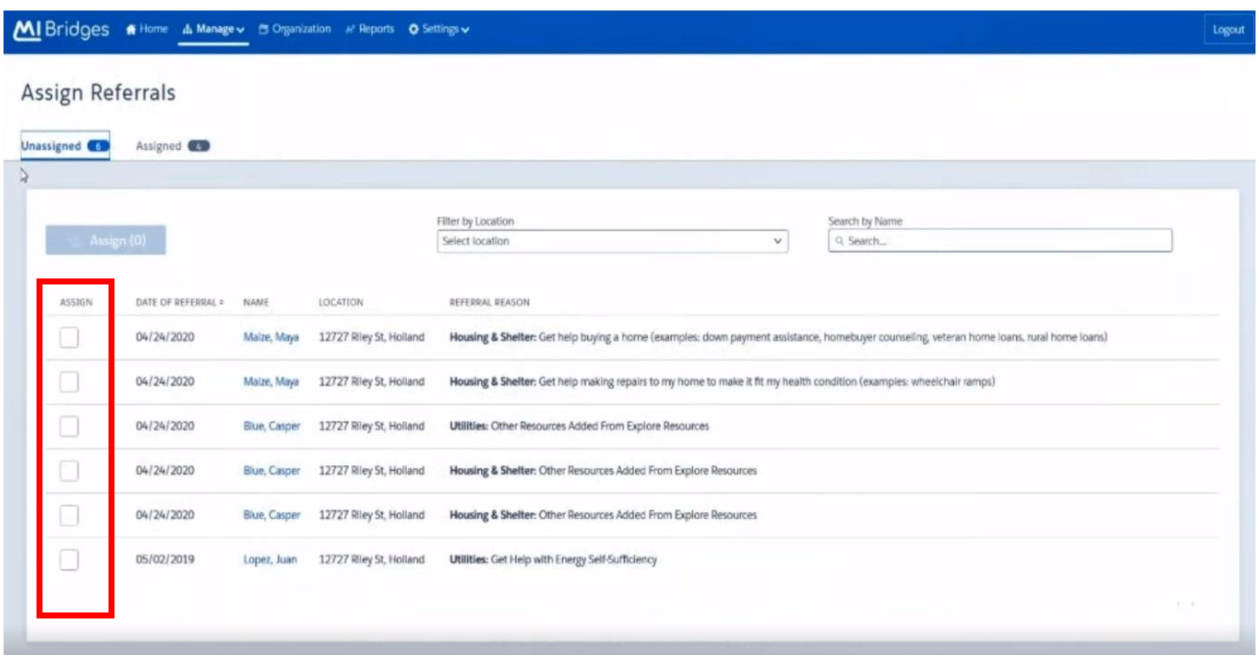
Assigning an Unassigned Referral

Users with the *Assign Referral* permission can assign referrals to themselves or other authorized users so that action can be taken. Those steps are as follows:

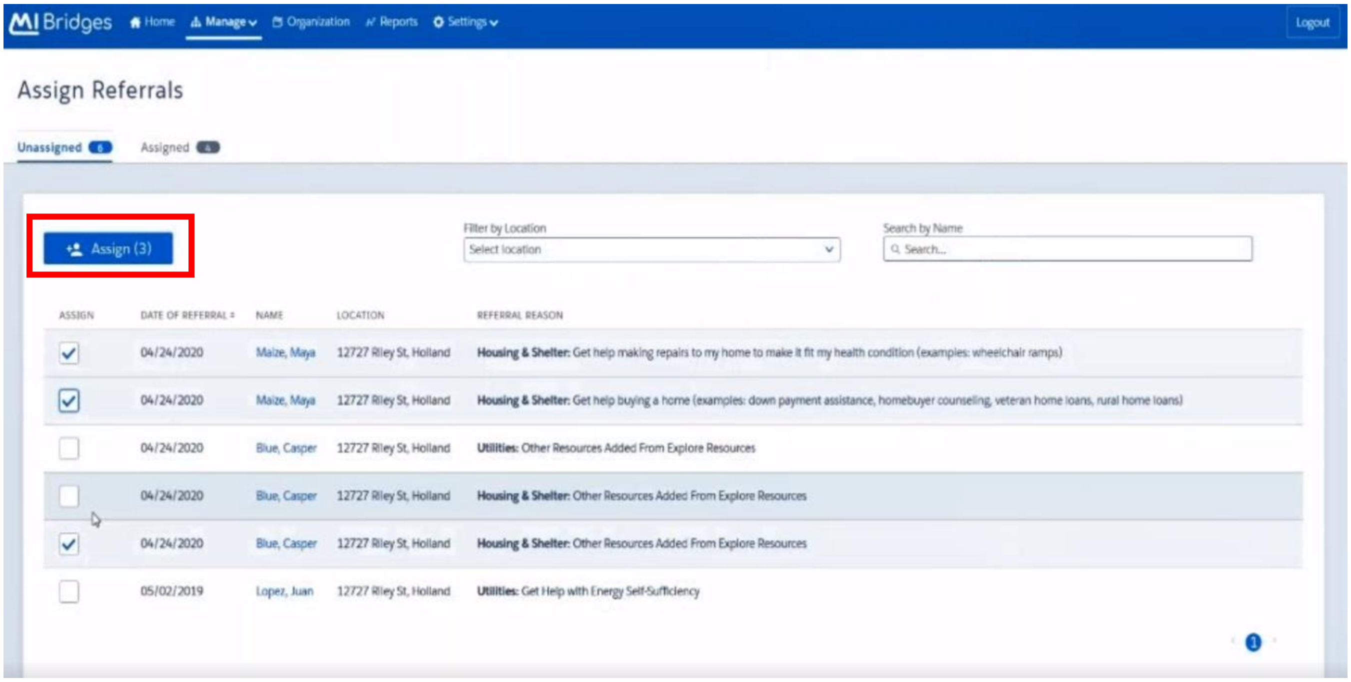
1. To assign an unassigned referral, click on **[Assign Referral]**,



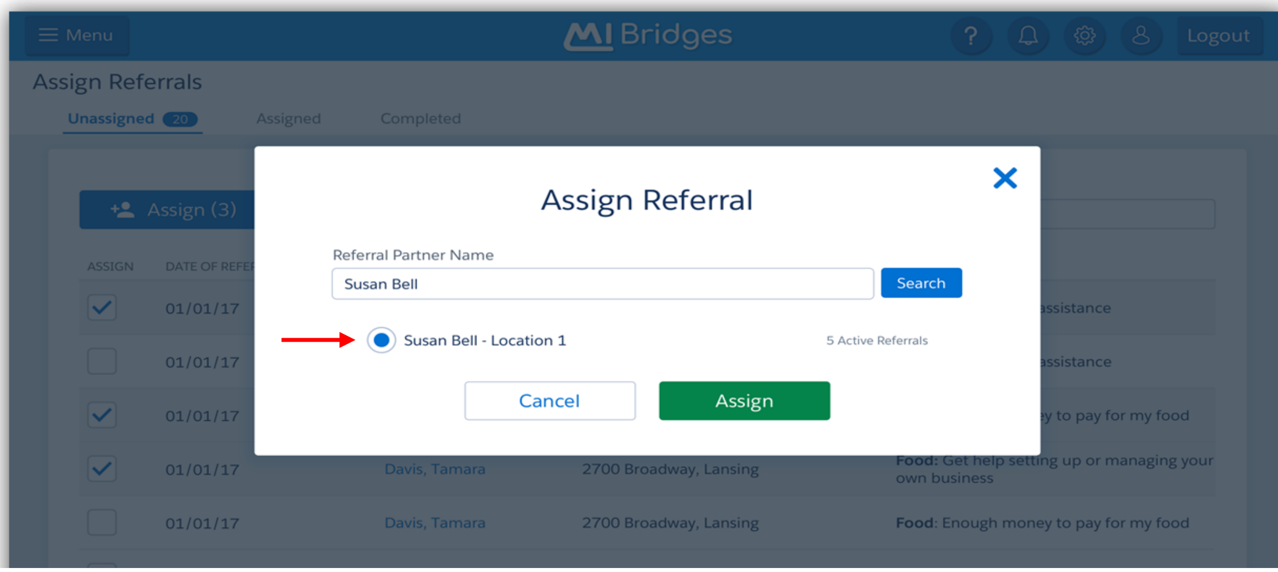
2. In the **[Unassigned]** referral directory on the left-hand side check the box for each referral you wish to assign.



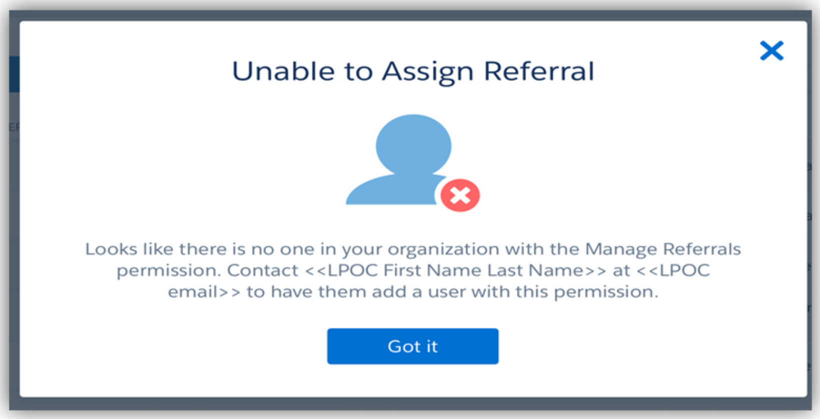
3. Once you have checked the referral(s), click on the **[Assign]** button.



4. A pop-up window will appear with a search box. Enter the name of the user you wish to assign the referral(s) to and click **[Search]**.
5. Select the name that appears and click **[Assign]**.



6. If you try to assign a referral when there are no users within your organization with the *Manage Referrals* permissions, the below pop-up will appear.



TIP: The system will not allow you to move between pages without assigning the checked referrals. Only users with Manage Referral permission can be assigned referrals. If you are interested in how to manage your organization please see the Manage My Organization job aid.

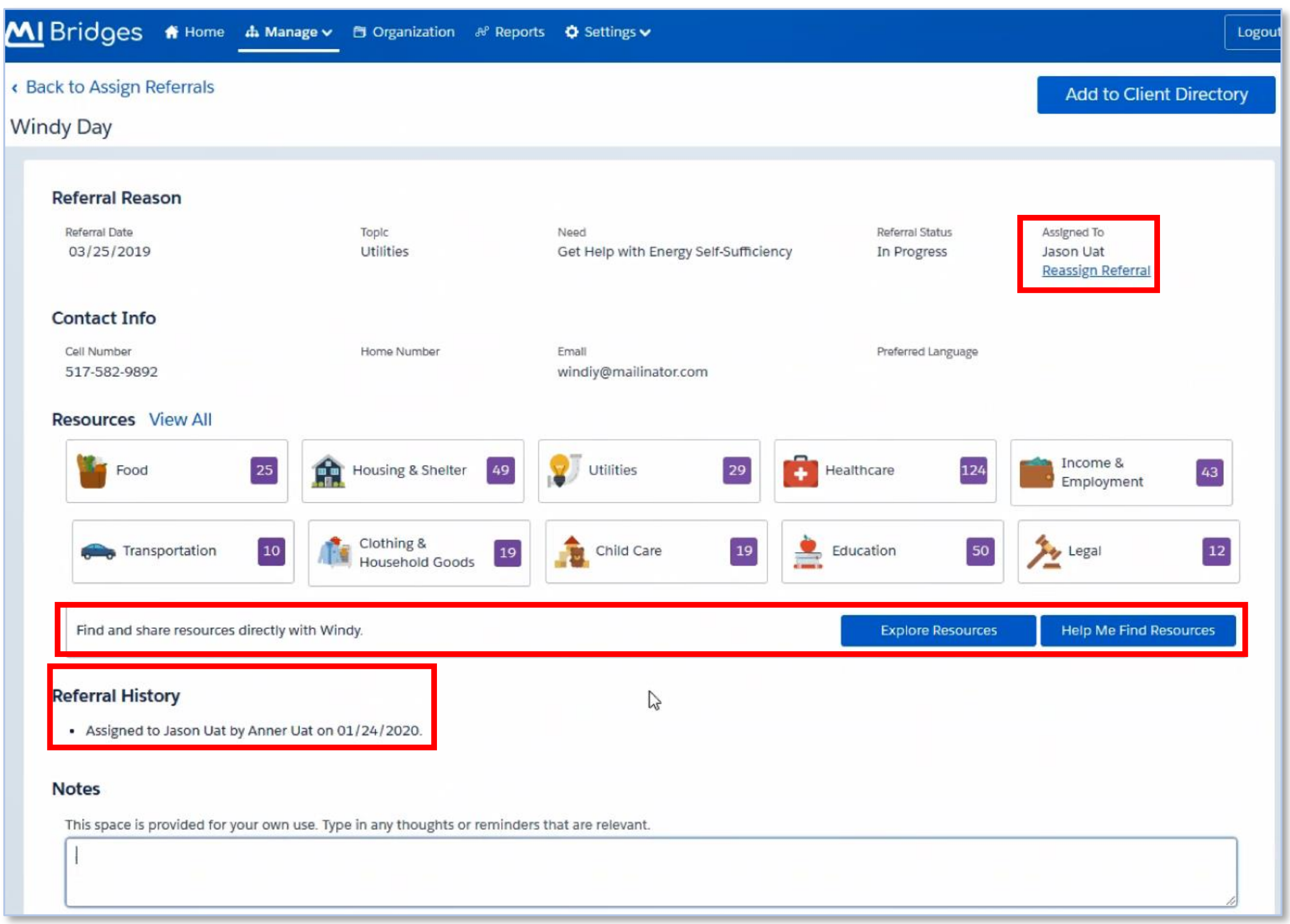
Click here to access "Assign Referral" Microlearning

Referral Review Page

Those with the *Manage Referral* permissions can access a referral review page.

1. By clicking on the **[Manage]** tab and then on **[Manage Referrals]**. The user's referral directory page will display.
2. Click on a referral and it will bring you to its review.

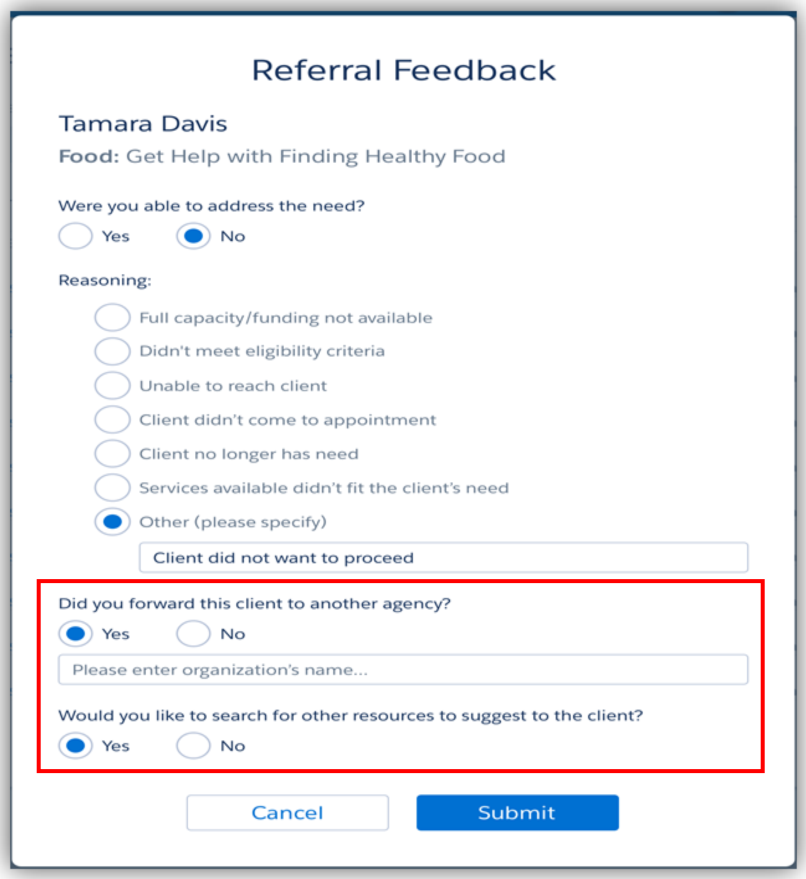
> **TIP:** This review page includes being able to see who this referral is assigned to, a clickable link to reassign the referral, and a referral history section. Users can suggest resources to clients and guide clients through the Help Me Find Resources survey to better understand their needs.



Completing a Referral

When completing a referral, a pop-up window will appear after selecting **[Complete]** in the *Referral Status* dropdown menu. If the user selects **No** to "Were you able to address the need?", follow-up questions will appear.

1. If the user selects **Yes** to the question *"Did you forward this client to another agency?"* a fillable box will prompt the user to enter an organizations name.
2. If the user selects **Yes** to the question *"Would you like to search for other resources to suggest to the client?"*, when you click the **[Submit]** button, the site will automatically search for similar resources, and display a list of available resources the user can suggest to the client.



[Click here to access "Close A Referral" Microlearning]()

Referral Partner Management

As an organization, there may be times when you have determined that you are at capacity of new referrals received through MI Bridges and need to focus only on the current referrals. In these instances, you can send an email to MDHHSCommunityPartners@michigan.gov to temporarily turn off referrals. When emailing with this request, please provide the date you want the referrals turned off and the date you want the referrals turned back on.

Community Partner Resources

Questions on MI Bridges and Community Partnership

MI Bridges Community Partner Liaison
MDHHSCommunityPartners@michigan.gov

MI Bridges Community Partner Website
www.Michigan.gov/MIBridgesPartners

MI Bridges
https://newmibridges.michigan.gov/s/isd-prelogin-help?language=en_US

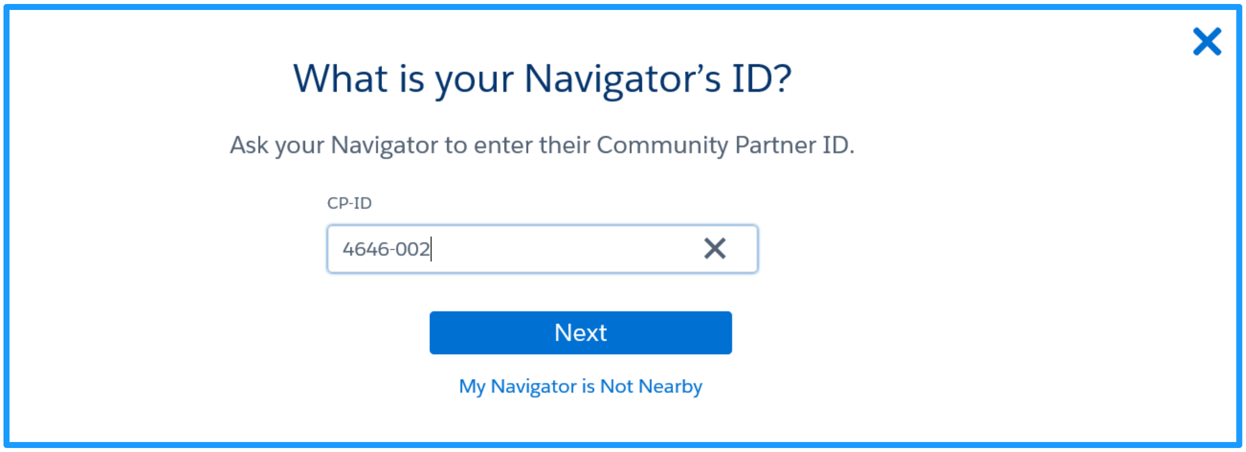
MI Bridges Help Desk
(844) 799-9876

Client/Navigator Connection

A Client can Connect with a Navigator

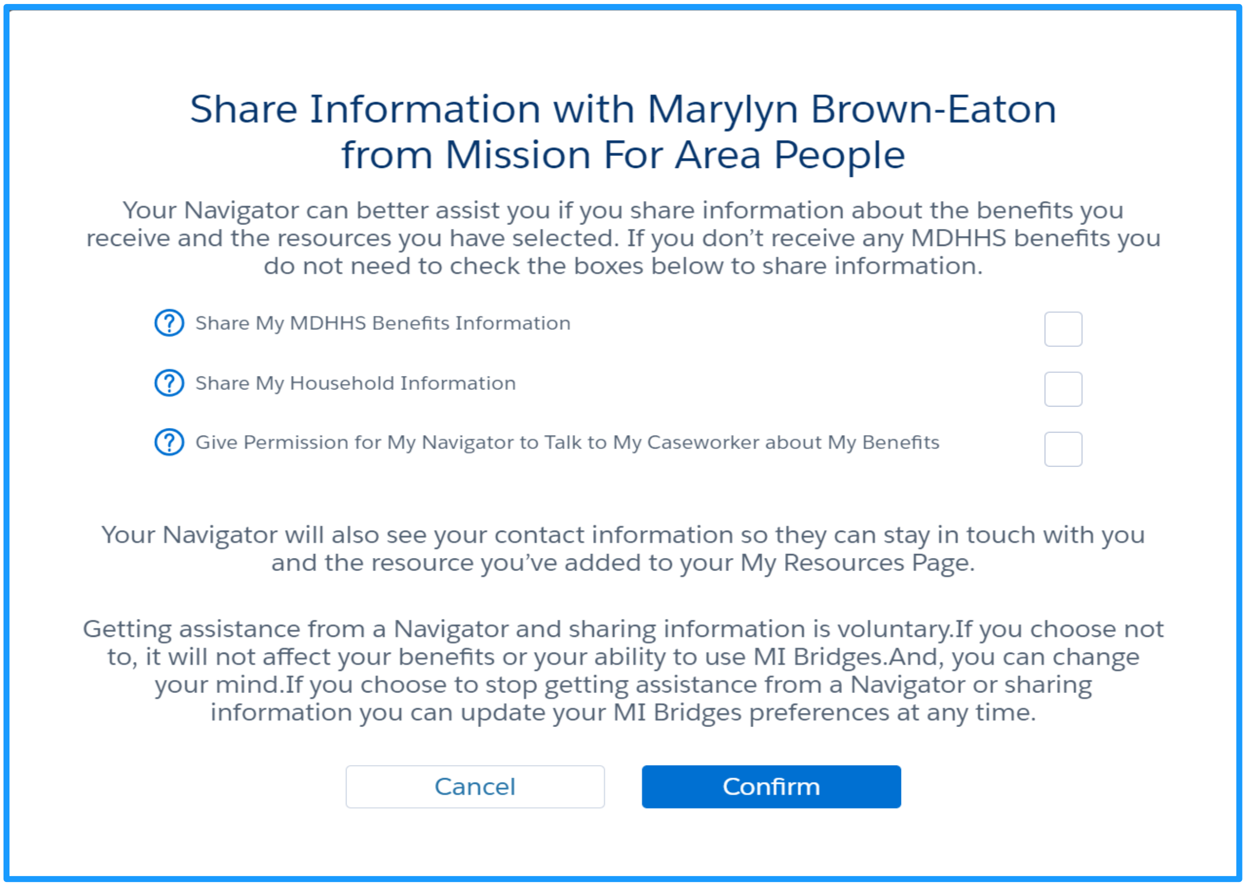
1. The client can click **[Connect with a Navigator],** which is listed in the footer of every MI Bridges page, at any time to connect with a new navigator.

	Tip: The client can also Connect with a Navigator during the Help Me Find Resources section.



2. Record the Navigator's Community Partner ID and click **[Next].** The **Share Information with Navigator** page displays.

	Tip: The *CP-ID* is not a number the client can access. The Navigation partner must provide this number. If the client's navigator is not present, the client can always click the **[x]** in the top right corner to exit the window or click the **[My Navigator is Not Nearby].**



3. Select the checkbox next to the information the client would like to share with the navigator.
    - Share My MDHHS Benefits Information: This provides consent for the navigation partner to view the client's benefit information and letters sent from MDHHS. The benefit information the navigator can view is the same information clients can view using their MI Bridges profile.
    - Share Household Information: This provides consent for the navigation partner to view information about the client's household, such as household members and contract information.
    - Give Permission for My Navigator to Talk to My Caseworker about My Benefits: This provides consent for the Navigation partner to speak with the client's MDHHS caseworker.

4. Click **[Confirm].** The **Share Information with Resources** pop-up displays.

Click here to access "Connect with a Navigator" Microlearning

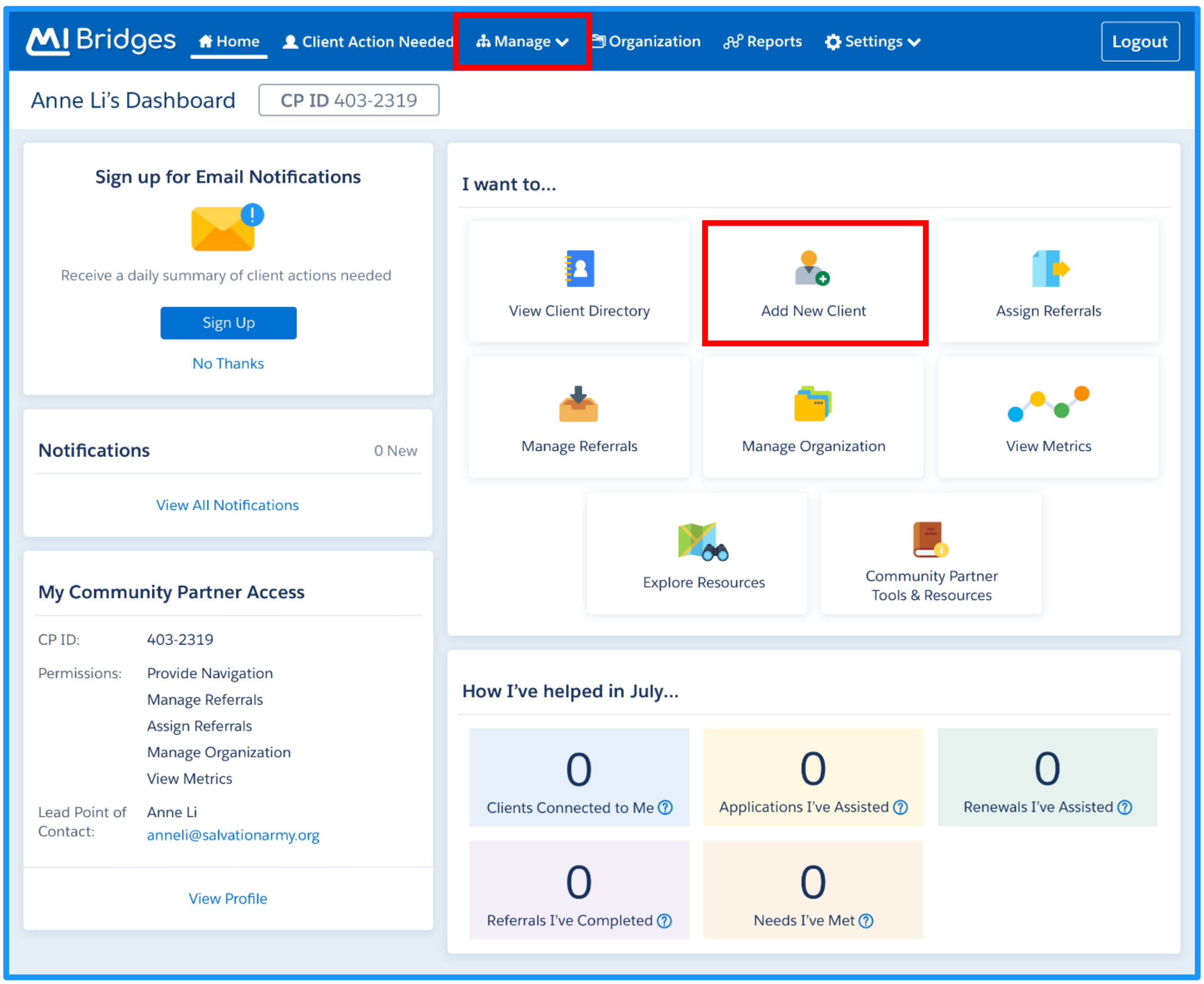
Tip: The client can update their consent at any time by editing the **Share Info: Resources** page, which is found on the **Preferences** section of their MI Bridges profile. The consent expires after one year if not edited.

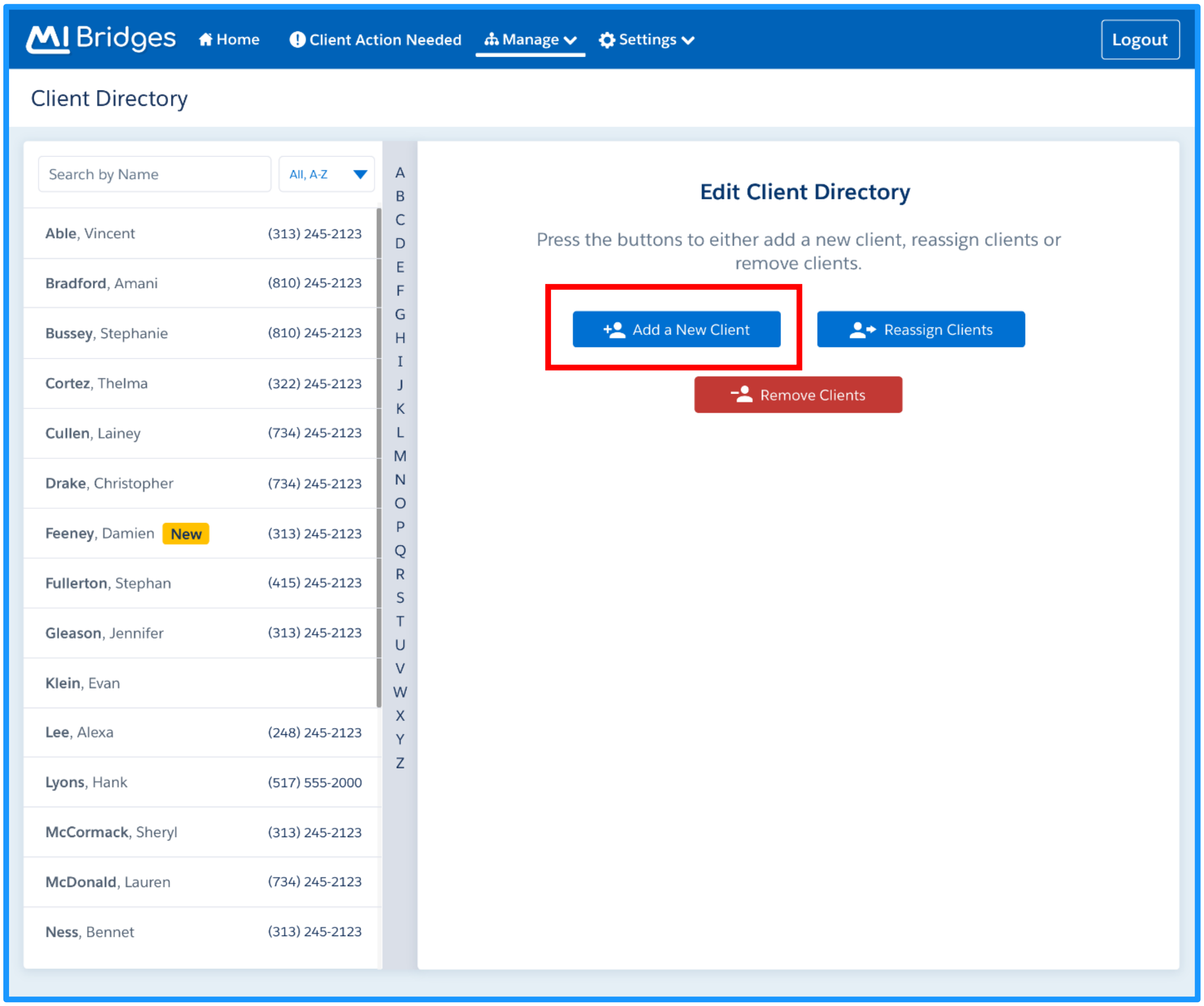
A NAVIGATOR CAN CONNECT WITH A CLIENT

Please follow the steps below to send a request to a client:

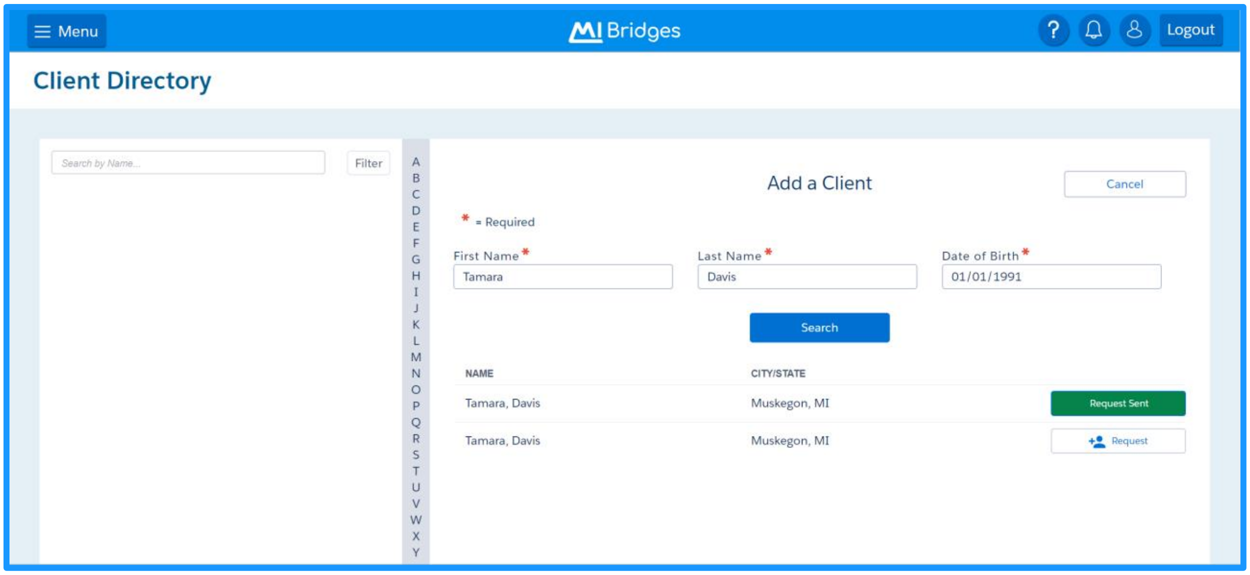
1. Confirm the client's **First Name, Last Name,** and **Date of Birth.**

2. Click the **[Add New Client]** tile or the **[Manage]** dropdown**.**





3. Click **[Add a Client].** The Add a Client page displays.



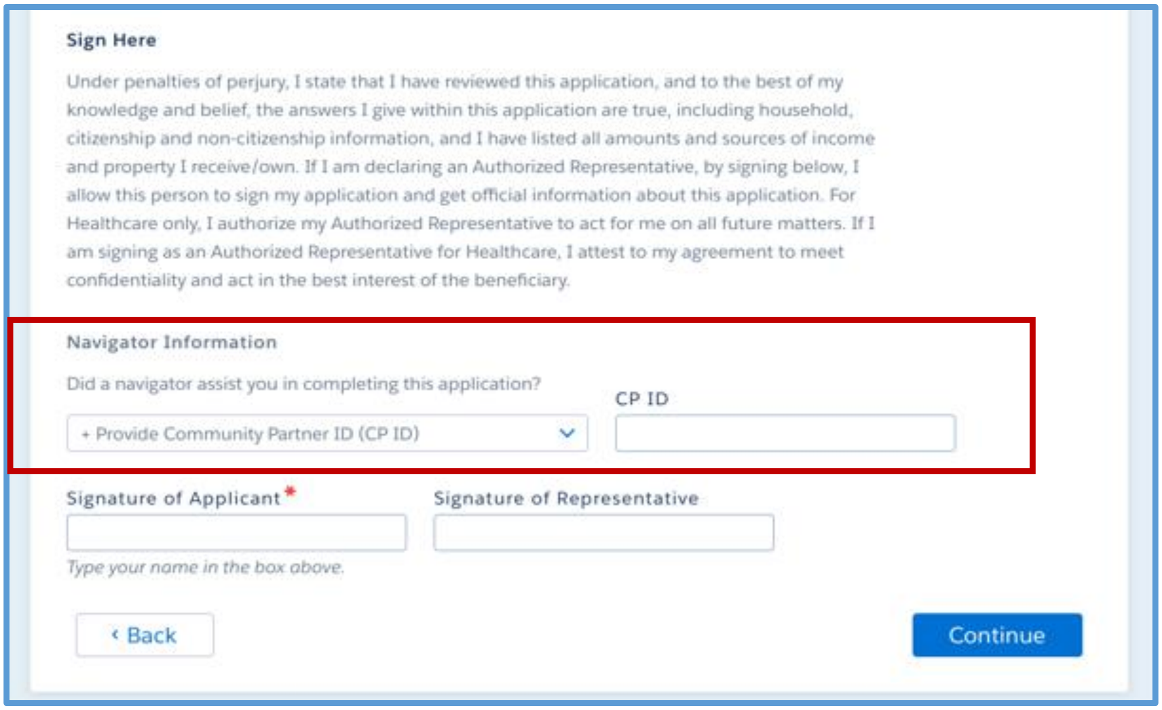
4. Type your client's **First Name, Last Name,** and **Date of Birth.**
5. Click **[Search].**
6. Click **[Request]** next to the correct client's record. Congratulations! You have sent an "Add a New Client" request.
7. You will see the client's under your Client Directory once the client accepts the request and provides consent.

Track Client Application Assistance

Please follow the steps below to track the application assistance provided to the client.

1. The client completes the application form on MI Bridges.
2. Click **[Did a navigator assist you in completing this application?]** on the signature page.
3. Record your Navigator Community Partner ID and click **[Continue].**
4. The client will complete the application form.

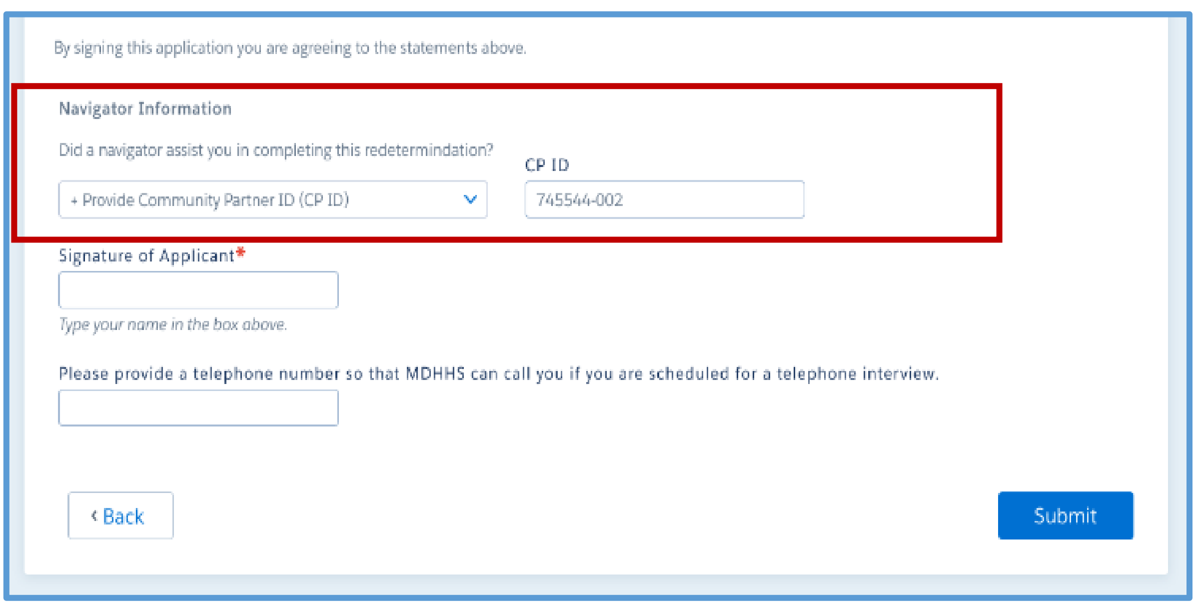
	Tip: Organizations often need to provide metrics when applying for grants. Providing the Navigator Community Partner ID will track the assistance provided but will not connect the Navigator to see key client information.

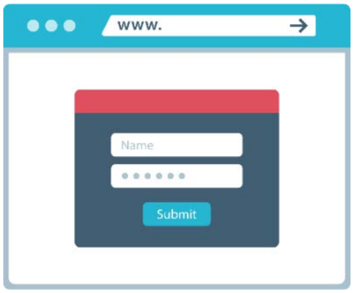


TRACK CLIENT RENEWAL ASSISTANCE

Please follow the steps below to track the renewal assistance provided to the client.

5. The client completes the renewal form on MI Bridges.
6. Click **[Did a navigator assist you in completing this redetermination?]** on the signature page.
7. Record your Navigator Community Partner ID and the client will click **[Submit].**





Register a New Client Account

The Job Aid explains how to create a new client user account in MI Bridges.

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Important Information

With MI Bridges, each client will have an individual account. MI Bridges uses MI Login to create new accounts. This means the same account can be used across multiple State of Michigan systems.

With MI Bridges, clients no longer have to visit an MDHHS office to reset their password. In addition to resetting their password using security questions, clients can also request a username or password prompt be shared with them via email or text message.

Clients can complete a process called **ID Proofing/Confirm Your Identity. Completing this process allows the client** to manage their case, view current benefits and view letters sent from MDHHS for the previous 12 months. Assisting a client with **registering an account** is the first step in helping them access self-service tools and detailed case information on their own.

If the client already has a MI Bridges account, it is always recommended to use that account rather than creating a new account. Clients will only be able to see benefits in one account. If they create a new account, they will not see their benefit information.

Begin Client Account Registration

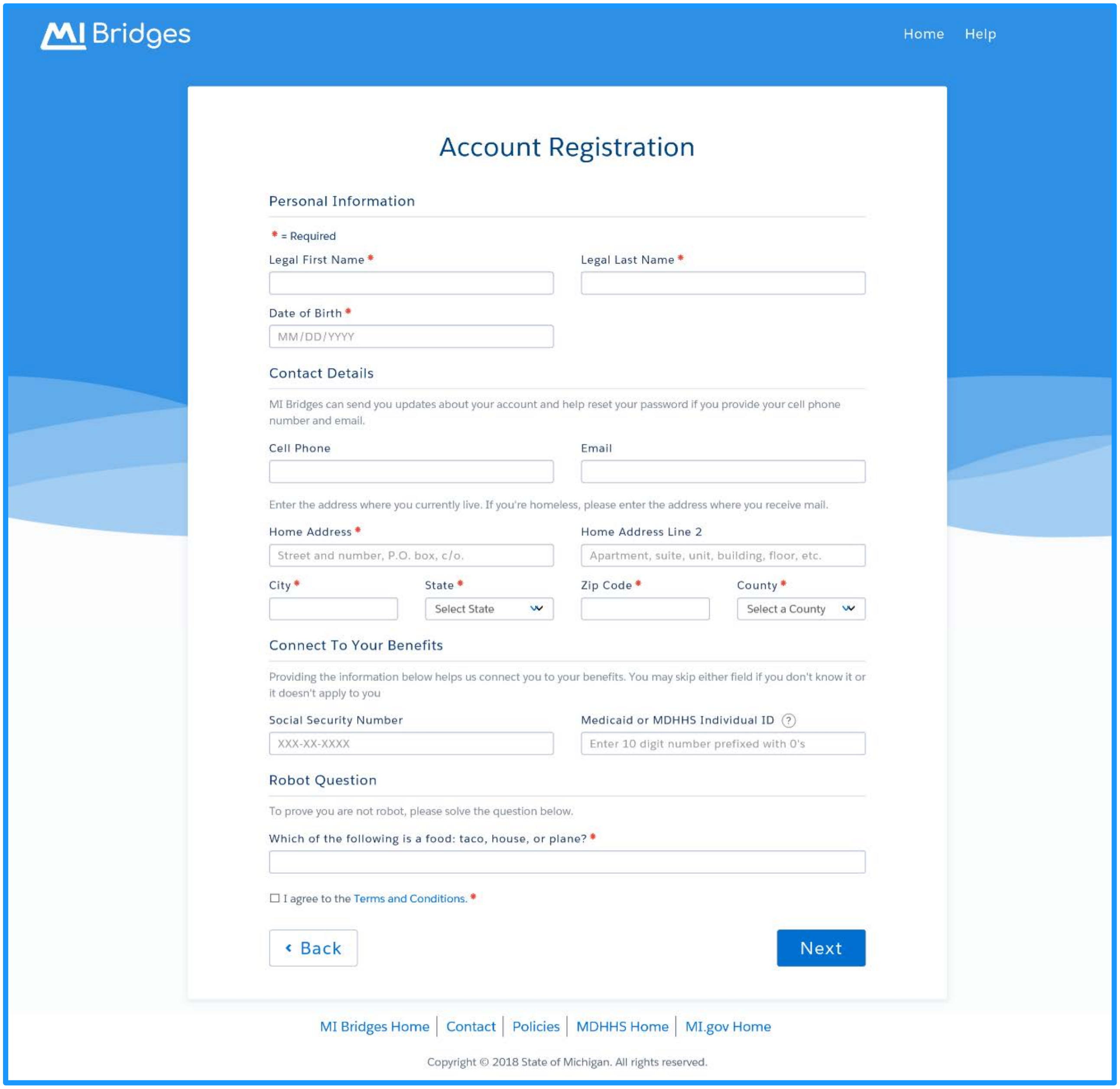
1. From the MI Bridges homepage, click **[Register]** to begin the registration process. The **Account Registration** page opens.
2. Type **[Legal First Name], [Legal Last Name],** & **[Date of Birth].**
3. Type **[Cell Phone], [Email], [Home Address],** & **[City].**
4. Select your **[State]** from the drop-down list.
5. Type **[Zip Code].**
6. Select your **[County]** from the drop-down list.

	Tip: *Cell phone* and *email* are not required but please encourage clients to add this information, because they support new MI Bridges password reset features. • Notifications can be sent via text messages to alert clients a new letter is available from MDHHS, such as verification due date reminders or changes in benefits.

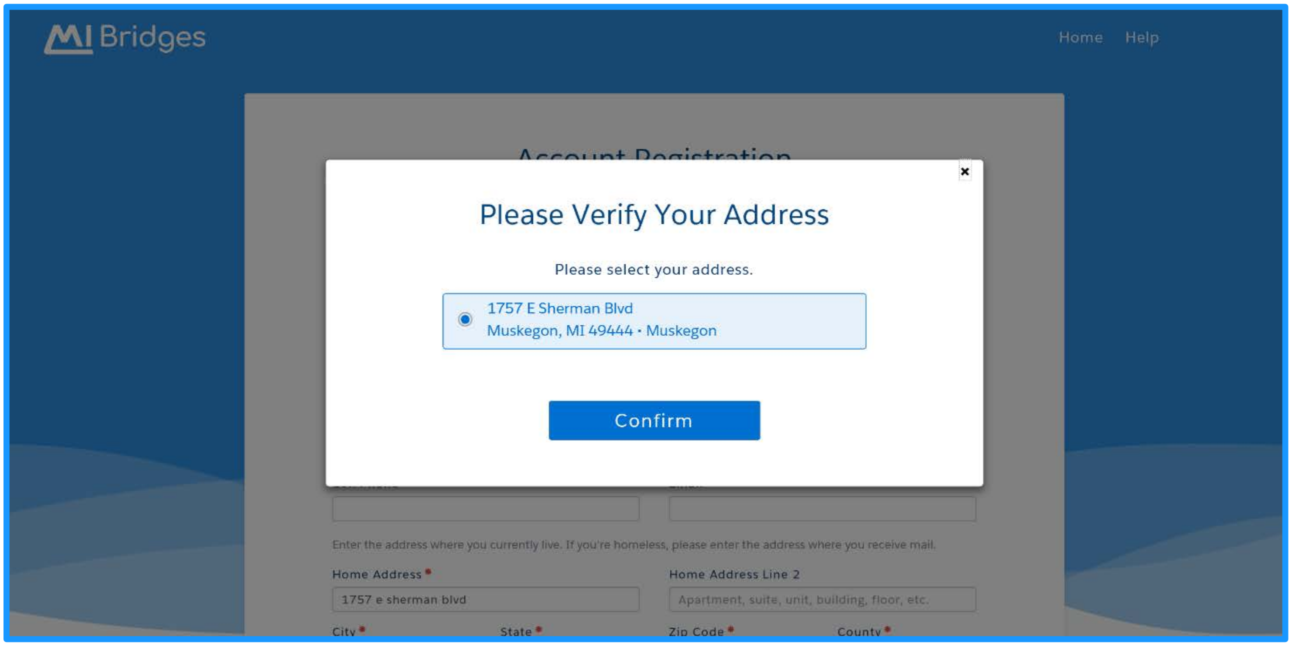
7. Type **[Social Security Number]** or **[Medicaid or MDHHS Individual ID]** (if available).

	Tip: The *Connect To Your Benefits* fields are important because they will link the client's MDHHS case to MI Bridges. This is the only way a client can view existing benefits, letters, and case information in their MI Bridges account. Please encourage your clients to record a verification type so they can use the full functionality of MI Bridges.

8. Answer the Robot Question. This is a question to protect against fraudulent accounts being created.
9. Check the box next to **[I agree to the terms and conditions]**.



10. Click **[Next].** The **Address Verification Dashboard** displays.

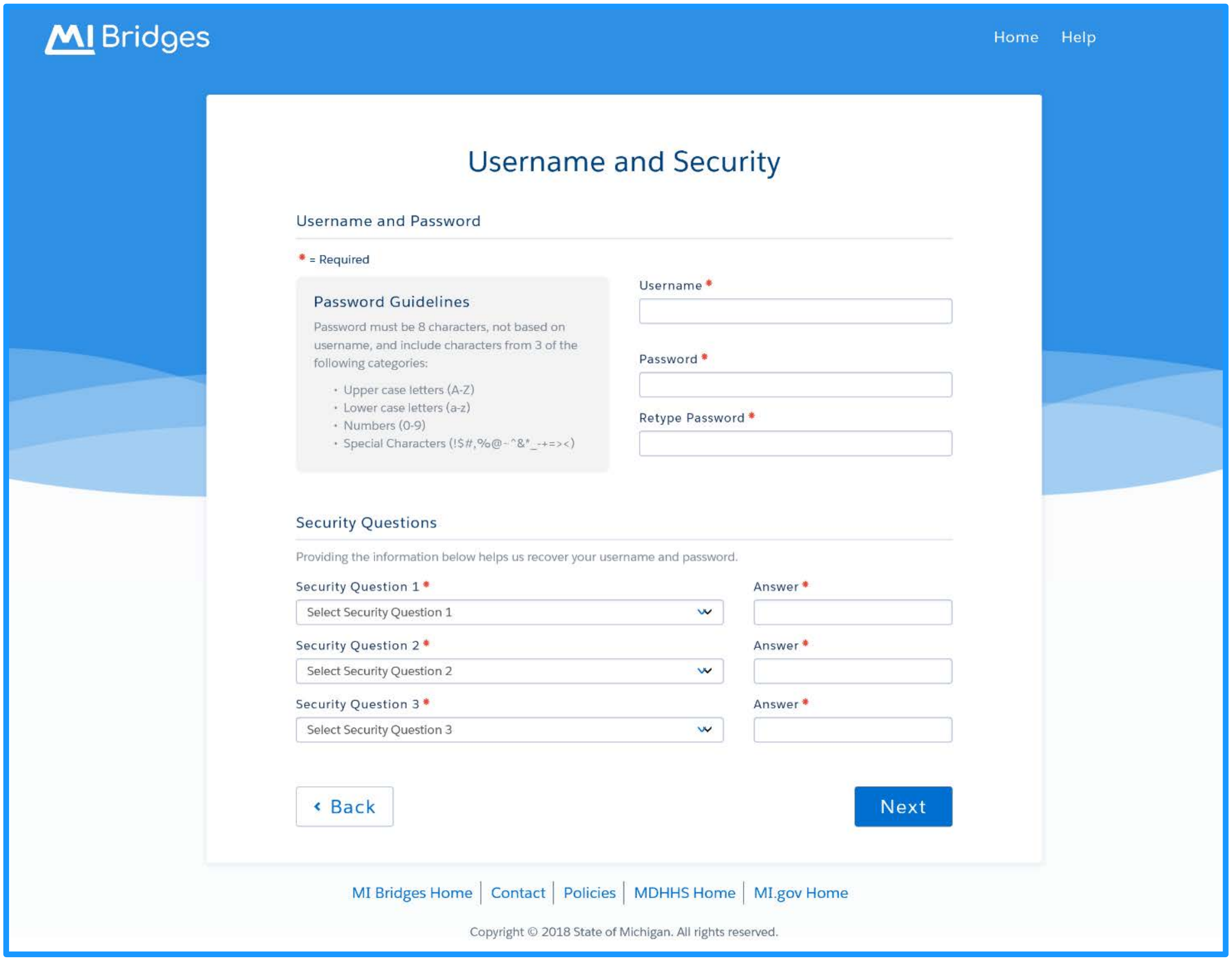


11. Click **[Confirm].** The **Username and Security** page displays.

12. Type a *Username* that follows the **Username Guidelines.**

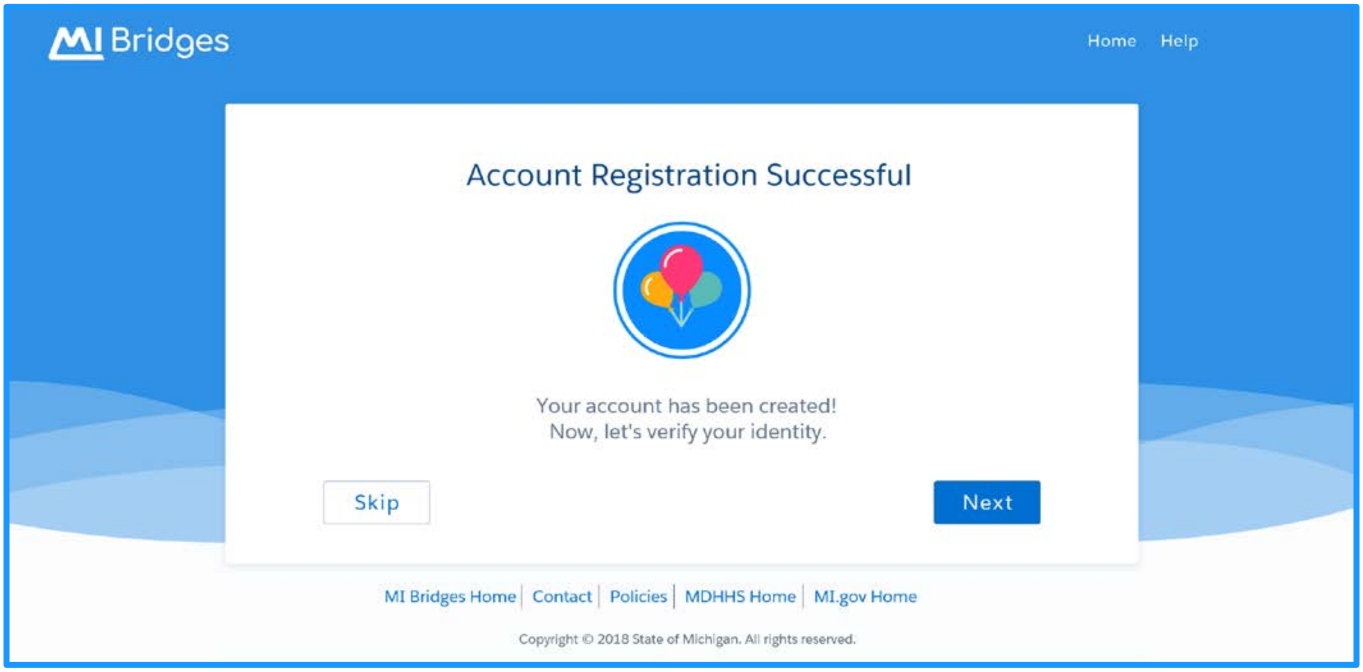
Tip: The *Username* field changes from white to green if the username recorded meets the guidelines and is available. Notice the "username is available" that appears after a name is recorded.

13. Type a password that follows the **Password Guidelines.**
14. Select 3 security questions and provide answers in the boxes. Click **[Next]**. The **Account Registration** page displays.



13. Select **[Next].** The **Account Registration Successful** page displays.

	Tip: After creating your account, If you ever forget your password you can use these security questions to reset your password. Some questions that you might find easy to answer include: • In what city were you born? • What is your mother's maiden name? • What was the name of your first elementary school?



14. Click **[Next].** The **Verify Your Identity** page displays.
15. Click **[Get Started].** The **Identity Information** page displays.

Verify Your Identity

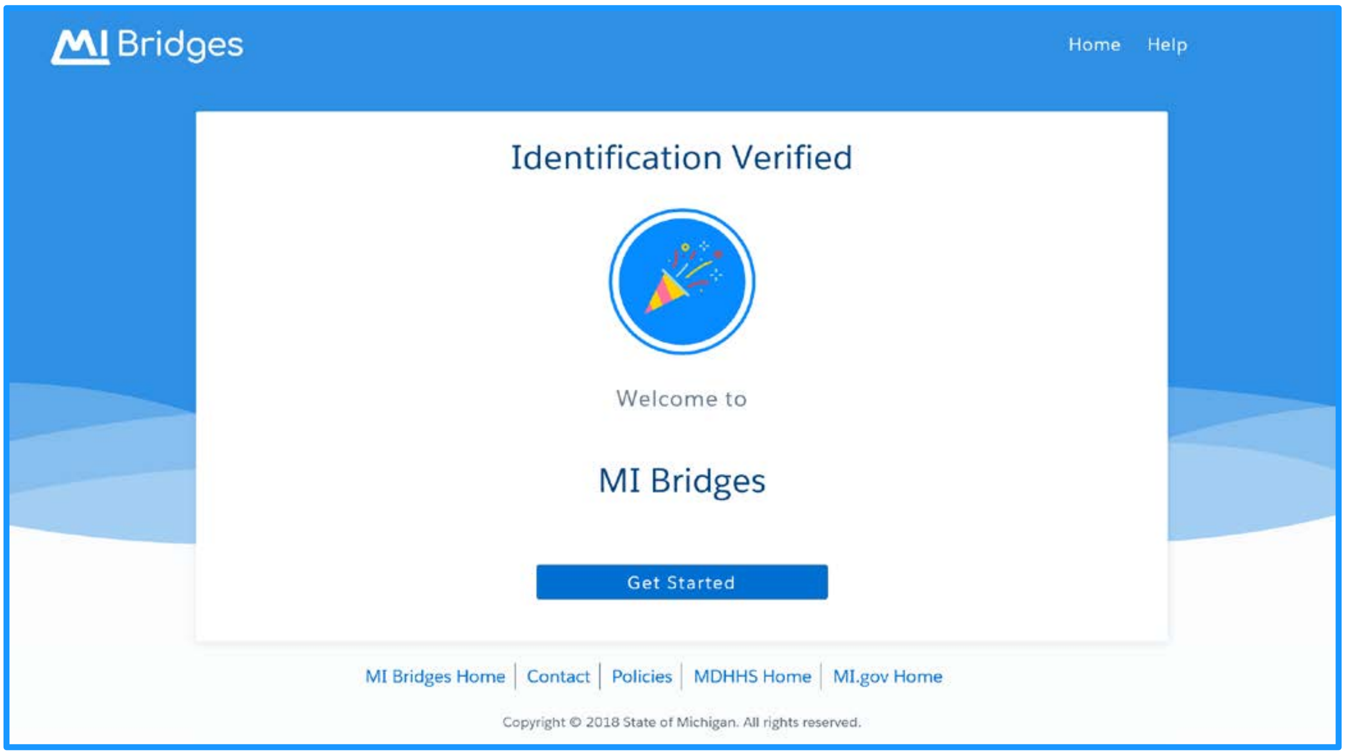
With MI Bridges, clients can now view more information than ever before! Because of the increased personal client information– there is increased security needed for clients. Clients are recommended to complete the 'Verify Your Identify' process, also called ID Proofing, when creating a new account.

16. Record demographic exactly as it appears on the client's legal identification, such as Date of Birth, Social Security Number, or Address. The First and Last Name fields default and cannot be edited. Click **[Next].** The **Verify Your Identity** page displays**.**

Tip: If you are unable to complete ID proofing on the first attempt, you can always try a

	second time. You can attempt to confirm your identity in MI Bridges twice in 48 hours. If you are unable to pass on your second attempt, you can wait 48 hours to try again, or call the Help Desk for assistance at 1-844-799-9876. You can also visit your local MDHHS office for in-person ID proofing.

17. Select appropriate responses to the security questions to confirm the client's identity. Click **[Submit].** The **Identification Verified** page displays**.**



18. Click **[Get Started].** The **MI Bridges Dashboard** page displays**.**
19. **Congratulations you have successfully created a client account!**

	Remember! You can always call the Help Desk with any questions about creating a client account. The Help Desk can be reached at 1-844-799-9876 from Monday – Friday, 8:00am – 7:00pm.

Help Me Find Resources

The Job Aid explains how to use the Help Me Find Resources feature to identify both state and community resources the client may find helpful, and send a referral.

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Important Information

Help Me Find Resources is a self-service tool that clients can use to identify needs and connect to both State programs AND resources/agencies in their local community. With MI Bridges, a client can select a topic they would like assistance with, answer a few simple questions, and MI Bridges recommends resources that may be helpful.

MI Bridges interfaces with Michigan 2-1-1 and Great Start to Quality to provide a list of potentially helpful resources in real-time. If a client selects an organization that is registered as a referral partner in MI Bridges, they can send an electronic referral to that agency directly through MI Bridges. Working with 2-1-1, if a client sees resource information that is incorrect they can submit a request to update the information.

If the client's needs change over time, they can complete the Help Me Find Resources survey as many times as needed.

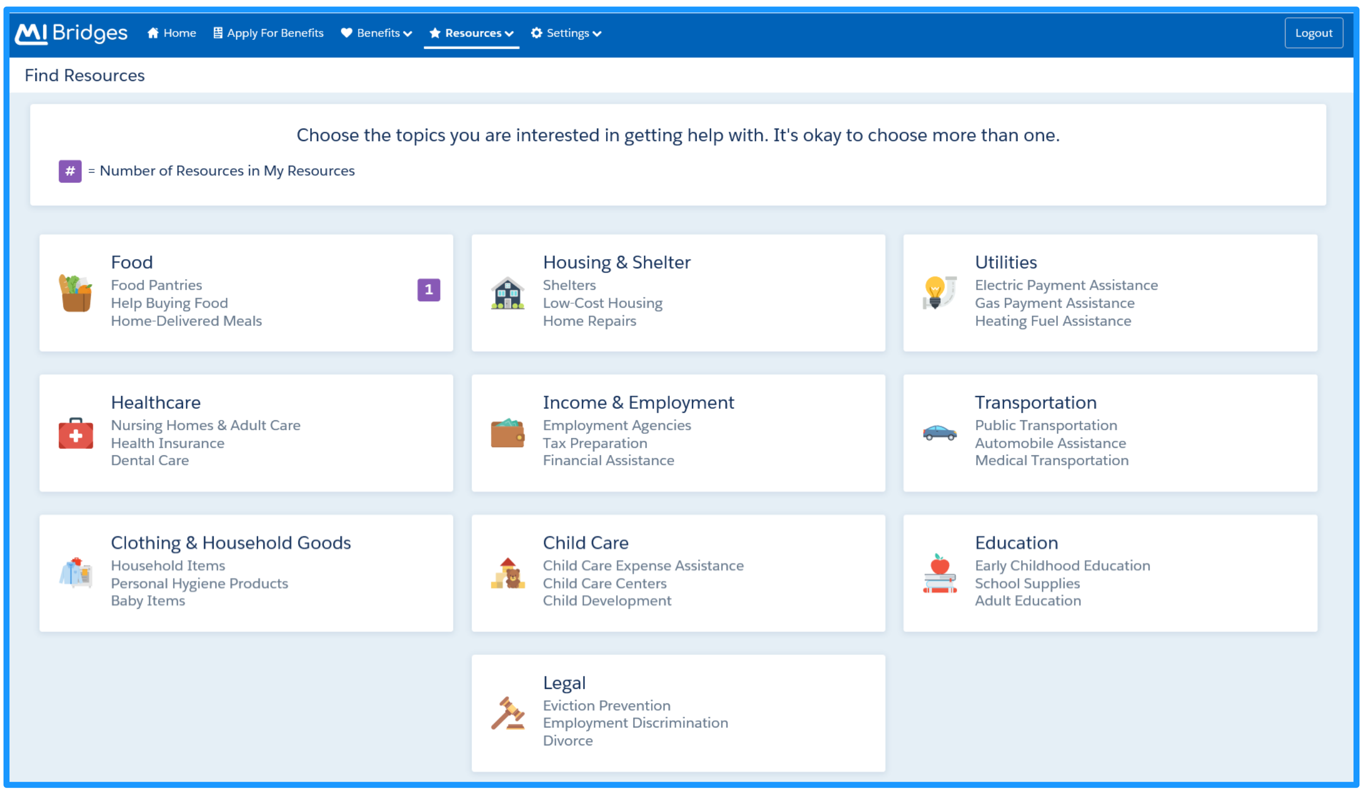
Clients can also receive a list of recommended resources sent from their navigators.

Tips for Navigating Help Me Find Resources

- The needs survey questions are easy to navigate. When a client selects an answer, the answer is highlighted in blue. If a client accidently chooses a selection, they can click on the answer again to undo the selection.
- There are some needs that prompt MI Bridges to ask if the services are needed for a person with a specific characteristic. These questions are important to answer so MI Bridges can personalize the resources suggested for specific populations. Examples of common special populations include Military Veterans or Children with special health needs.
- If the client pauses at any point in the needs survey, the Continue Survey button displays under Help Me Find Resources on the client's dashboard.

The Needs Survey

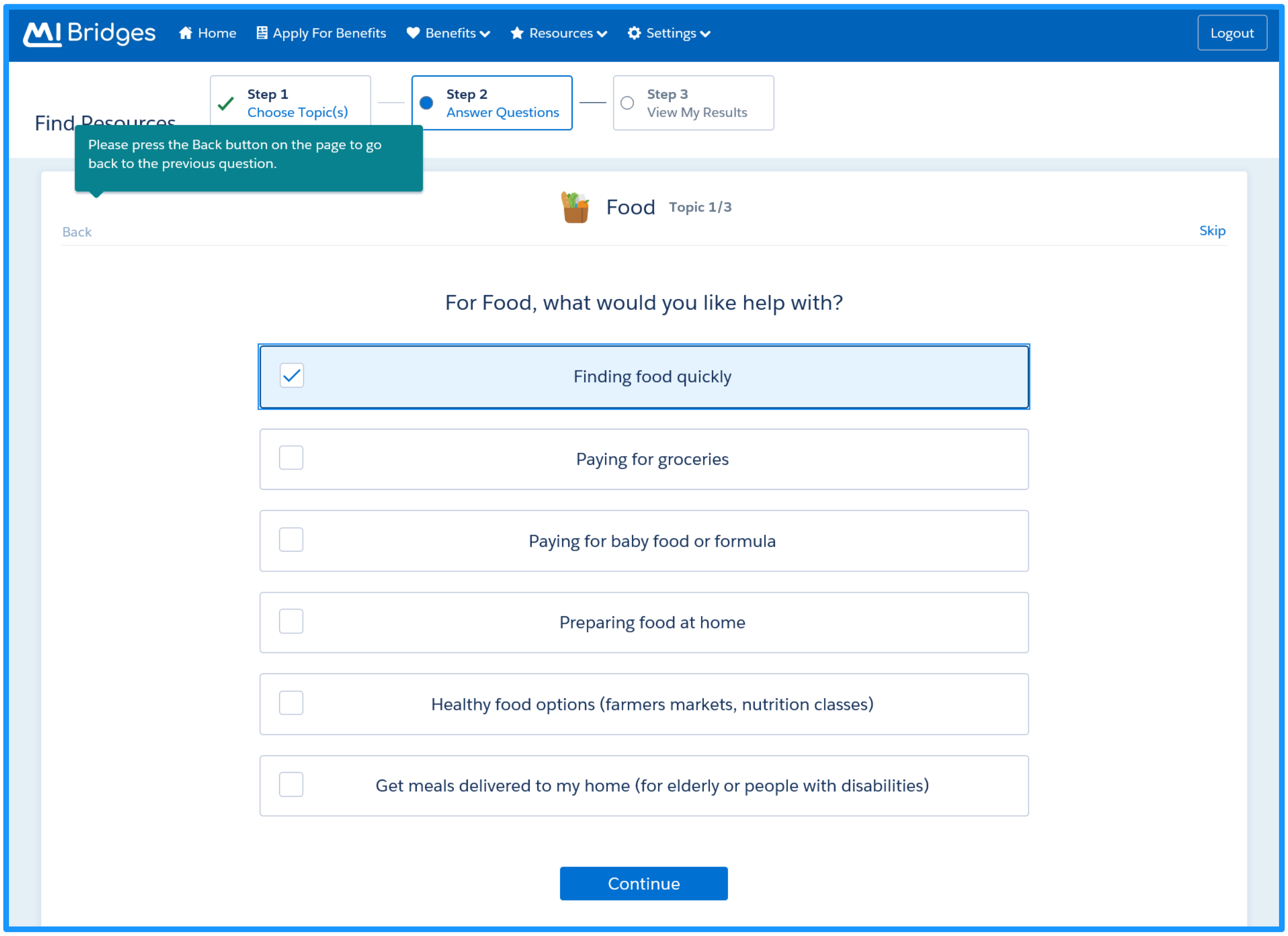
1. Click **[Help Me Find Resources]** under *Resources. T*he **Find Resources Topics** page displays.
    - Clients can also click **[Resources]**, than *Help Me Find Resources* to begin the process.



Tip: Take a moment to review the types of resources that are available for each topic. The resources available span a wide range of assistance programs that community

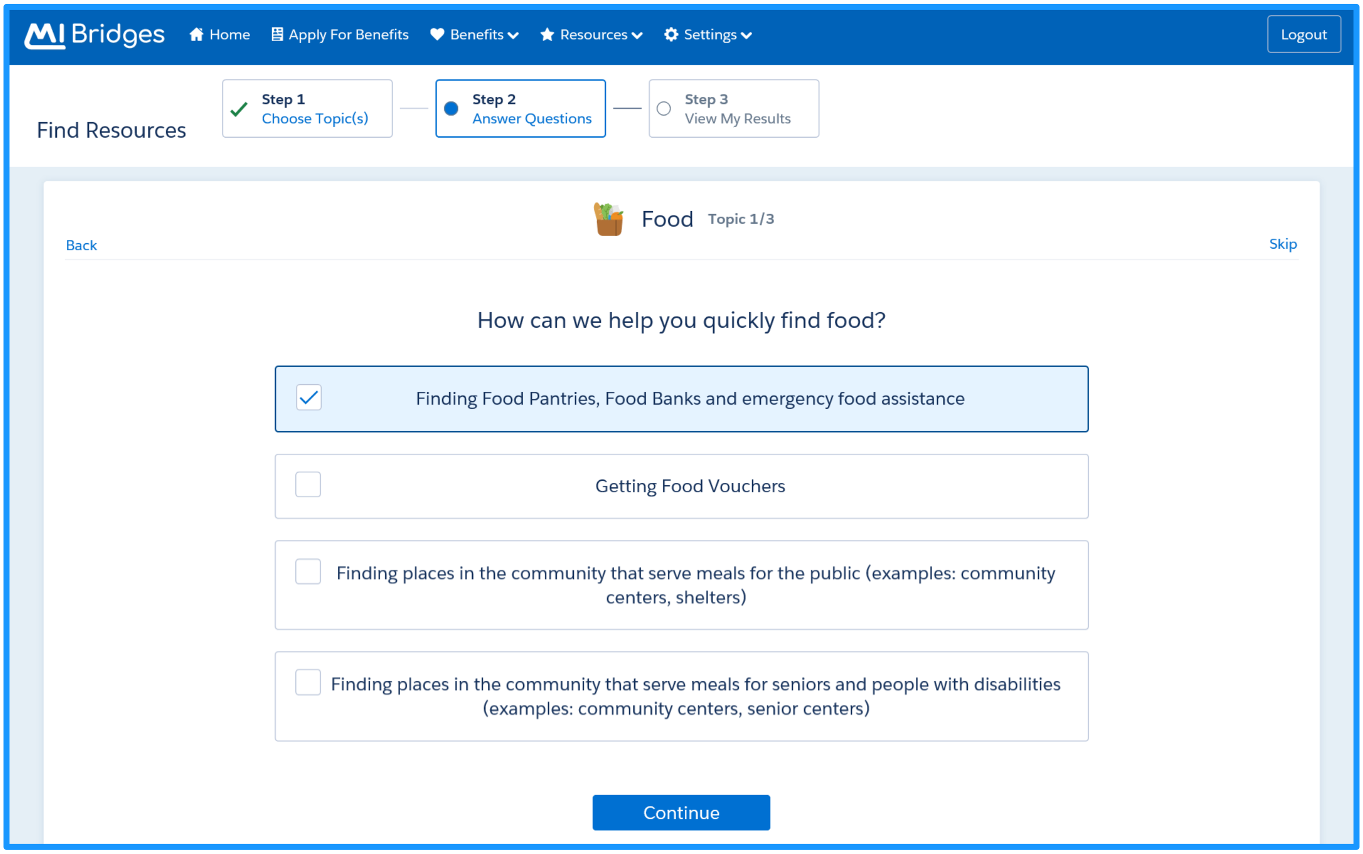
	partners provide. Underneath each of the topics are a few examples of what kinds of resources are contained in that category. Clients can select multiple topics to find resources for, but it is recommended to begin with 2-3 topics.

2. Click the *topics* that your client is interested in getting help with, then click **[Start].** The **Needs Survey** displays.



3. The list of questions that displays on the Topics page depend on the topics selected. These questions help MI Bridges learn more about the client's needs, and narrow down exactly what type of help the client is seeking.
4. Click all the subtopics for which the client wants to find. Click **[Continue].** Additional questions pages may display.

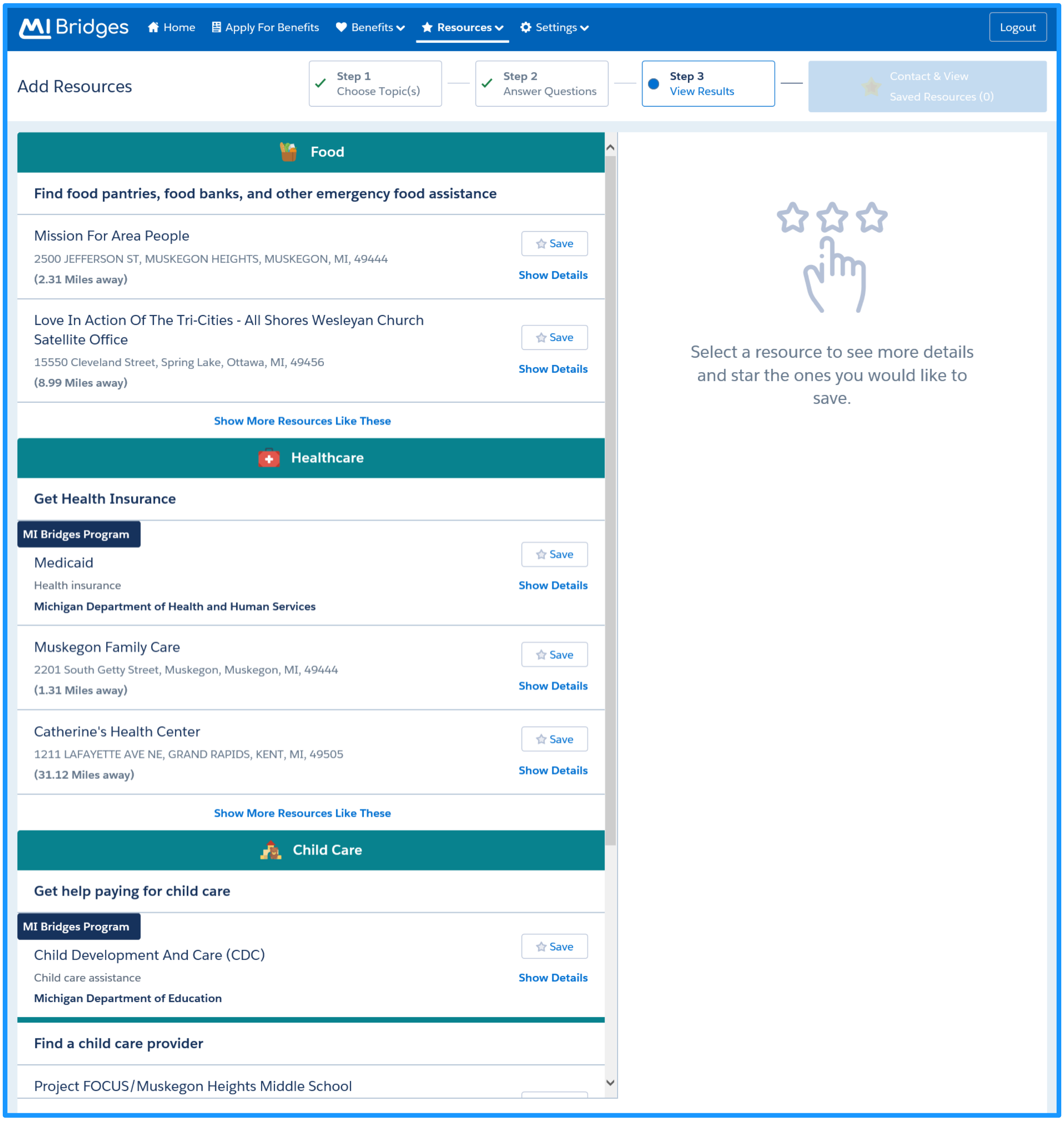
	Tip: A Topic progress bar displays at the top of every page in Help Me Find Resources. The progress changes as the questions for each topic are completed.



5. Continue to select all the subtopics for which the client wants to find. Click **[Continue].** The **Add Resources** page displays.

	Tip: Be sure to use the **[<Back]** button if you want to return to the previous page. **<u>DO NOT</u>** use the browser back button. If you select **[Skip>]** you will not get resources recommended for the topic.

Add & Review Resources Page

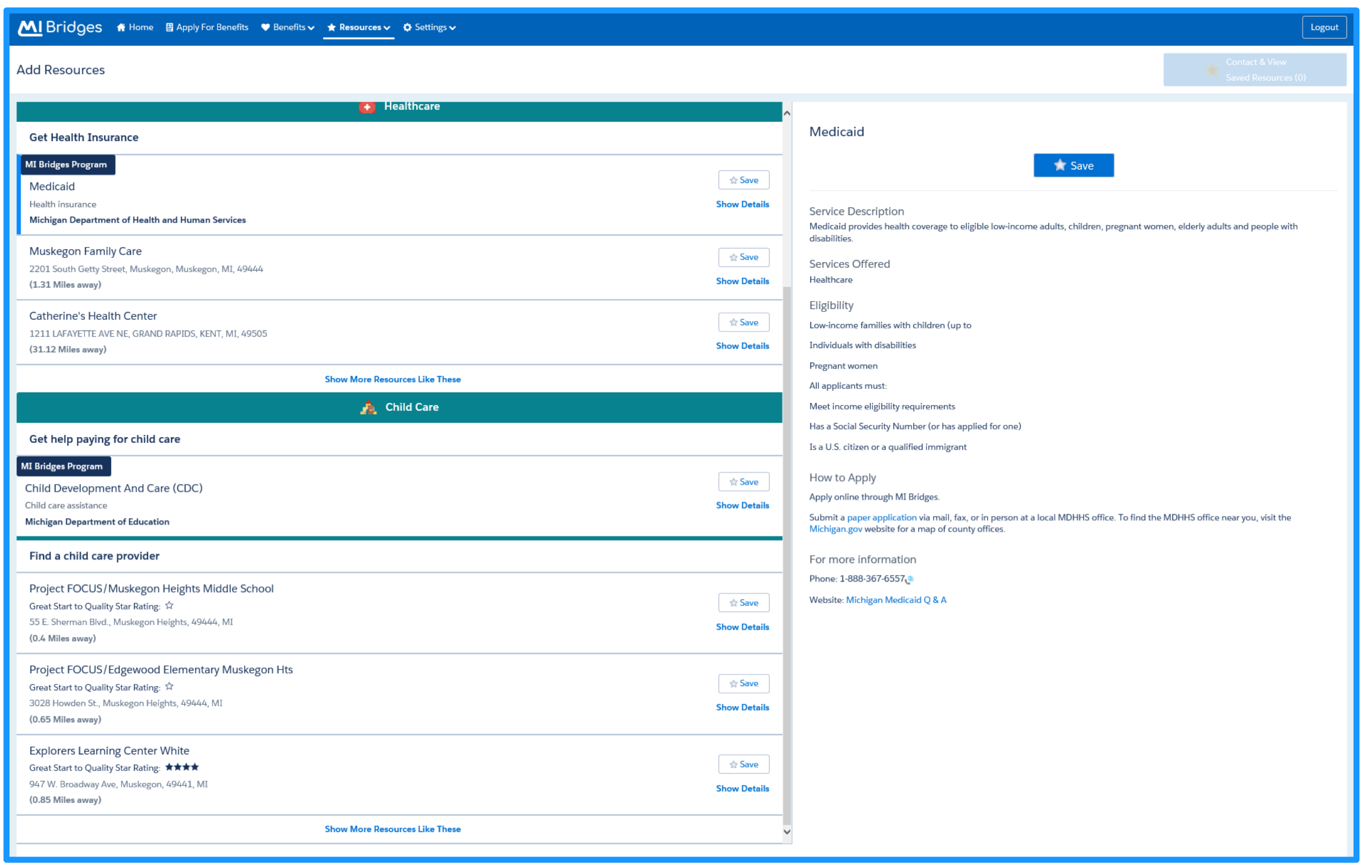


6. MI Bridges interfaces with Michigan 2-1-1 and Great Start to Quality to suggest resources based on the client's address listed in their profile and answers to the needs survey. Resources are listed under each topic the client selected. Each subtopic may display up to 4

resources. The client can select **[Show More Resources Like These]** to view additional resources.

	Tip: • Resources will be categorized according to the needs MI Bridges identified using the client's responses. If State resources are recommended, they display first under each topic, followed by recommend community resources. • Clients can choose to add as many or as few resources to their profile as they wish. • There are times clients may see the same resources in different categories on this page. This is because that organization may offer multiple services. When this happens, clients can click on **[Show Details >]** to view additional detail about the services provided. • Clients can also view the Great Start to Quality ratings for Child Care resources.

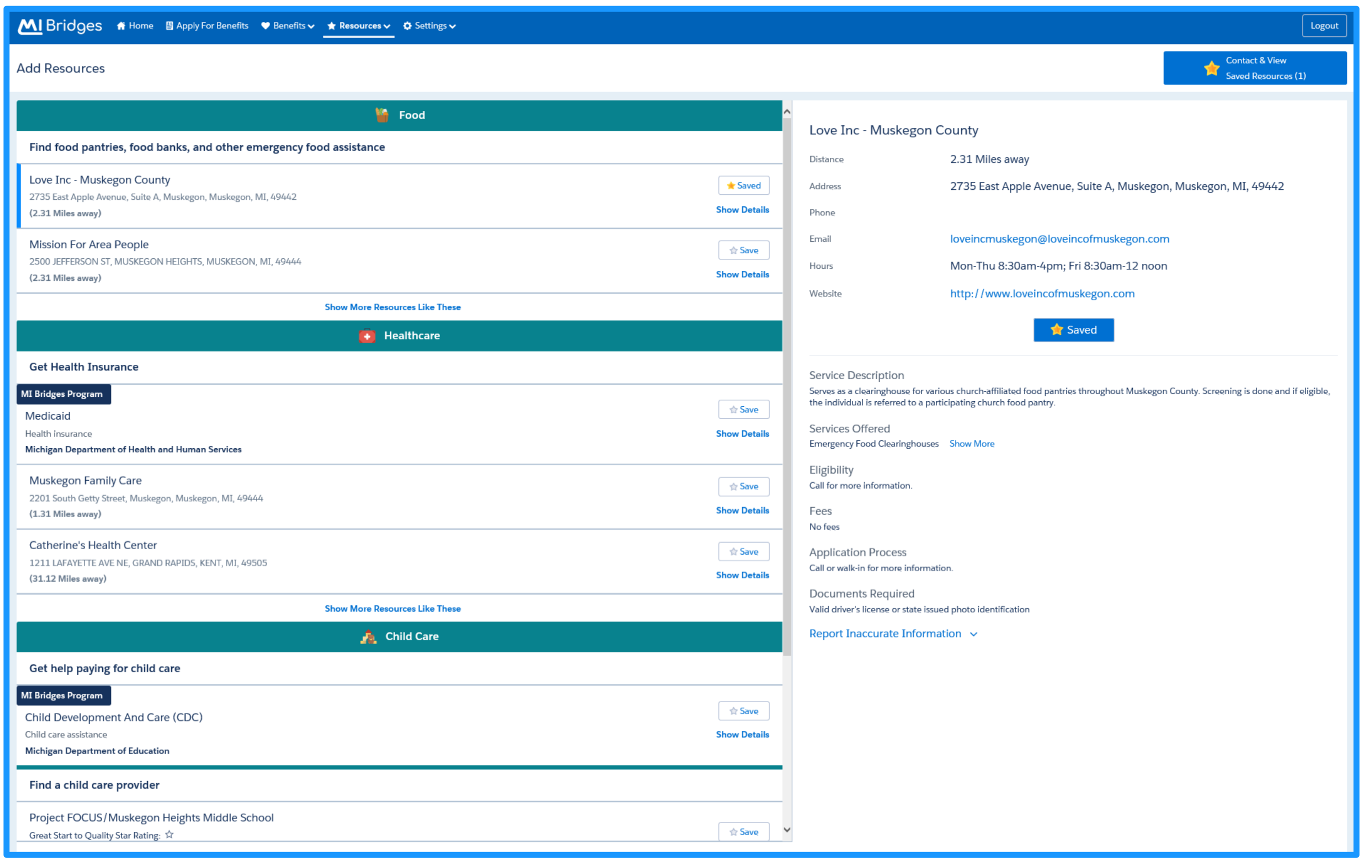
7. To view additional information on a suggested resources, the client can select **[Show Details >]**. The **Organization Profile** displays on the right-hand side of the page.



8. The client can review information on the organization. The information that displays is the same information housed in Michigan 2-1-1. Some information that may be available includes:

- Address, Hours, and agency contact information
- Service description and Services offered
- Program eligibility, fees, information on the application process, and any documents required

	Tip: Clients can also report inaccurate resource information to 2-1-1 by clicking the **[Report Inaccurate Information]** tab and checking the box next to the information that needs to be updated.



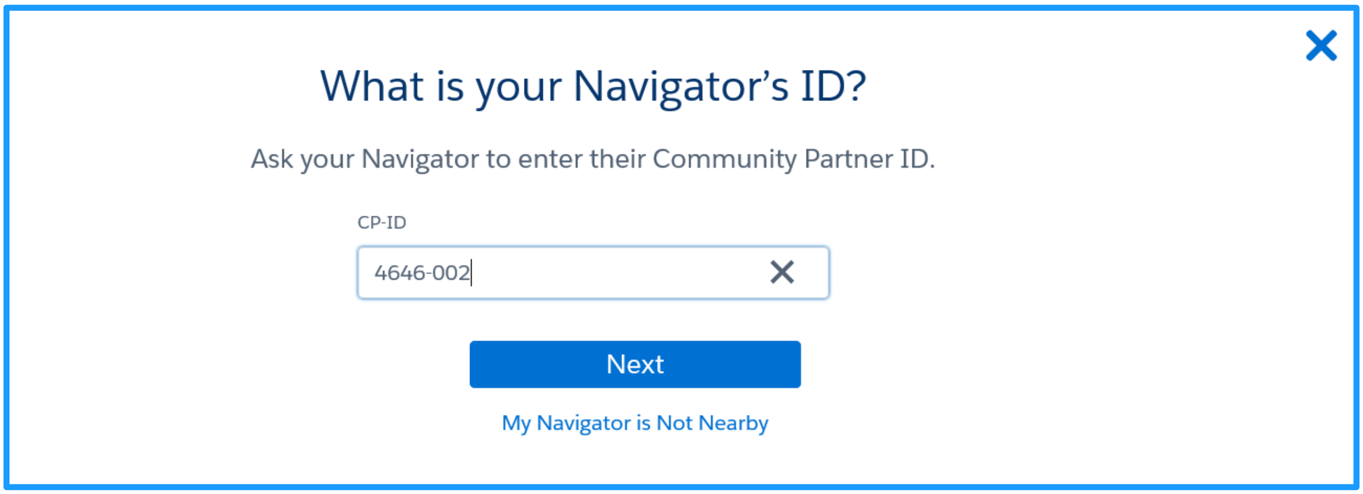
9. Click **[Save]** on the right side of each resource the client wishes to add to their profile.

	Tip: If the client does not currently have a navigator, the Are You Being Helped By a Navigator pop-up displays. If the client is already connected to a navigator skip to step 17.

Connect With a Navigator

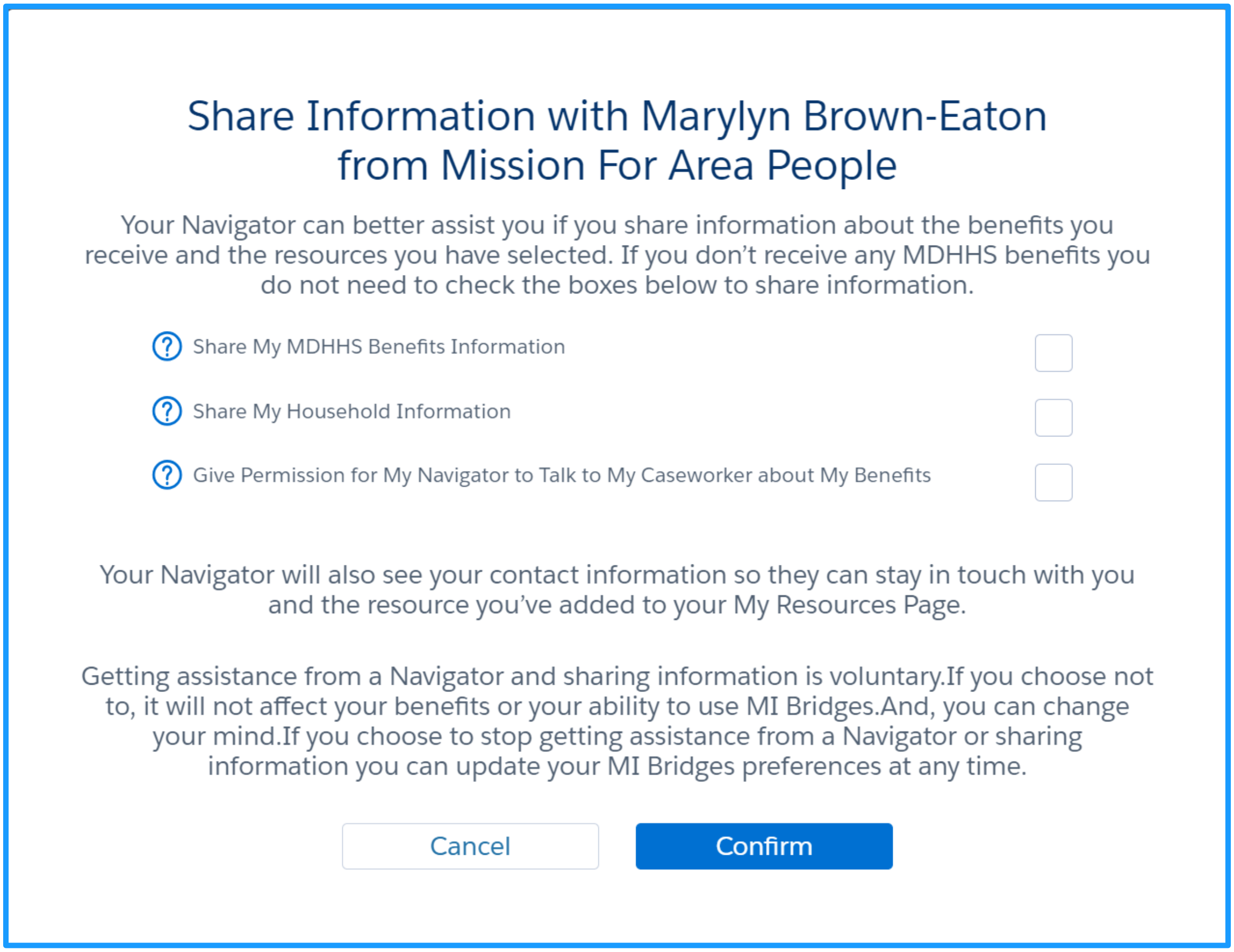
10. Select Yes or No depending on if the client would like to connect with a navigator.
    - Click Yes. The **What is your Navigator's ID**? pop-up displays.
    - Click No. The **Share Information with Resources** pop-up displays, if the client selected a resource that is registered as a Referral partner (Jump to step 15).

Tip: The client can click **[Connect with a Navigator],** which is listed in the footer of every MI Bridges page, at any time to connect with a new navigator.



11. Record the Navigator's Community Partner ID and click **[Next].** The **Share Information with Navigator** page displays.

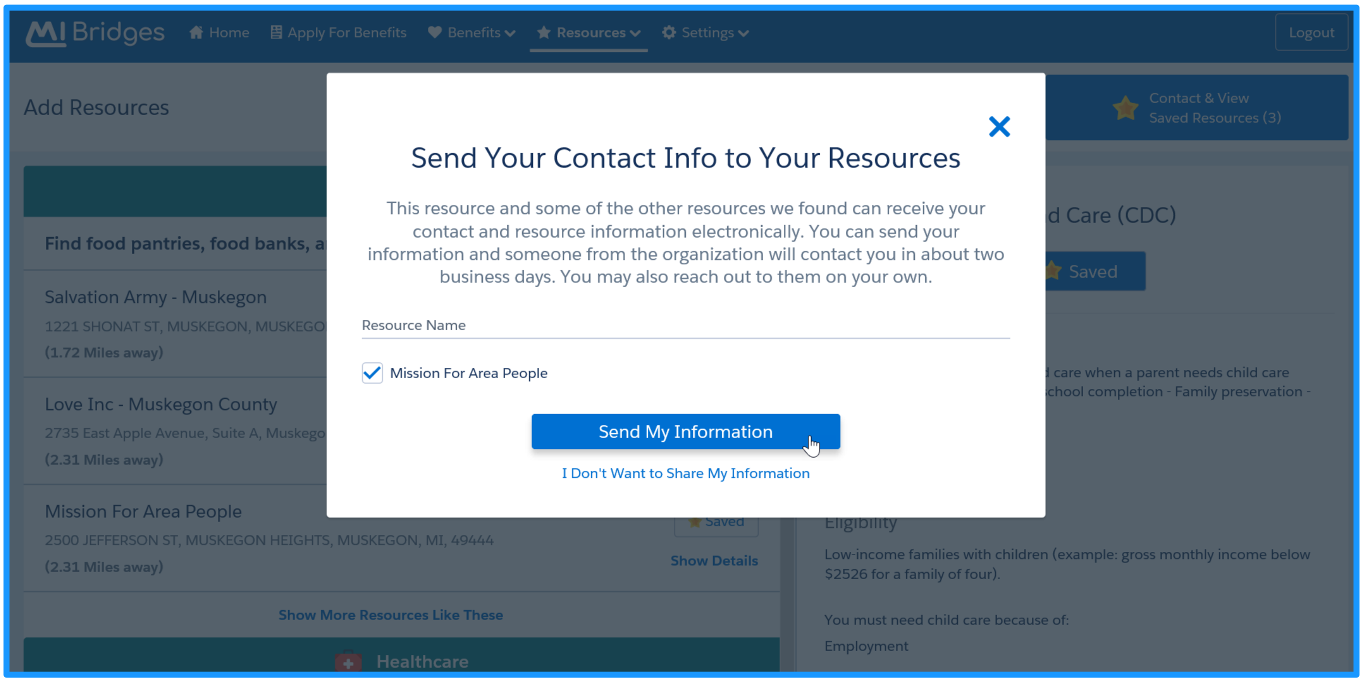
Tip: The *CP-ID* is not a number the client can access. The Navigation partner must provide this number. If the client's navigator is not present, the client can always click the **[x]** in the top right corner to exit the window or click the **[My Navigator is Not Nearby].**



12. Select the checkbox next to the information the client would like to share with the navigator.
    - Share My MDHHS Benefits Information: This provides consent for the navigation partner to view the client's benefit information and letters sent from MDHHS. The benefit information the navigator can view is the same information clients can view using their MI Bridges profile.
    - Share Household Information: This provides consent for the navigation partner to view information about the client's household, such as household members and contract information.
    - Give Permission for My Navigator to Talk to My Caseworker about My Benefits: This provides consent for the Navigation partner to speak with the client's MDHHS caseworker.
13. Click **[Confirm].** The **Share Information with Resources** pop-up displays.

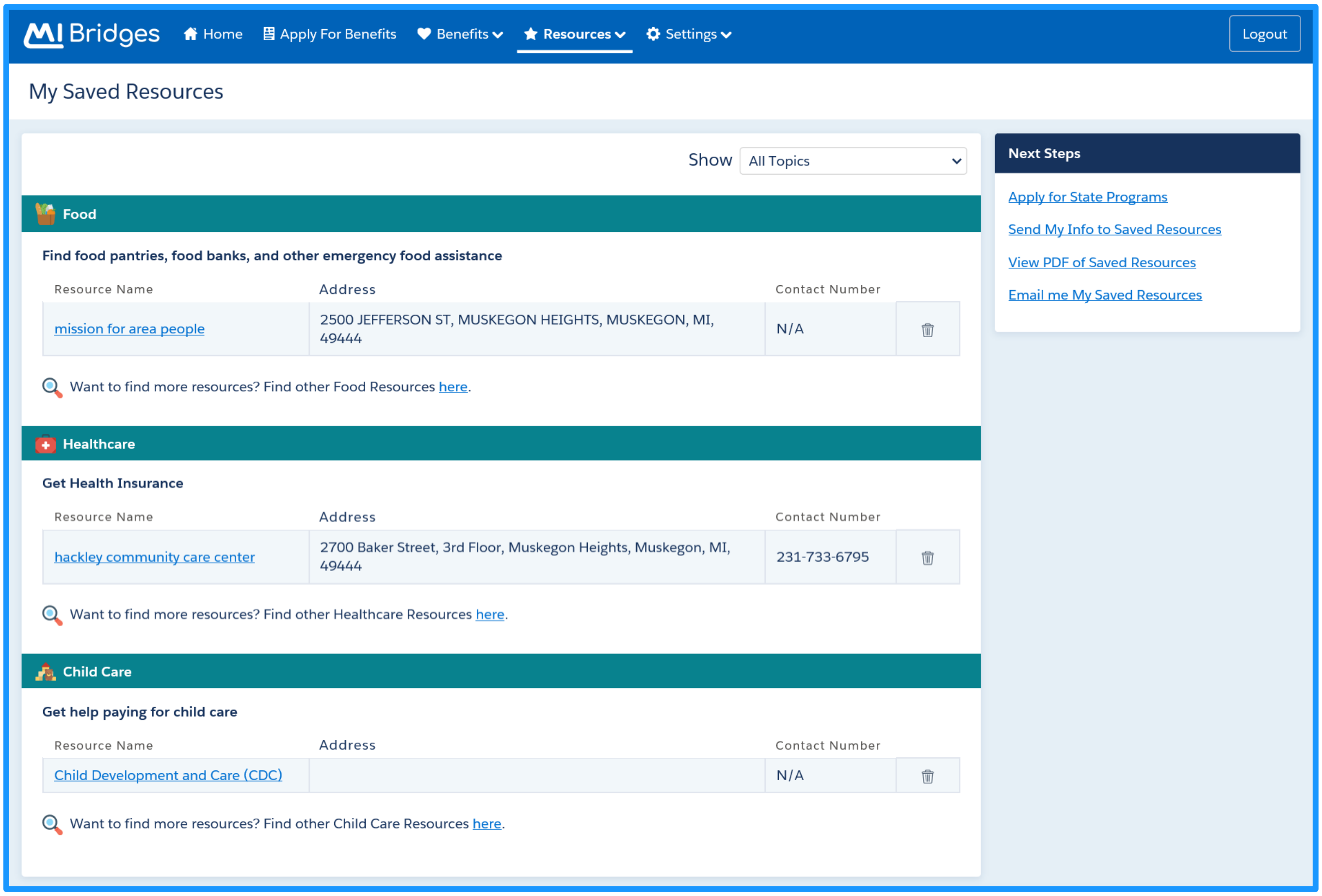
	Tip: The client can update their consent at any time by editing the **Share Info: Resources** page, which is found on the **Preferences** section of their MI Bridges profile.

Send Information to Referral Partner(s)



14. Any resources the client selected that is registered as a Referral partner displays on the **Share Your Contact Info to Your Resources** pop-up page.
15. Select the checkbox next to any resource the client would like to send their information to electronically.
    - The client can select the checkbox next to *Share My Resources with the organizations selected above* to allow the Referral partner to view the resources they have added to their profile.
16. Click **[Send My Information].** The **My Resources** page displays.

My Resources



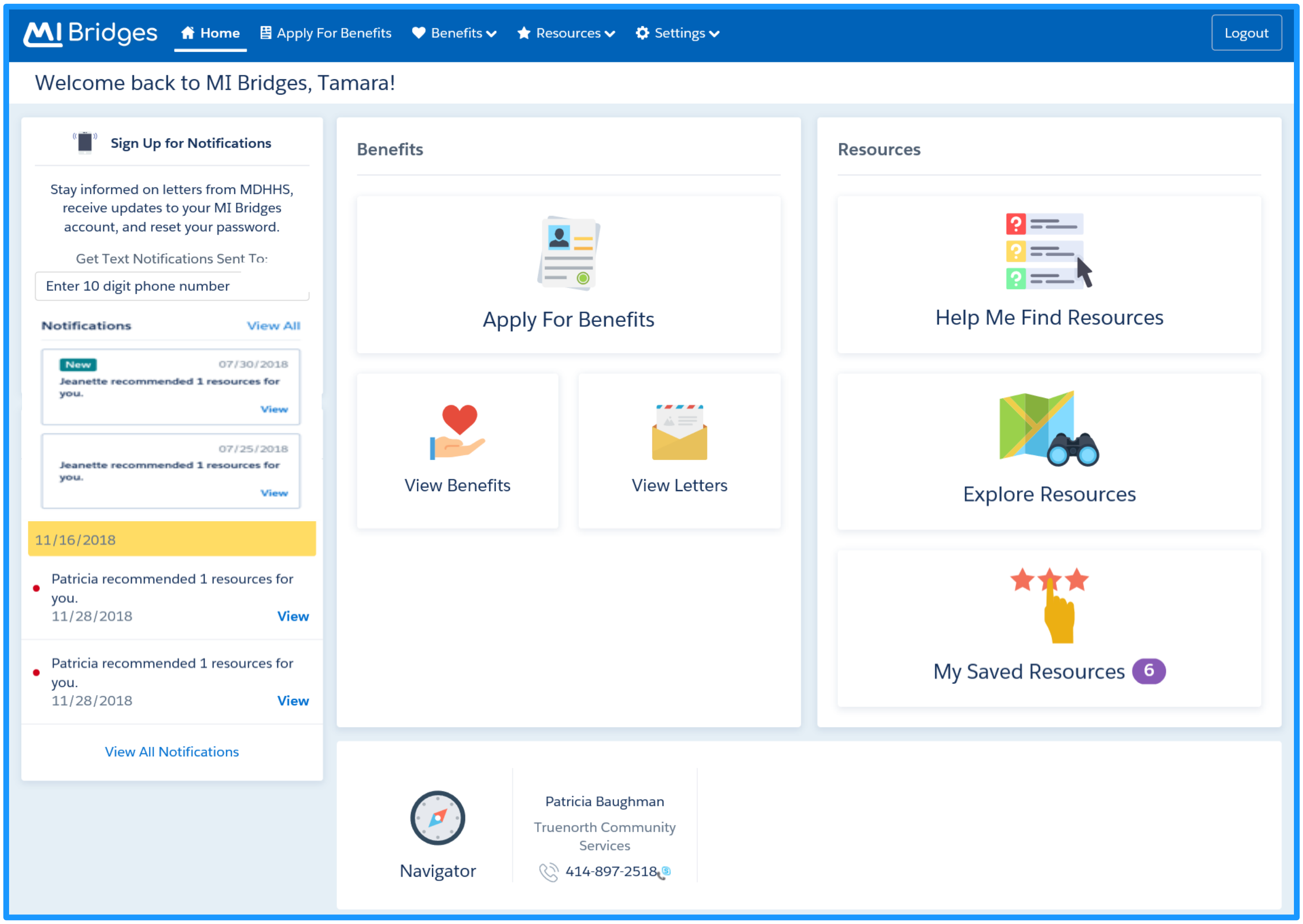
17. Each of the selected resources displays on the My Resources page. The client can always select the topic icon to revisit the topic to edit resources or begin a new needs survey for any topic.

Tip:

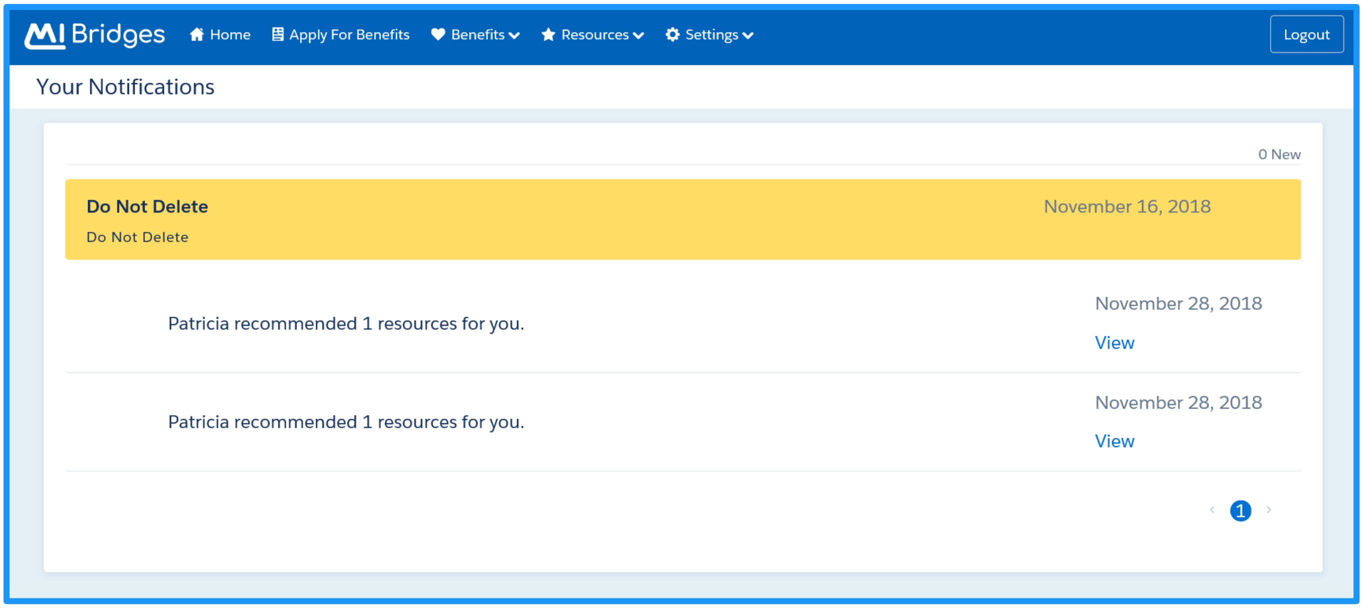
- Purple **'Referral Sent'** text displays next to *any resource to whom the client sent a referral.*
- Resources can be removed from the client's profile by editing and selecting the **[Trash Can] icon**.
- Click **[View PDF of Saved Resources]** and a PDF of the client's resources opens in a new window.

Recommended Resources From Your Navigator

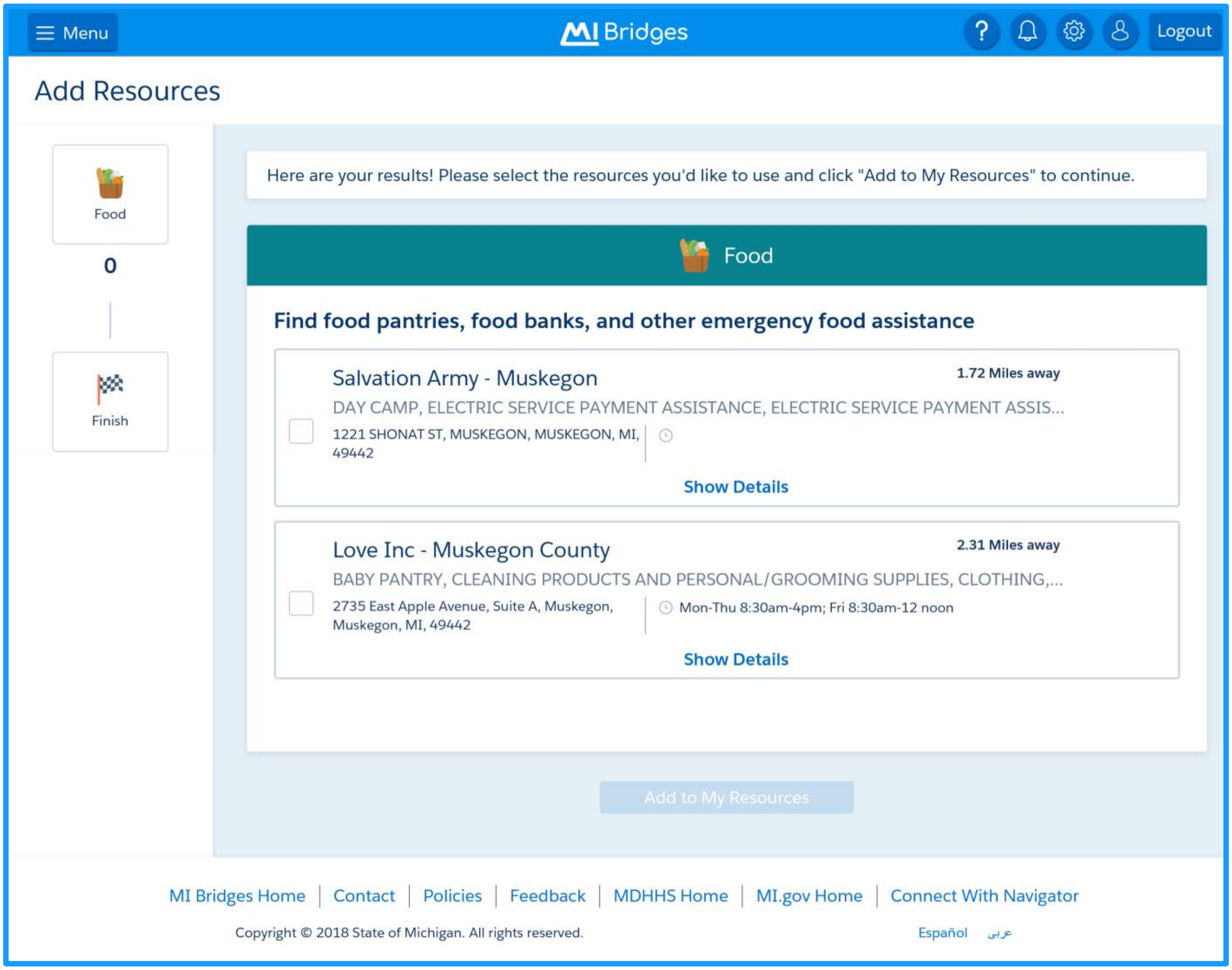
Navigators can send a list of resources to their client by completing the Explore Resources or Help Me Find Resources needs survey. When sending resources clients will receive a notification that their navigator sent them resources. A client can then view the resource and add it to their Current Resources page.



1. Click **View All Notifications**. The **Notifications** page displays.



2. Click **View**. The **Add Resources** page displays.



3. Check the box next to the resource the client wants to add. Click [**Add to My Resources]**.

	Tip: • Once a resource has been added it will display on the My Saved Resources page.

Frequently Asked Questions

Q. Can a client retake the needs survey for the same topic? A. Yes! As long as a client has completed the questions for a specific topic, they can always revisit the topic and complete another needs survey.
Q. Is there a limit to how many resources a client can add to their profile? A. No, there is no limit to the number of resources that can be added.
Q. What is the geographical distance that resources in Help Me Find Resources will display? A. MI Bridges will display the 10 closest resources within 100 miles. In some areas, resources will be close to the client's address, and in rural areas (i.e. the Upper Peninsula), it is common for the closest resources to be in other counties. If there are no resources within 100 miles, the below message displays.

Assist a Client with Applying for Benefits

The Job Aid explains how clients can use MI Bridges to submit an application for assistance. MI Bridges Community Partners and MDHHS staff can use the information in this Job Aid to assist clients with applying for benefits.

Table of Contents

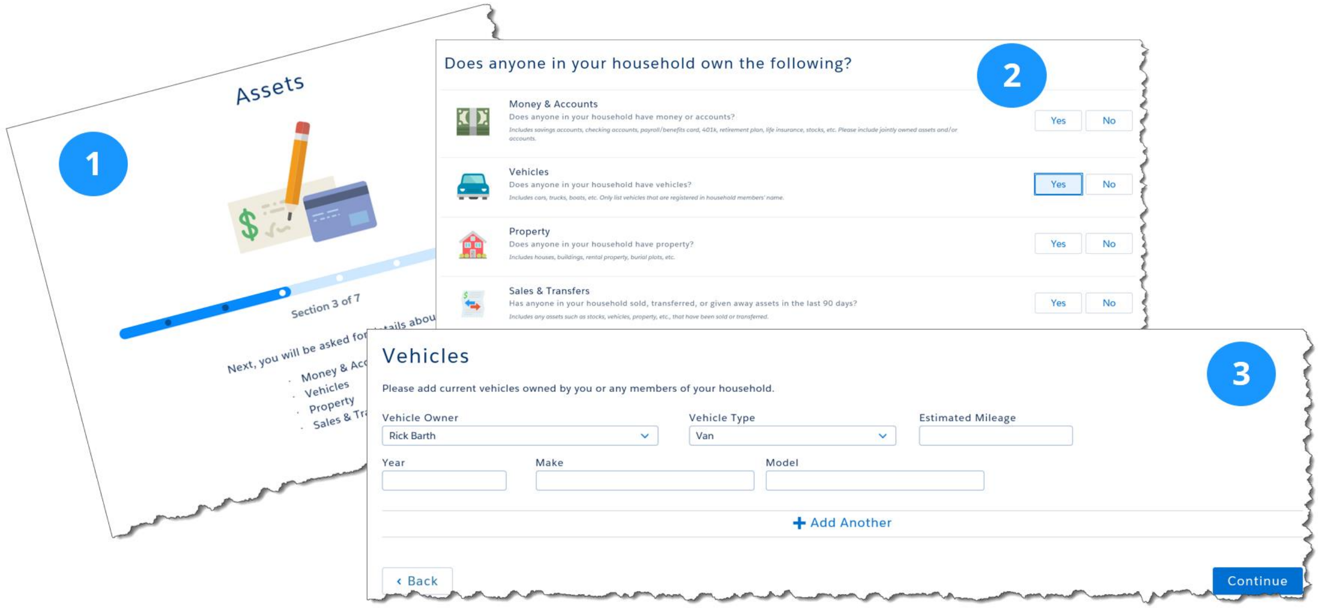
Important Information

Clients can use MI Bridges to submit assistance applications. MI Bridges combines six MDHHS programs into one application:

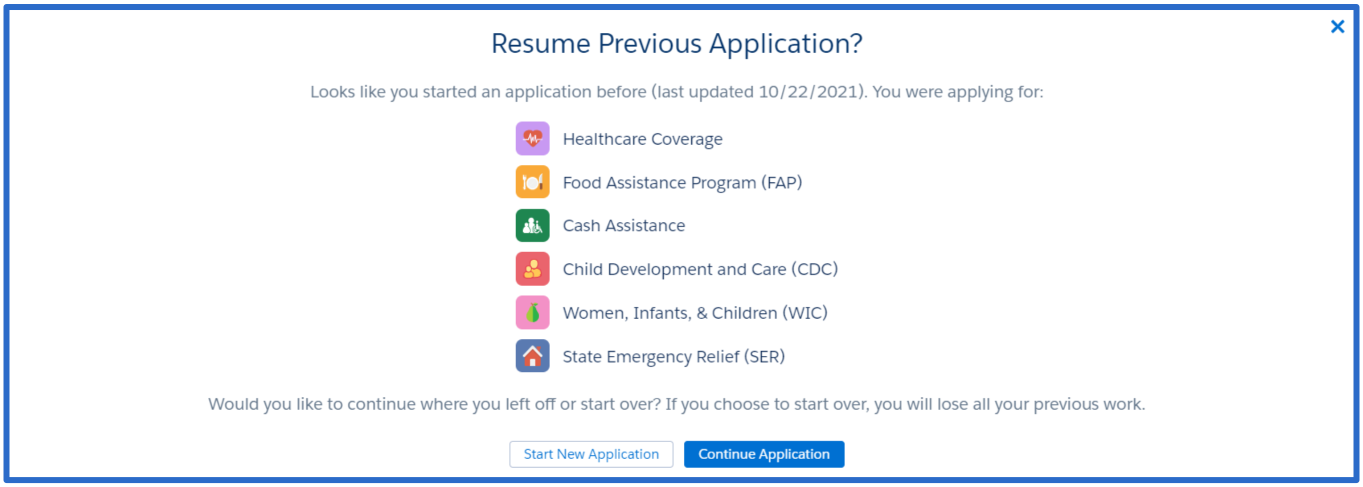
- Healthcare Coverage
- Food Assistance Program (FAP)
- Cash Assistance (Family Independence Program (FIP) (This includes: Refugee Cash Assistance (RCA) and Temporary Assistance for Needy Families (TANF)
- Child Development and Care (CDC)
- State Emergency Relief (SER)
- Women, Infants, & Children (WIC)

The MI Bridges assistance application varies in length, depending on what programs the client is applying for, as clients are only asked questions related to the programs that they are requesting. The application begins with a core application, followed by supplemental questions specific to only the programs the client is requesting. The core application asks questions that are common to all programs.

Tips for Navigating the Assistance Application

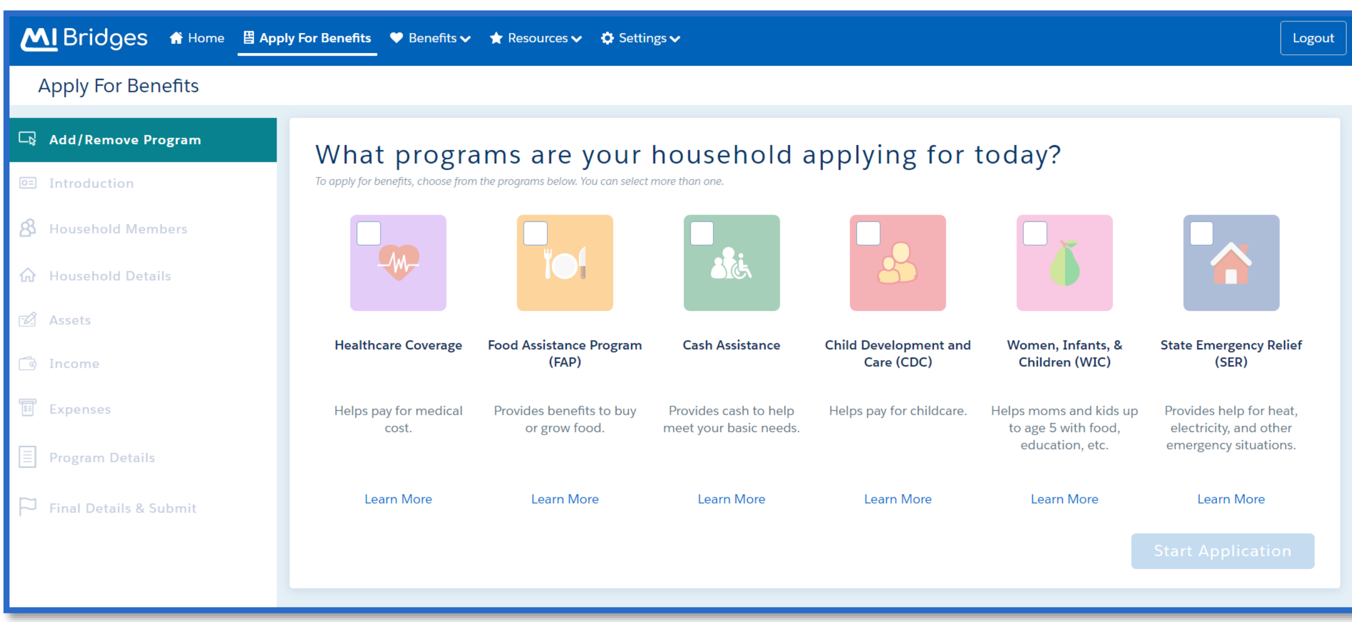


- Every application in MI Bridges follows the same structure of transition, question, and detail pages.
    1. Transition page: Each section of the application such as assets, income, expenses, etc. begins with a Transition page introducing that section.
    2. Question(s) page: The transition page for a section is followed by one or more Questions page. Answering 'Yes' on a questions page is how the clients identify their life circumstances that may impact program eligibility. Only questions that the client answers yes too will prompt follow-up Details page(s).
    3. Detail page(s): The Detail page(s) are pages which the client can use to provide additional details on a life circumstance.
- The application is available in English, Spanish, and Arabic.
- Throughout the application, a navigation pane displays on the left of the page. As the client progresses through the application this green bar will change to highlight the section the client is currently focusing on. Clients can also use this navigation pane to revisit sections of the application they have already completed. They cannot navigate to sections that have not been haven't completed. <u>**Important Note:**</u> Clients can return to the program selection page at any time to add or remove programs that they want to apply for.
- Clients can have one *In Progress* application at a time. A client can stop and return to complete the application at a later date. If a client has an *In Progress* application and clicks Apply for Benefits, the **Resume Previous Application?** pop-up displays. The client can choose to continue the *In Progress* application or begin a new application.



Launch a New Assistance Application

1. Click **Apply for Benefits** under *I want to…* *T*he **What programs are your household applying for today?** page displays.
   - Clients can also click **[Menu]**, then *Apply for Benefits* to begin the process.



2. Click the *Programs* for which the client is interested applying for, then click **[Start Application].** The **Let's get started** page displays.
   - A client can apply for as many programs as needed.

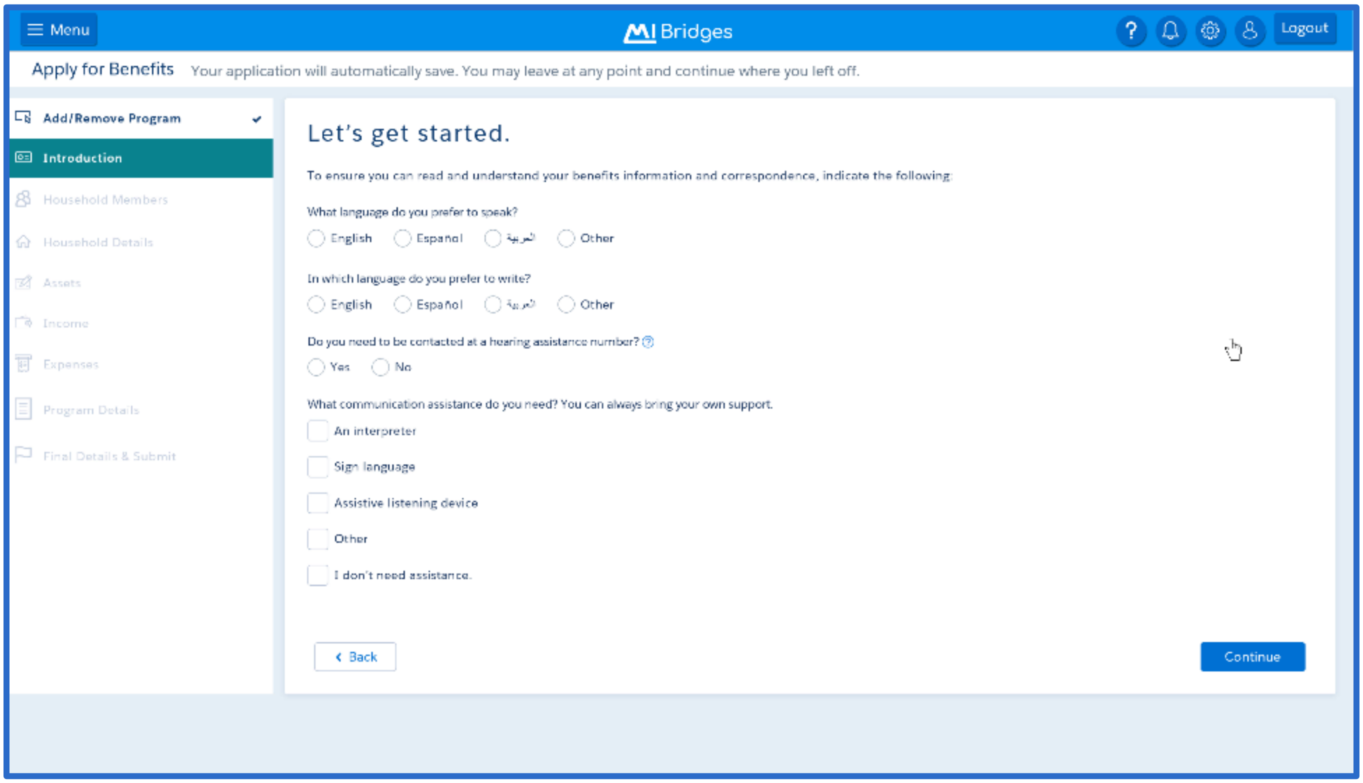
- Clicking **[Learn More]** under a program to view program details.
- **Important! The questions a client is asked when completing the application is based on the programs for which the client is applying.**

	Tip: Each time the client selects **[Continue]**, the application is saved. As the client advances through the application, Saved ✓ displays in the top of the page each time the application is saved. If the client chooses to leave and complete the application at a later date, they will be able to continue the application at the last saved page.

The Core Application

Introduction

In the **Introduction** section the client records information such as language preferences, contact information, address, and if the client's food assistance request is expedited.

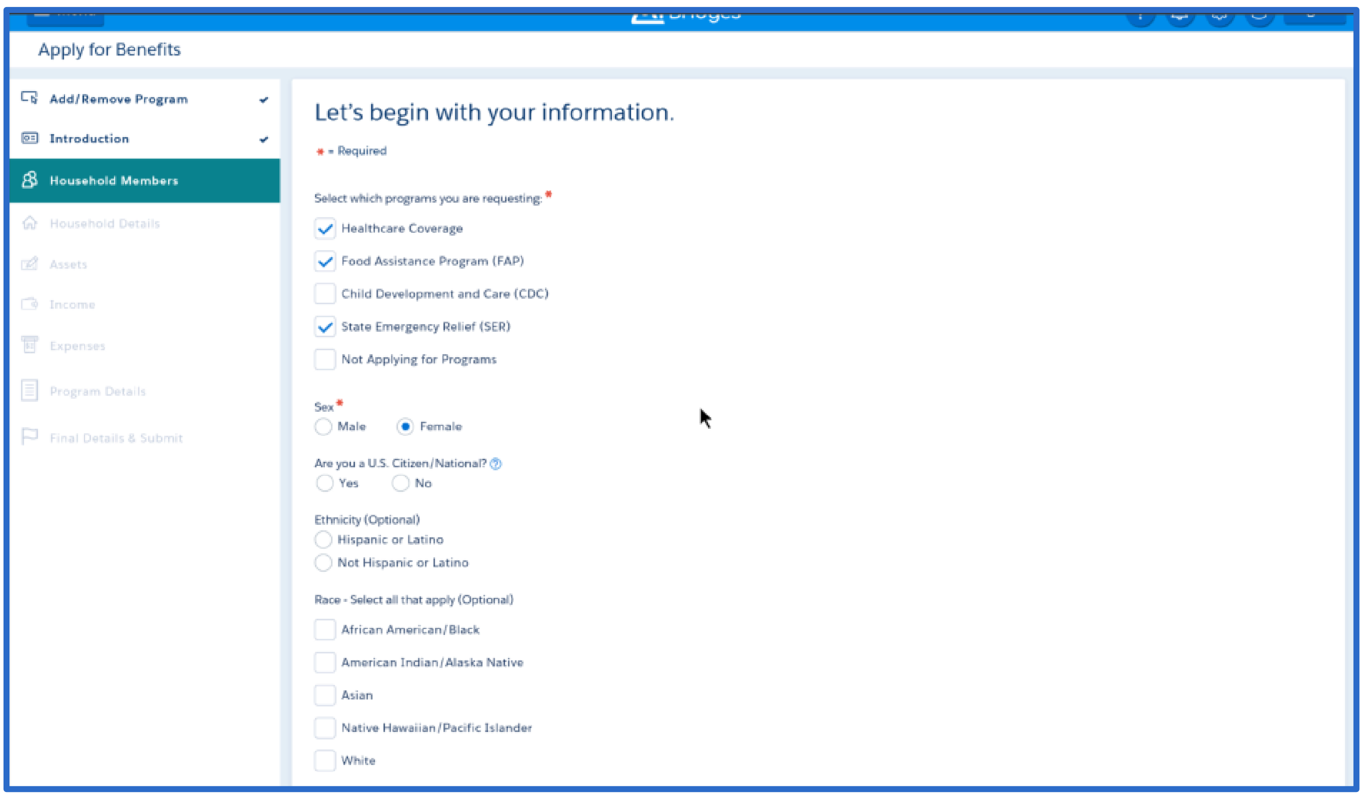


3. Complete the *Introduction* section of the application, and click **[Continue].** The **Household** transition page displays.
    - Fields with a red asterisk (*) are required fields.
    - In MI Bridges some application fields are dynamic. For example, both the *Cell Phone* and *Home Phone* fields begin with a red asterisk (*), however only one is required. Once one field is completed, the red asterisk next to the other field disappears.
    - In MI Bridges, answering **Yes** or **No** to come questions may prompt additional fields to displays. For example, answering **No** to *Are you homeless and don't have a permanent place to stay?* Prompts fields to displays so the client can record an address.

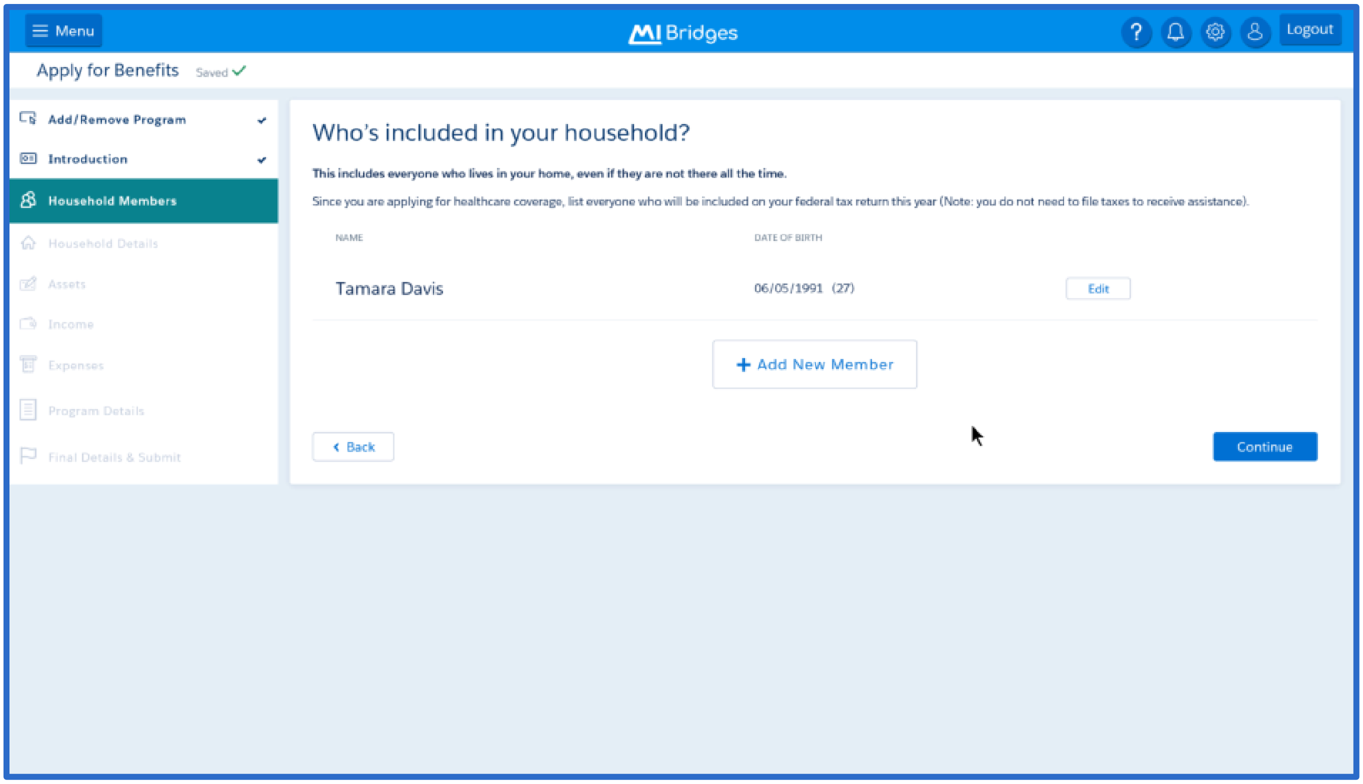
Household

In the **Household** section the client records information such as details about the individuals in the household, for example:

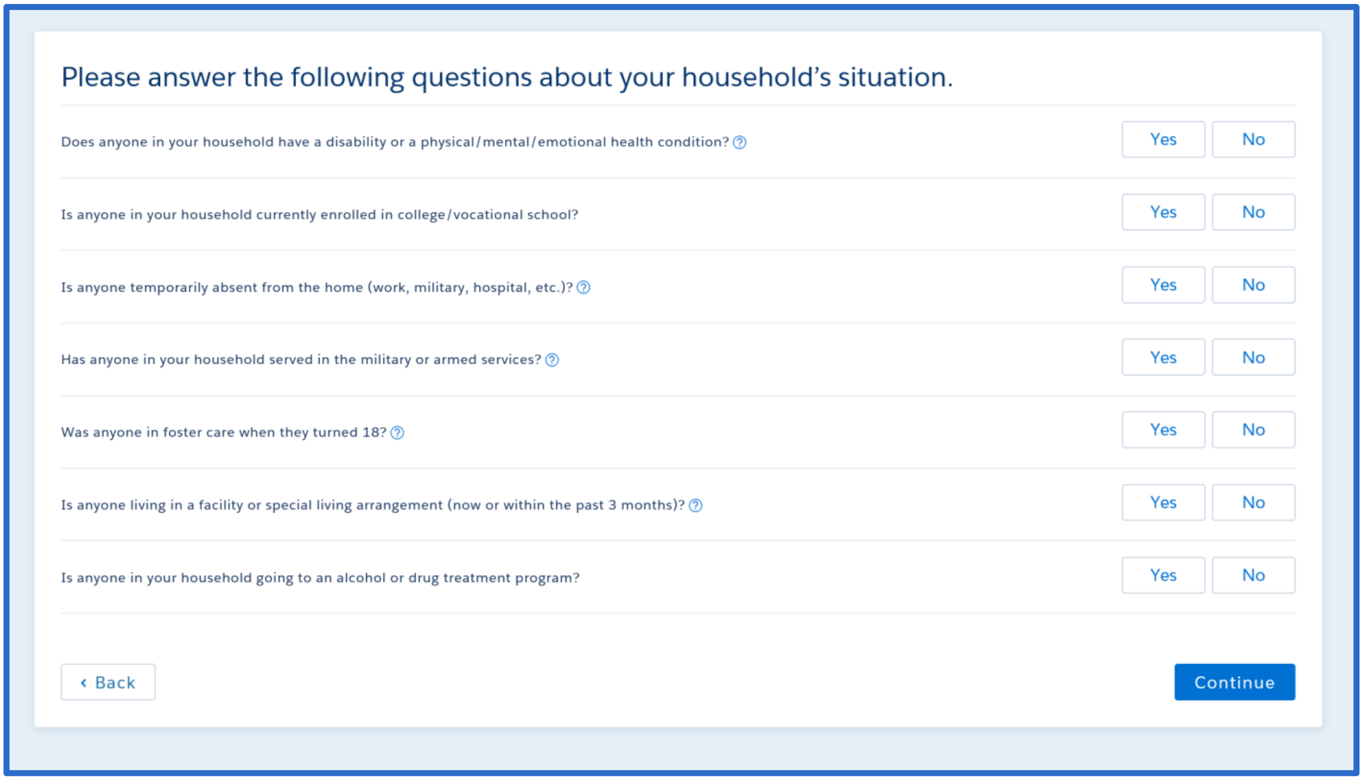
- The programs for which each person is applying
- American Indian background
- Information about household members filing a Federal Tax Return
- Living Arrangements
- Disability information
- College or vocational school enrollment
- Absent parent(s) for any children in the household
- Special circumstances such as seasonal farmworker, refugee status, etc.



4. Begin the *Household* section of the application by recording information about the Head of Household. This is the first person recorded on the application. Click **[Continue]**. The **Who's included in your household?** page displays.
   - Select the program(s) for which the person is applying by clicking on the program.
   - Record information such as sex, race, ethnicity, and marital status.



5. After recording the Head of Household, the client can continue to add members of the household by selecting [+ Add New Member] on the **Who's included in your household?** page. Click **[Continue]** after adding the members of the household.
    - The age of the individual displays next to their name.
    - The individuals recorded in the Household section display later in the application when recording information such as assets, income, expenses, etc.



6. In the Household section, the client completes their first set of Questions pages. It is important to carefully review these pages, as this is how the client indicates their household circumstances. Clients will only view Details pages for the questions to which they answer Yes.

	Tip: Some fields in MI Bridges are dynamic, including possible answer choices. For example, if a client selects **Yes** for *Is anyone in your household pregnant now or were they in the last 3 months?*, only female members of the household will display on the **Pregnancy Details** page.

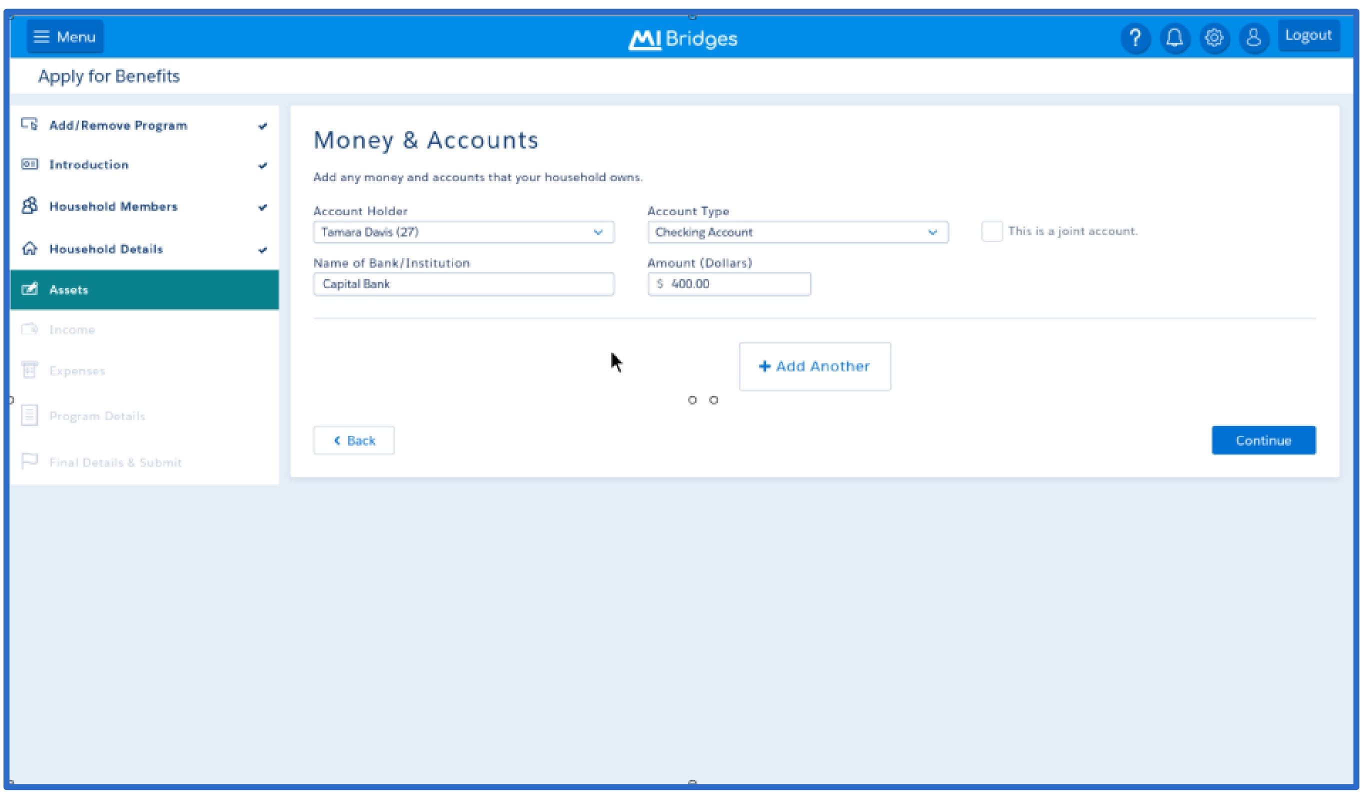
7. Complete the *Household* section of the application, and click **[Continue].** The **Assets** transition page displays.

Assets

In the **Assets** section the client records information on any assets in the household.

- Note: If an application is for only Healthcare Coverage, the Assets section does not display.

8. Select **Yes** or **No** on the Assets Questions page to indicate if any household members own assets. If a client selects Yes for a question, a details page displays so the client can record information on the asset.

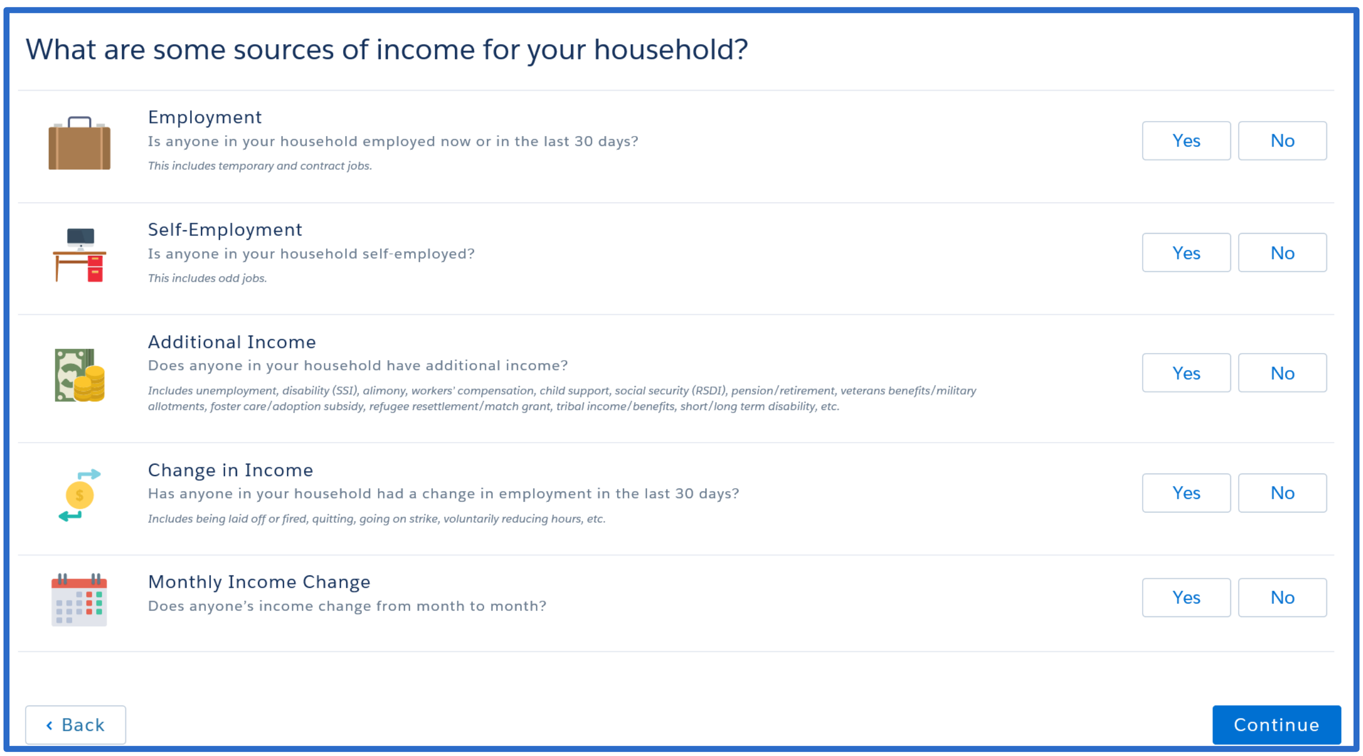


9. On Details pages, clients can record as much information as possible. Click **[+ Add Another]** to add another asset in that category.
10. Complete the *Assets* section of the application, and click **[Continue].** The **Income** transition page displays.

Income

In the **Income** section the client records information on any income in the household, including employment, self-employment, or other types of income received by the household such as pension/retirement, child support, etc.

	Tip: Some Income questions in MI Bridges are dynamic. For example, if applications that include Healthcare Coverage ask if any household members income changes from month to month.



11. Complete the *Income* section of the application, and click **[Continue].** The **Expenses** transition page displays.

	Tip: In each sub-section of the page, there is helpful text to provide examples of the types of income for each category.

Expenses

In the **Expenses** section the client records information on any expenses paid by the household, including housing related expenses, dependent care, medical expenses, court-ordered expenses, etc.

- Note: If an application is for only Child Development & Care, the Expenses section does not display.

Does your household have any of these expenses?

Housing
Does anyone in your household pay for housing expenses?
This includes rent, mortgage, property tax, etc.
Yes No

Utilities
Does anyone in your household pay for utilities (not included in rent)?
Includes heating, air conditioning, electricity, water/sewer, trash, phone, etc.
Yes No

Dependent Care
Does anyone in your household pay for dependent care expenses?
This includes childcare, elderly care, adult disabled care, etc.
Yes No

Medical
Does anyone in your household pay for medical expenses?
Includes health insurance, prescriptions, hospital bills, dental bills, in-home care etc.
Yes No

Court Ordered
Does anyone in your household pay for court ordered expenses?
This includes child support or alimony paid out.
Yes No

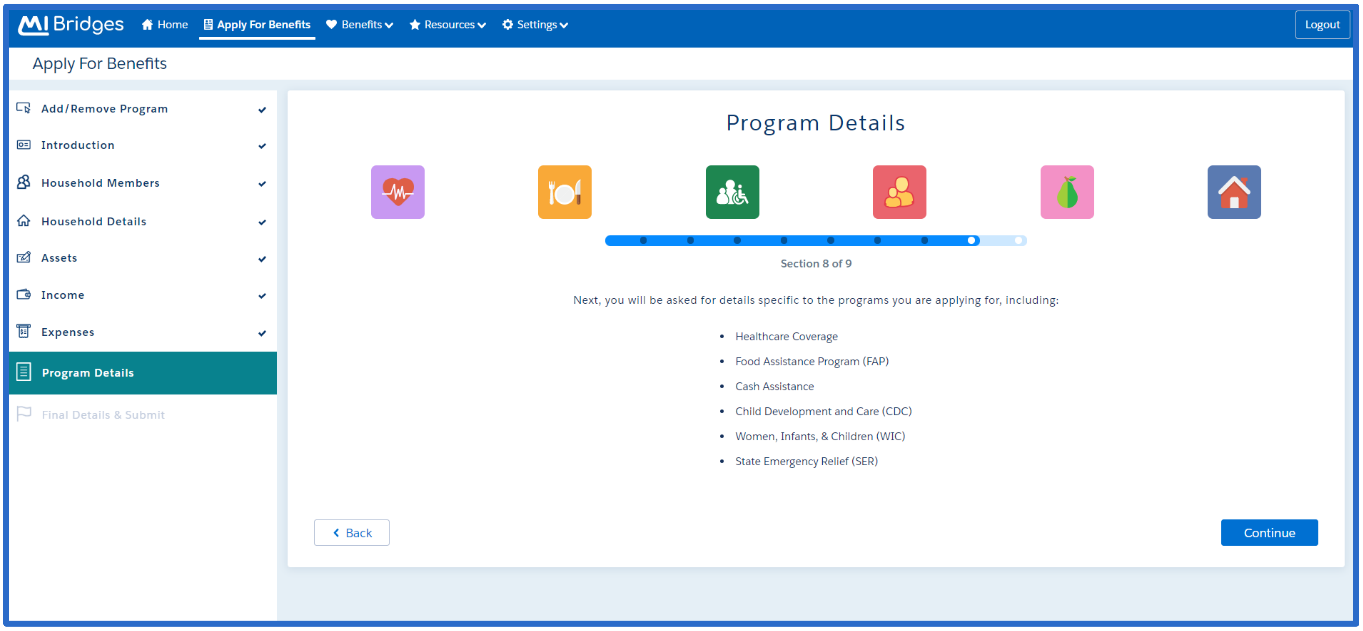
Tax Deductible
Does anyone in your household pay for student loan interest or other tax deductible expenses?
Includes some deductions that can be reported on federal income tax returns such as contributions to individual retirement arrangements (IRAs), contributions to health savings accounts, certain tuition and fees, etc.
Yes No

Air Conditioning
If utilities are included in your rent, does anyone in your household pay an extra fee for air conditioning?
Yes No

12. Complete the *Expenses* section of the application, and click **[Continue].** The **Program Details** transition page displays.

The Supplemental Application: Program Details

In the **Program Details** section, the client answers information that is specific to the programs for which the client is applying. Similar to the paper 1171 Assistance Application, the length of the **Program Details** section varies based on the programs for which the client is applying.



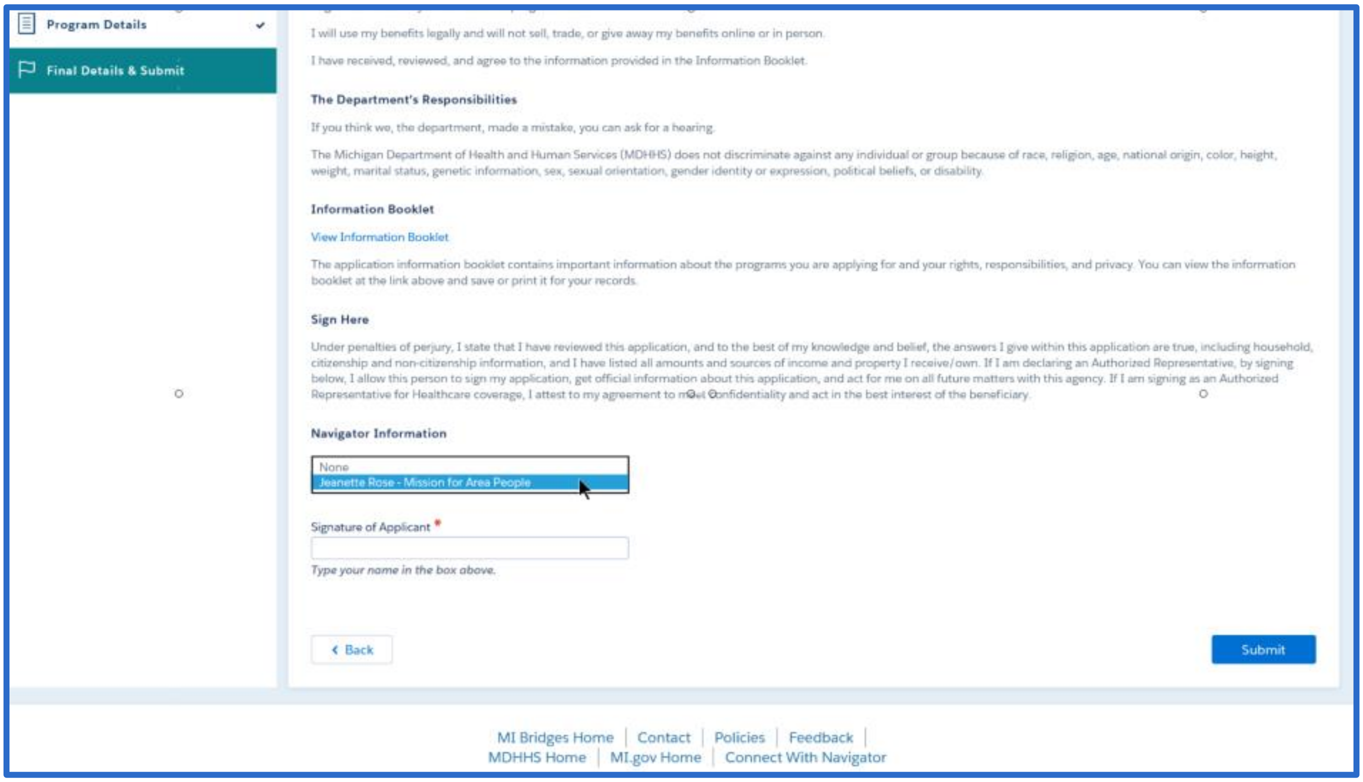
13. Complete the *Program Details* section of the application, and click **[Continue].** The **Final Details** transition page displays.

Final Details & Submit

In the **Final Details** section, the client answers information that is asked to all applications, such as information about previous benefits, voter registration, or if the client would like to name an authorized representative. This section also includes a page for clients to record any text they would like to share with MDHHS.

14. In this section the **Final Review** page may display. This page displays fields that the client did not answer. Completion of these fields is optional, but MDHHS caseworkers have identified this information as especially helpful when processing an application.

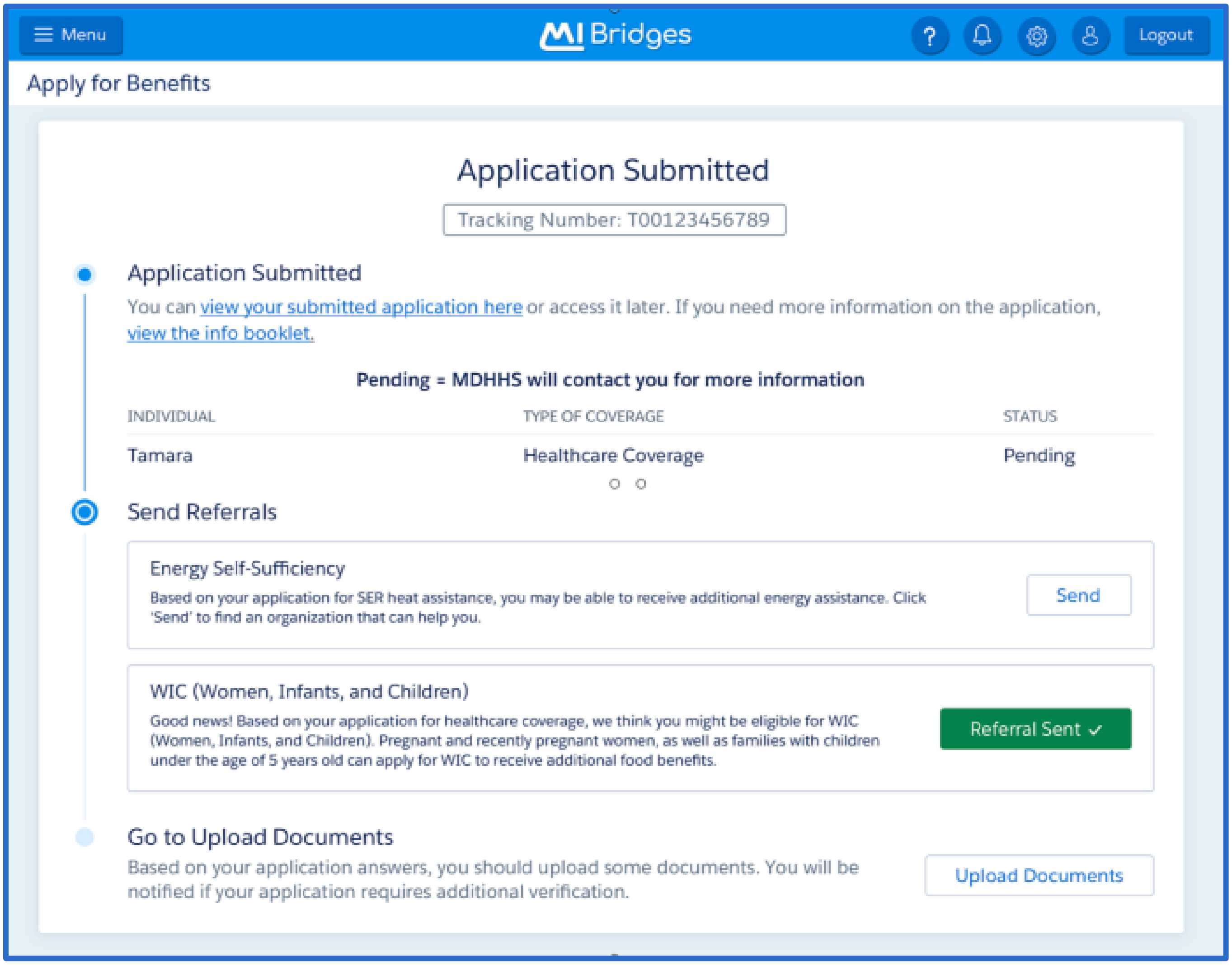
15. Complete the *Final Details* section of the application until reaching the **Your Signature** page.



16. The **Your Signature** page is the final page the client must sign to submit the application. On this page the client records if a navigator helped them complete the application. If a client is connected to a navigator(s) they will see their list of navigators in the drop-down menu.
17. Electronically sign the application and click **[Submit]**. The **Application Submitted** page displays.

Application Submitted

The **Application Submitted** page shows a summary of the benefits application and suggests next steps for the client. Clients have the ability for to see a live status of the healthcare coverage application. Clients also can send a referral to a Michigan Energy Assistance Program (MEAP) and/or Women, Infants, & Children (WIC) programs in MI Bridges. Based on the information in the client's application, MI Bridges can recommend that the client send a referral to a MEAP and WIC program. To send a referral all a client has to do is click **[Send].** MI Bridges also recognizes that the client can upload documents to provide verification for his/her case and has a [**Upload Documents]** button that will allow the client to upload verifications.



18. **Congratulations, the Apply for Benefits process is complete.**

Frequently Asked Questions

Q. What are the benefit programs included with the Online Application? A. The six benefits programs' clients can use MI Bridges to apply for include: o Healthcare Coverage o Food Assistance Program (FAP) o Cash Assistance (Family Independence Program (FIP) (This includes: Refugee Cash Assistance (RCA) and Temporary Assistance for Needy Families (TANF) o Child Development and care (CDC) o State Emergency Relief (SER) o Women, Infants, and Children (WIC)
Q. How many benefit programs can the client apply for? A. Clients can Apply for Benefits for as many or as few benefit programs as needed.
Q. Will the new 1171 Assistance Applications be printed in black & white or color in the MDHHS offices? A. The color differences are one of the features that help make the application easy to read. Applications available in MDHHS offices and on the MDHHS website will be in color.
Q. Can the client save an in-progress application and finish it later? A. Yes, the application is saved each time the client clicks a **[Continue]** button. If the client logs out before submitting the application, after logging in again they will be prompted to submit or complete the in-progress application. A client can only have one application with 'in progress' status at a time.

Manage My Case

The Job Aid explains how clients can use MI Bridges to manage their current Michigan Department of Health and Human Services (MDHHS) case. MI Bridges Community Partners and MDHHS staff can use the information in this Job Aid to assist clients using MI Bridges to view benefit information, report changes, renew benefits, and share documents with MDHHS.

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Important Information

With MI Bridges, there are many enhanced features clients can use to manage their case. MDHHS staff and community partners may find it helpful to encourage clients to use these self-service features instead of visiting an MDHHS office to answer questions. If a client has an active case with MDHHS, they are still able to use MI Bridges to report changes, submit redeterminations, view case information, view letters sent from MDHHS, and share documents with MDHHS. This supports MDHHS's goal of providing more self-service tools to increase a client's self-sufficiency and reduce dependency on an MDHHS caseworker to learn case information.

Note: In order to use MI Bridges to manage their MDHHS case, a client must complete the ID proofing process.

View Benefits

Clients with existing cases can view helpful benefit information by program. Clients will be able to find answers to their benefits questions directly in MI Bridges anytime. Clients can view benefit information on their Healthcare Coverage, Food Assistance Program (FAP), Cash Assistance (Family Independence Program (FIP) (This includes: Refugee Cash Assistance (RCA) and Temporary Assistance for Needy Families (TANF)), Child Development and Care (CDC), and State Emergency Relief (SER).

	Tip: Clients can consent to share their benefit with their Navigator. Navigation partners can access the exact same information as is available to the client.

1. Click **View My Benefits** under *I want to... T*he **View Benefits** page displays.
   - Clients can also click **[Menu]**, then *My Benefits* to begin the process.
2. Review the program information available on the **View Benefits** page. Only information about current open programs displays on the page.
   - The exception is Healthcare Coverage. Health Coverage benefits display for the entire month they become inactive.

	Tip: Answers to common questions about each benefit program is available if the client is currently receiving that program. Click the question mark icon next to any field to view helpful information describing that field.

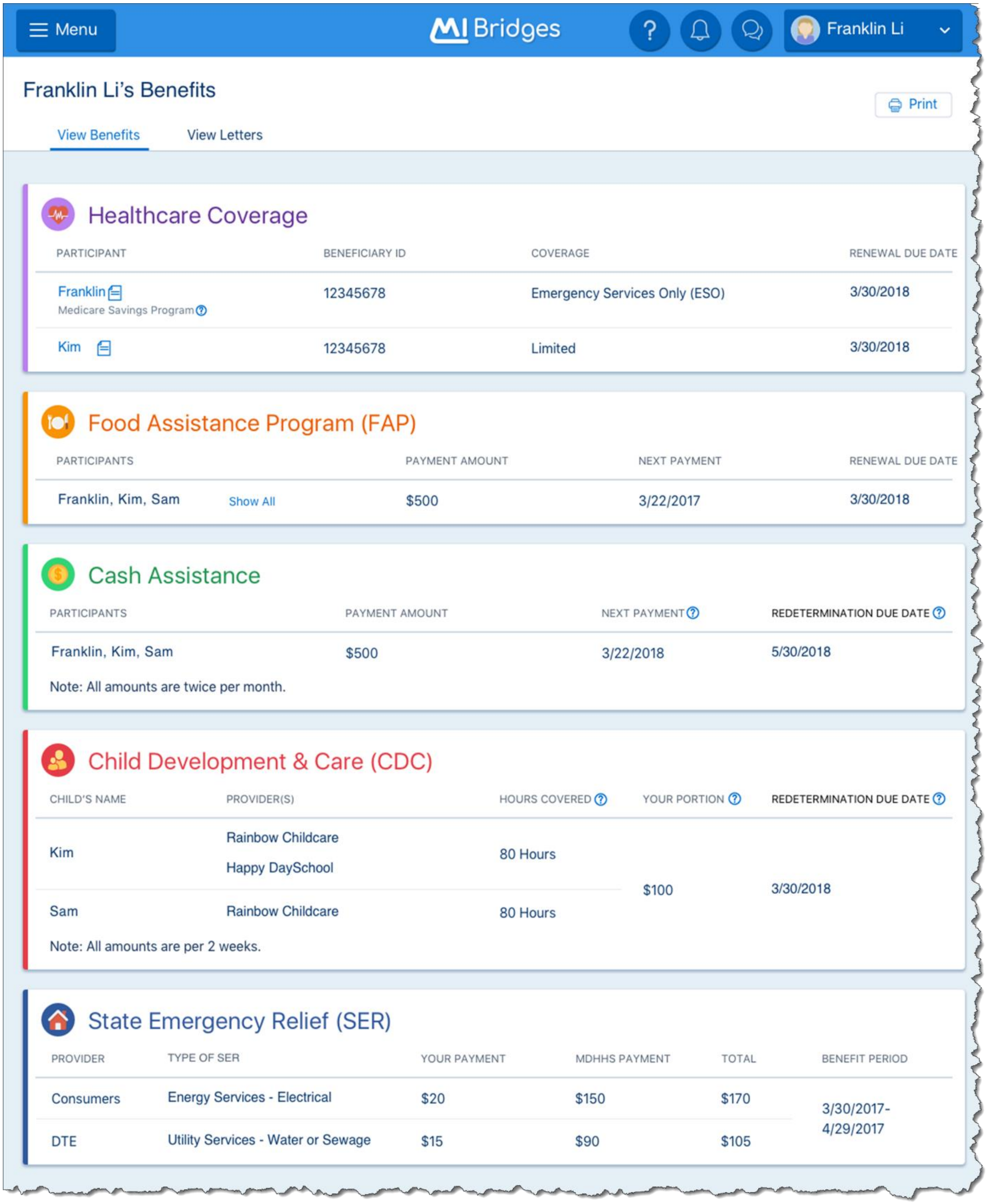
3. In the Healthcare Coverage section, click the icon next to the household member's name under to additional information. The **Health Plan** pop-up displays.
   - The Health Plan pop-up displays information such as the client doctor, doctor's phone number, health care plan, and deductible. This pop-up also contains a link to the myHealthPortal.

	Tip: The myHealthPortal is available to current members enrolled in Medicaid, Healthy Michigan Plan, and Children's Special Health Care Services (CSHCS). *Persons identified as responsible for the care of these members may also utilize these applications.* *Clients can use the myHealthPortal to:* ✓ Print or order a new copy of the myHealth Card ✓ View and update or terminate other insurance ✓ View the services that are covered by their plan ✓ View Children Special Healthcare Services (CSHCS) qualifying diagnosis and authorized providers

	✓ View and download immunization records ✓ View cost share information

4. Click **[Print]** to print a PDF copy of the benefits, if needed.

Examples of information they can view include renewal dates, benefit amounts, the date benefits will be available on the client's Bridge card, and much more!



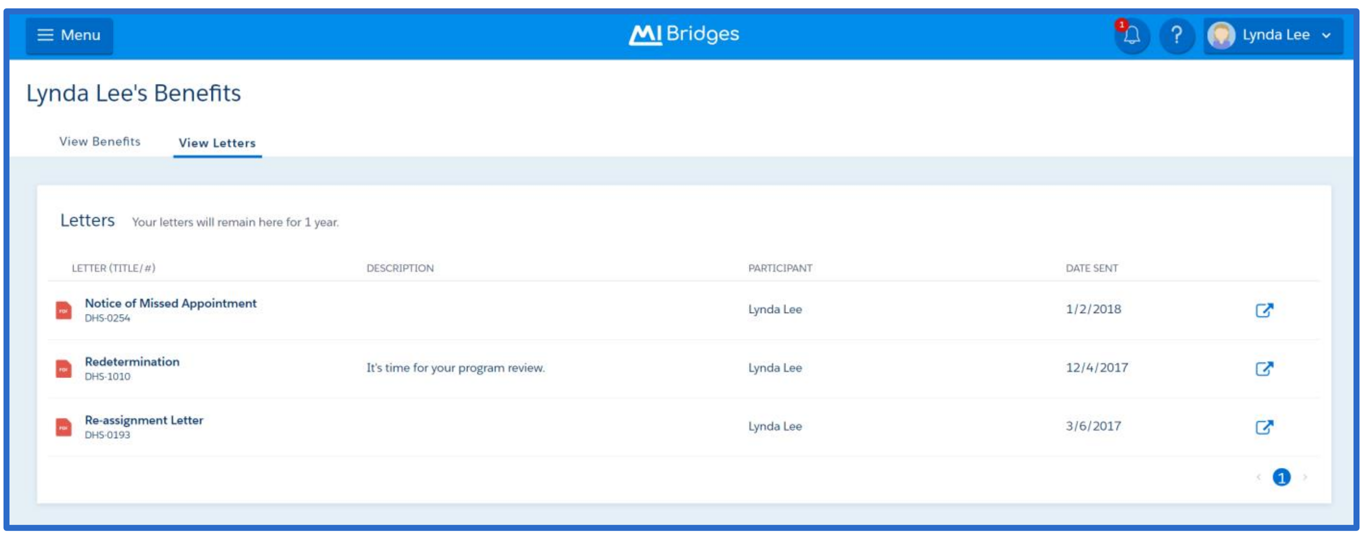
View Letters

Clients can view letters sent from MDHHS for the previous 12 months. If a client requests a copy of a notice, they can easily find and print it from their MI Bridges account.

Letters are available in MI Bridges the evening the caseworker sends the letter to be printed and mailed. Clients can also opt-in to receive text or email notifications when a new letter is available sent from MDHHS and available in MI Bridges. Because letters are available as soon as they are sent to print, clients may be able to view correspondence sent from MDHHS before it arrives in the mail.

Tip: Clients can consent to share their Letters with their Navigator. Navigation partners can access the exact same information as is available to the client.

1. Click **View My Benefits** under *I want to… T*he **View Benefits** page displays. Click View Letters at the top of the page. The **View Letters** page displays.
    - Clients can also click **[Menu]**, then *My Benefits* to begin the process.
2. Review the information available on the **View Letters** page. Clients can view letters sent from MDHHS for the previous 12 months.
3. Click to view an exact copy of the letter sent to the client, including any comments recorded by the MDHHS caseworker.



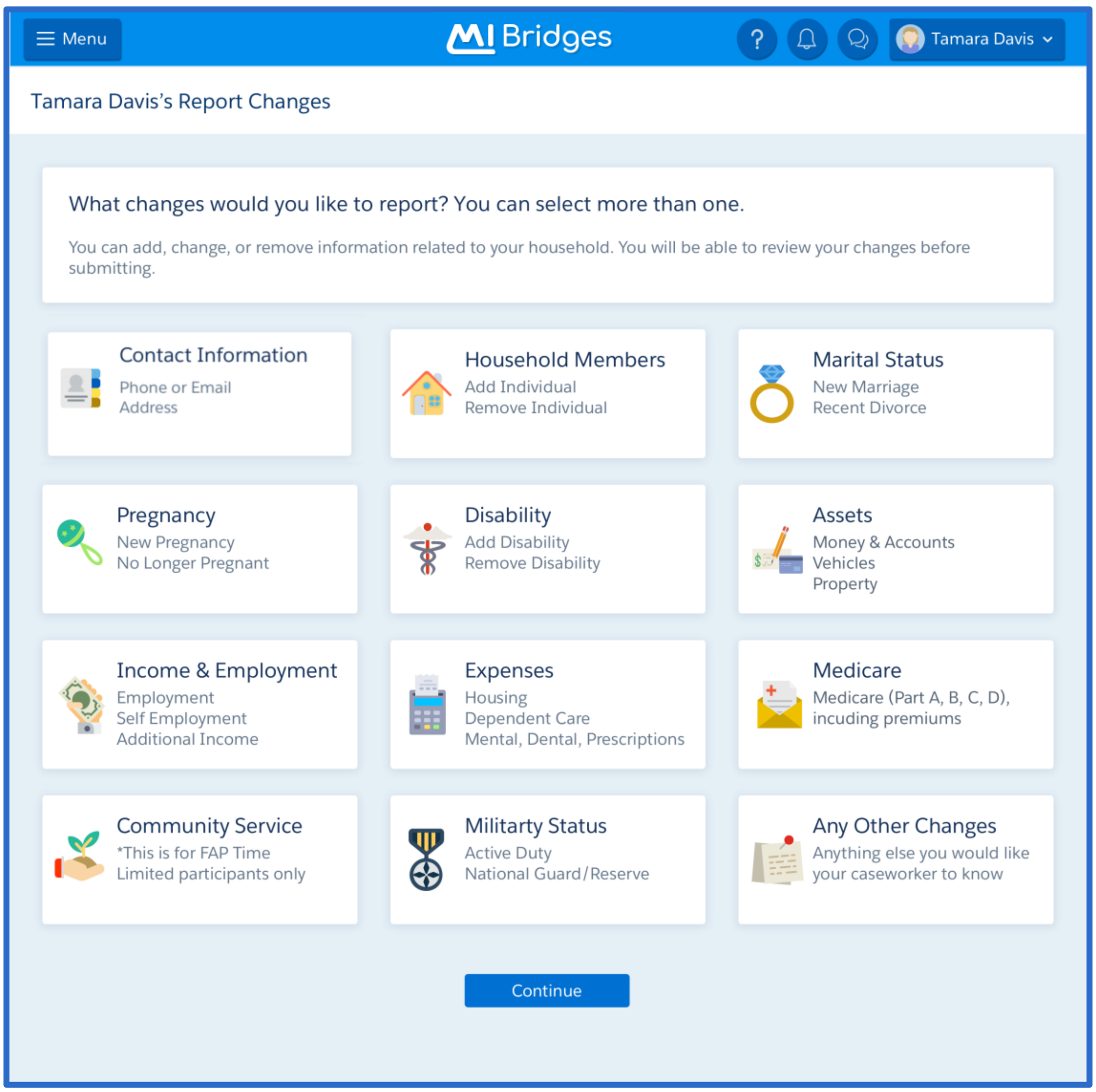
Tip: In the *Description* field, MDHHS has provided plain language descriptions for the 50 most commonly sent letters. If this field is blank, this is not an error, it means there is no text for this document.

Report Changes

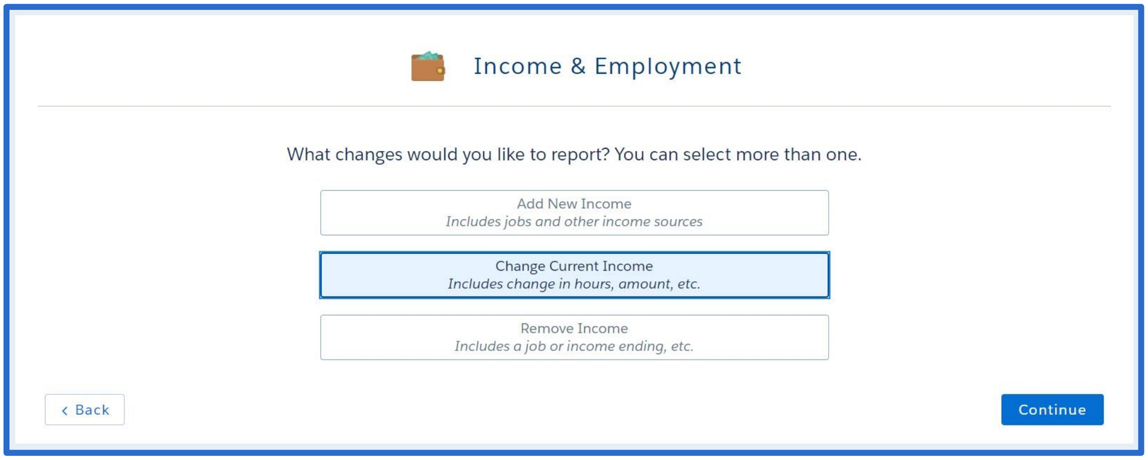
Client can use MI Bridges to report changes to their existing case.

1. Click **Report Changes** under *I want to…* The **Report Changes** page displays.
   - Clients can also click **[Menu]**, then *Report Changes* to begin the process.
2. Clients are provided with an easy to understand topic selection to choose what changes to Report. Select the categories for the changes to report, then click **[Continue].** The **transition page** for the first topic displays.
   - Clients can select more than one change to report at a time.

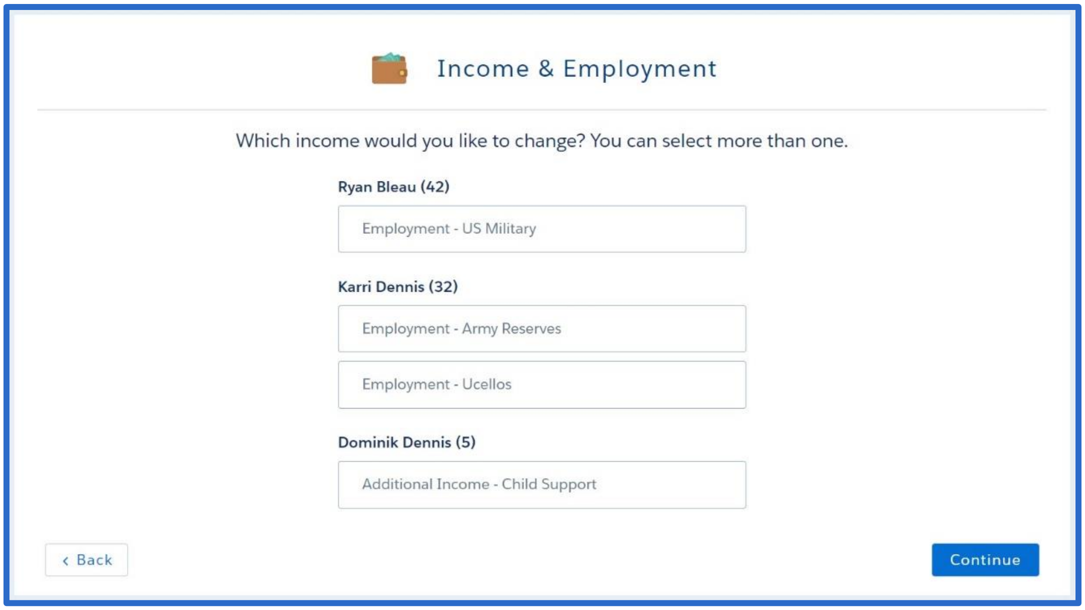
	Tip: Examples of common types of changes are listed below each category



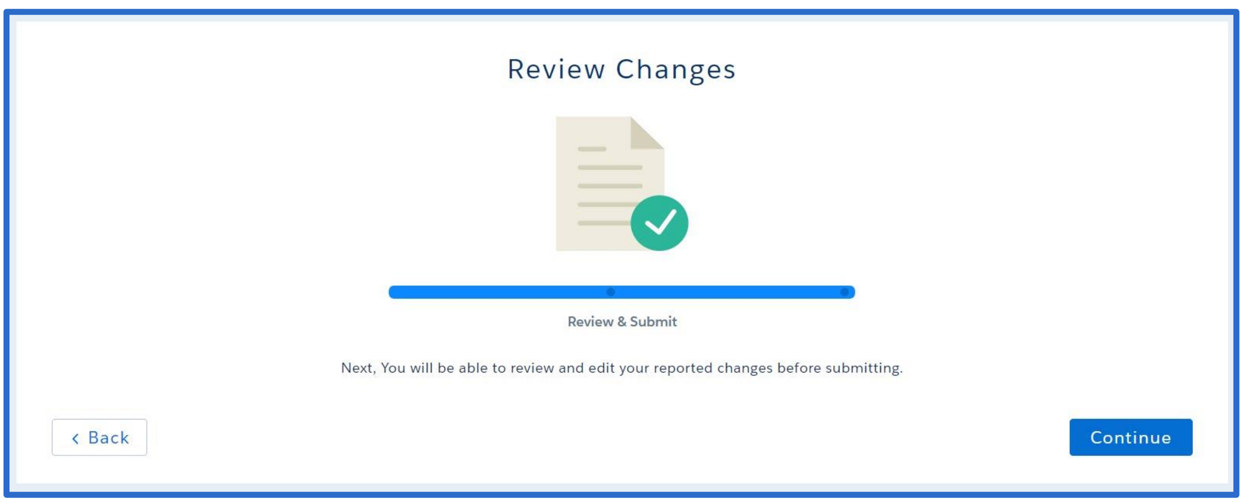
3. Clients only view pages related to the categories they selected. Similar to the Assistance Application, each section begins with a transition page. On this page a progress bar of the changes displays, along with a summary of the types of changes that can be reported in this section. Click **[Continue].** The **What changes would you like to report** page displays.



4. Select if you would like to Add new information to the case, change current information on the case, or remove current information on the case. Click **[Continue].** The page that displays varies depending on if the client selected to add, change, or remove information.
5. If a client chooses to…
   - Add new information: A blank details page displays where the client can record new information. The fields on the page will be similar to the type of information requested when applying for benefits.
   - Change current information: A page displays with a summary of current information on the client's MDHHS case. Select the record to change.
   - Remove information: A page displays with a summary of current information on the client's MDHHS case. Select the record to remove.



6. Click **[Continue].** If a client chooses to change current information, or remove current case information a page displays with the current record.
7. Add any information to the page to report the change. Click **[Continue].**
8. Continue through each section to report all the changes. After all sections are complete, the **Review Changes** page displays.



9. Click **[Continue].** The **Review Changes Details** page displays. A summary of the reported changes displays by topic. Clients can select [Edit] to edit any information, or [Remove] to remove an incorrect record.
10. Carefully review the reported changes for accuracy. Click **[Submit].** The Your changes have been submitted page displays. On this page clients can view a PDF of their report changes, or easily navigate to Upload Documents to submit verifications of the change to MDHHS.

Your changes have been submitted!

Your reported changes have been successfully submitted to MDHHS. You can see a copy of your changes below and save or print it for your records. You can also access these reported changes from your MI Bridges account.

View Report Changes PDF

Because you reported a change in Income & Employment, you may want to upload one of the documents below. We usually need proof like this for an income change:

- Check Stubs or Earnings Statement
- Employer Statement
- Self Employmnet Income and Expense Statement
- Verification of Employment

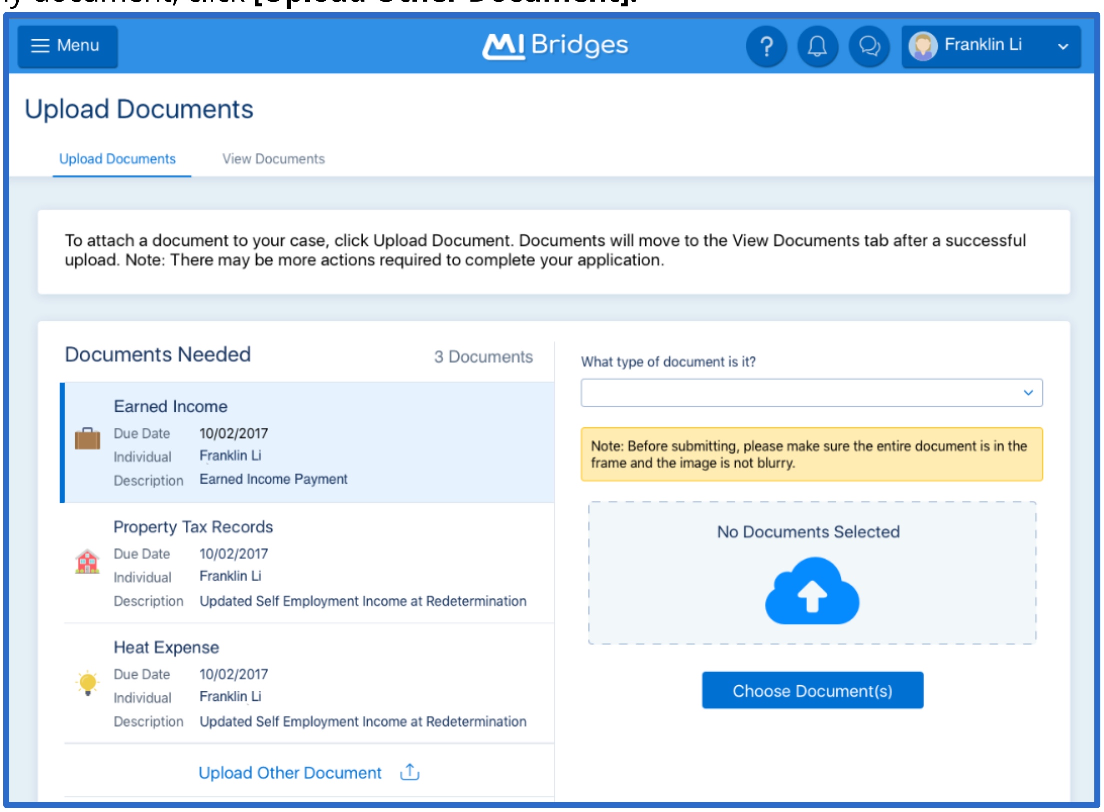
Don't worry if you are not sure what to upload, we will send you a letter if we need proof for your changes. If MDHHS asks for verification(s), you will need to upload them through MI Bridges, mail or fax to MDHHS, or bring them to a MDHHS office.

Upload Documents

Upload Documents

Clients can easily access MI Bridges from their mobile device to upload documents and verifications. This means that when MDHHS requests a verification, the customer can take a picture and share it with MDHHS by uploading the picture to their MI Bridges account. When MDHHS sends a verification request to a client, the Upload Documents section in MI Bridges allows the client to share the specific document requested.

1. Click **Upload Documents** under *I want to…* The **Upload Documents** page displays.
    - Clients can also click **[Menu]**, then *Upload Documents* to begin the process.
2. Clients can use this page to share documents with their MDHHS caseworker. If their caseworker has sent the client a list of requested documents (also called a Verification Checklist), these documents display in the Documents Needed section.
    - If as client consents to sharing their benefits with a navigation partner, the partner will be able to view the documents MDHHS has requested from a client.
    - Clients can also upload documents to their case at any time by clicking [Upload Other Document]. This option is helpful if a client recently submitted an application, redetermination, or change and has not yet received a list of requested documents from their caseworker but has documents they wish to provide to MDHHS.
3. To upload a document requested from MDHHS, click on the [Document Type]. To upload any document, click **[Upload Other Document].**

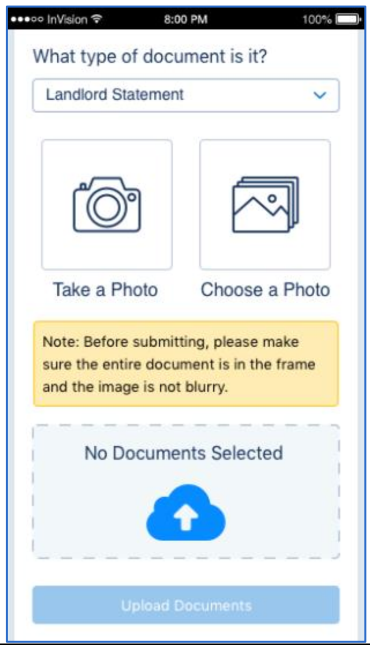


4. Select the document type from **the** *What type of document is it?* drop-down list.

5. Click **[Choose Document]** to choose an existing document. Clients can upload any file that is a png, jpg, jpeg, tif, or pdf file formats. Clients can upload up to 4.5 MB of data at one time.

Tip: If a client is using a mobile phone or tablet with a camera to manage their case, they can use their camera phone to take a picture of the document and upload to their MDHHS case. On a mobile device:

- Clients can click [Choose a Photo], to open their photo library and choose a photo of the document.
- Clients can click [Take a Photo], to open their camera to take a photo of the document.



6. If a client is using Chrome or Edge, a preview of the files display.
   - The preview option is available for png, jpg, jpeg, and tif files. Pdf files are not able to be previewed.

Tip: Clients can remove a document that they have chosen to upload by clicking the red [X] next to the document. Clients can also add another document by clicking the blue + sign.

7. Click **[Upload Documents].** A pop-up window displays which shows the progress of the upload. An *Upload Successful!* message displays when the document is upload. Click **[Okay].** The documents are now available in the View Documents section.

Click here to access "Upload Documents" Microlearning

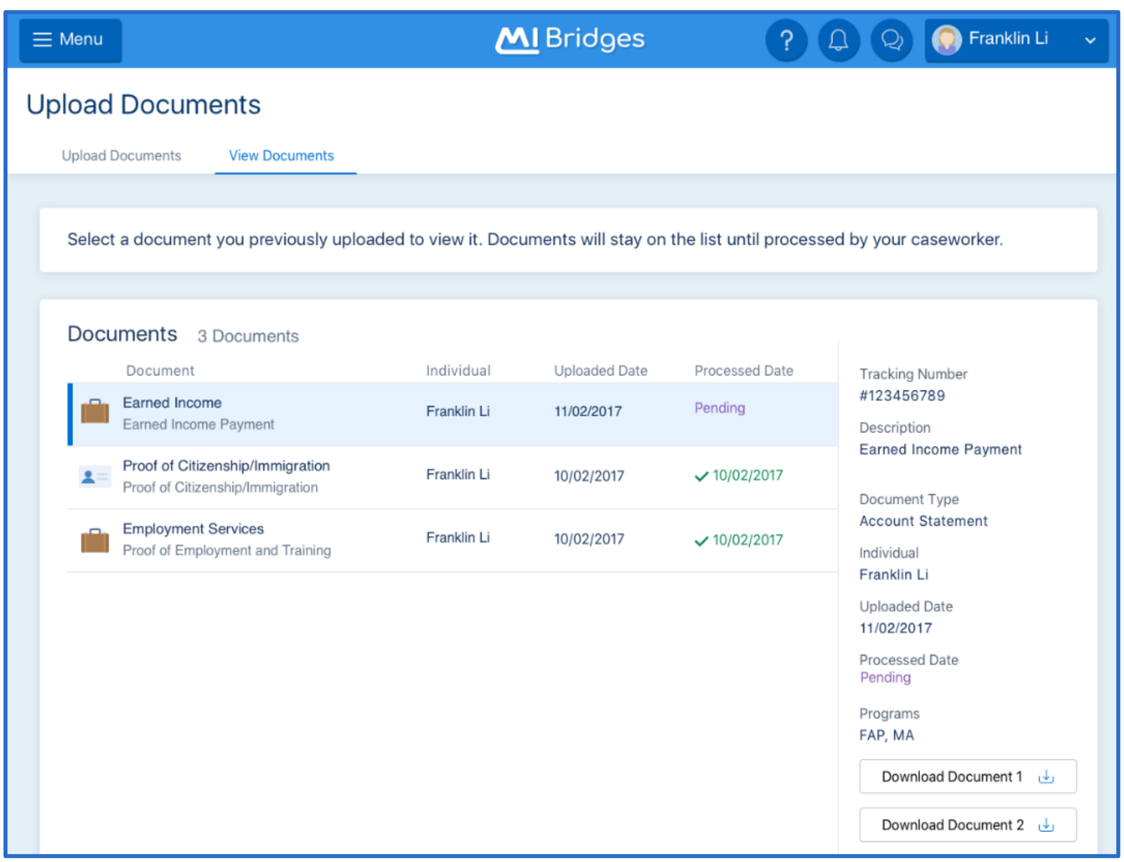
View Documents

Clients can view documents they have previously submitted to MDHHS.

1. Click **Upload Documents** under *I want to…* The **Upload Documents** page displays. Click View Documents at the top of the page. The **View Documents** page displays.
    - Clients can also click [Menu], then Upload Documents to begin the process
2. Click the **Document Title** to view details about the document. Clients can view documents they have upload during the previous 12 months. Clients can view a short description of the document type, the date it was uploaded, the individual it pertains to, the processed date, and the programs for which that document was requested.

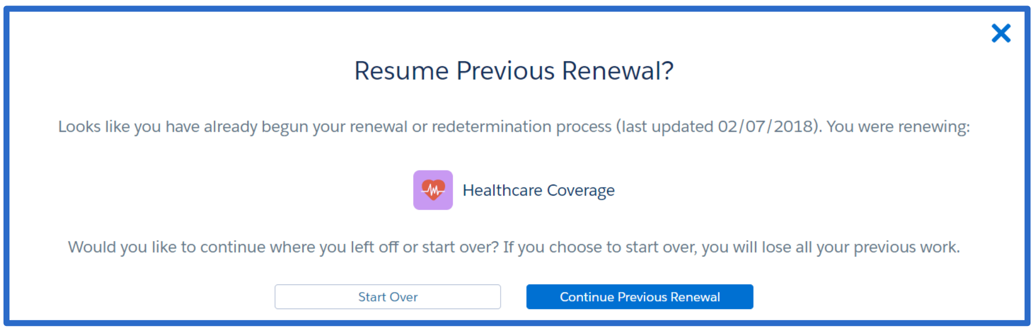
	Tip: The Processed Date displays as pending until it is processed by MDHHS. This message will change to a date once an MDHHS caseworker has viewed the document and marked the Verification Checklist as complete in the system they use to process applications/cases. Documents submitted as Other Documents will never show a processed date.

3. Click **[Download Document]** to download that was previously uploaded. This can be helpful if a client no longer has a document and needs to access it.

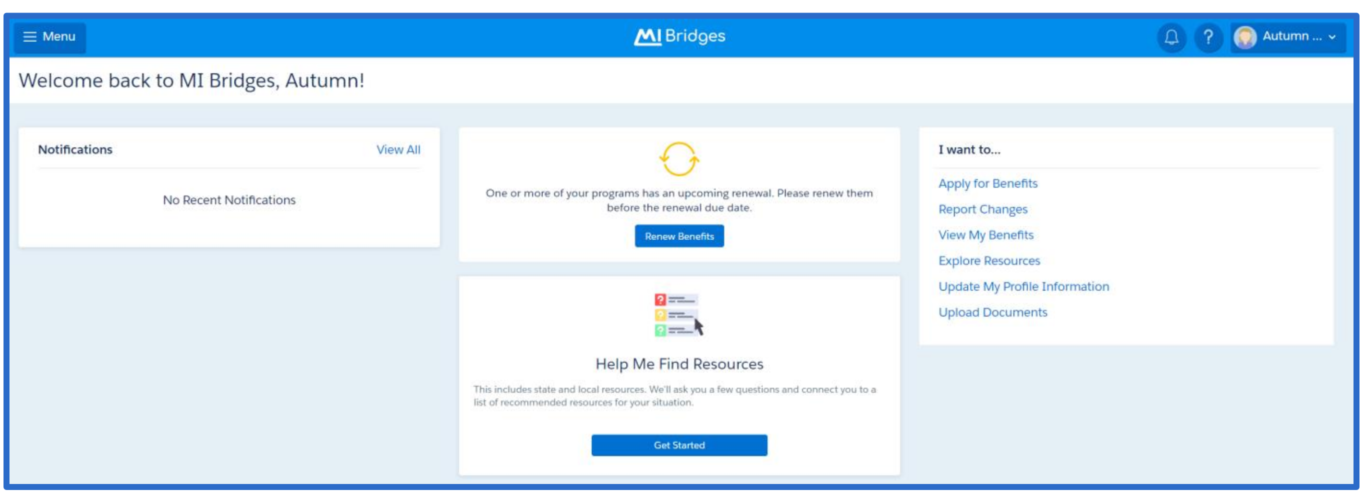


Renew Benefits

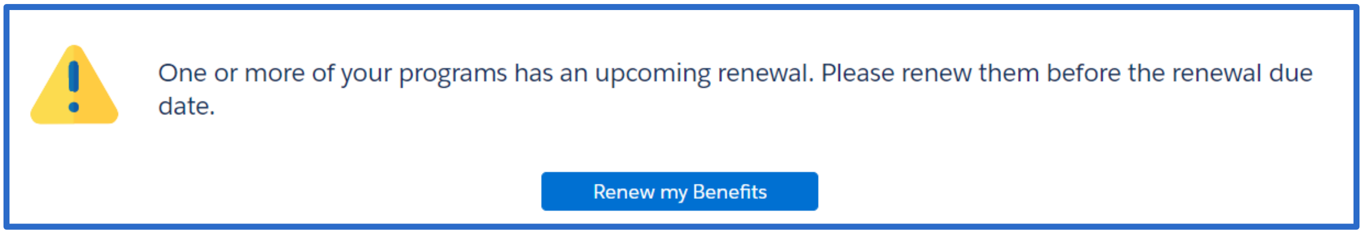
Clients can receive notifications when their redeterminations are due and submit their renewals through MI Bridges. If a client consents, their navigator can also view program renewal dates using the View Benefits feature. Clients will also continue to receive redetermination packets via postal mail. Clients can have one *In Progress* Redetermination at a time. A client can stop and return to complete the renewal at a later date. If a client has an *In Progress* renewal and clicks [Renew Benefits], the **Resume Previous Renewal?** pop-up displays. The client can choose to continue the *In Progress* redetermination or start over.



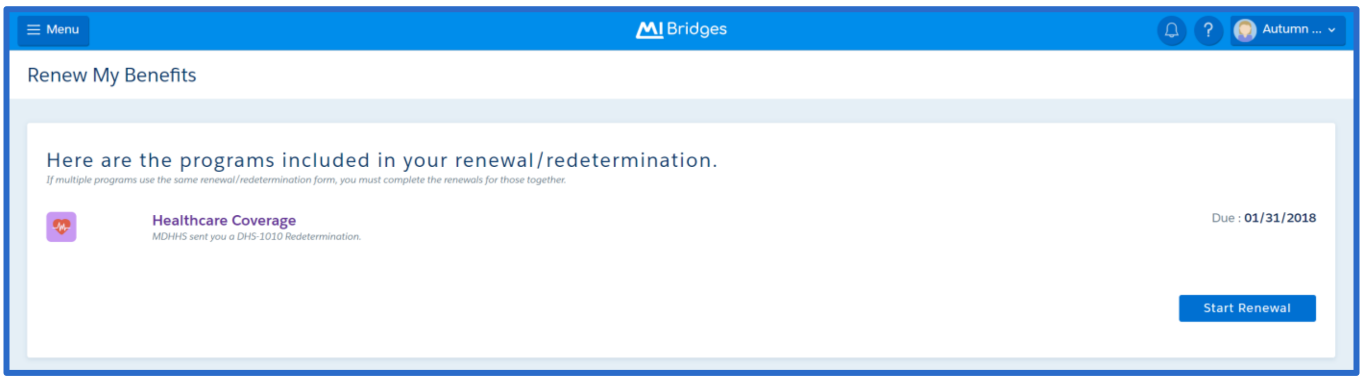
1. After the redetermination packet (e.g. forms 1010, 1046, 2240, and 035) is mailed to the client from MDHHS, **[Renew Benefits]** displays on the client's dashboard. Click **[Renew Benefits].** The **Renew My Benefits** page displays.
    - The Renew Benefits options disappears from the client's dashboard the day after the Redetermination Due Date.
    - The renewal



Note: The below message also displays on the View Benefits page. Click **[Renew my Benefits].** The **Renew My Benefits** page displays.

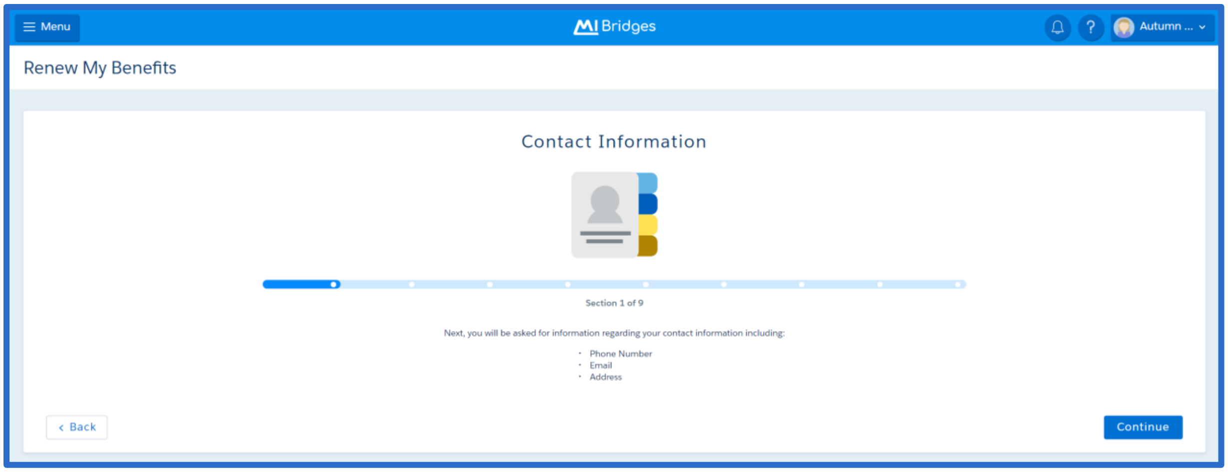


2. On the **Renew My Benefits** page all programs which have a redetermination that could be submitted display on the page. The due date of each program redetermination displays in the *Due* field. Click **[Start Renewal]**. The **Benefits Renewal Overview** page displays.



3. Review the **Benefits Renewal Overview** page for important information about the renewal process. Click **[Continue].** The **Contact Information** page displays.

	Tip: Each time the client selects **[Continue]**, the renewal is saved. As the client advances through the renewal,  displays in the top of the page each time the renewal is saved. If the client chooses to leave and complete the renewal at a later date, they will be able to continue the renewal at the last saved page.

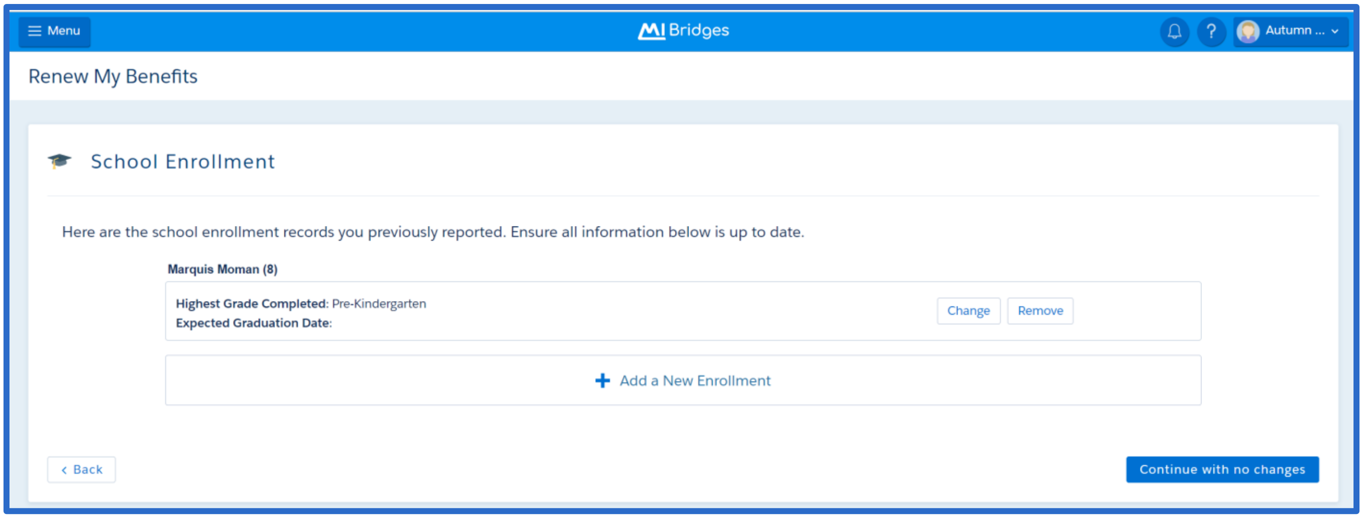


4. Similar to the Assistance Application, each section of the renewal begins with a transition page. Each Redetermination form (1010 vs. 1046 vs. 2240 vs. and 035) has the same amount of sections, even if the client does not have information about that section on their current case.

Tip: The sections in the redetermination for the form 1010 redetermination include:

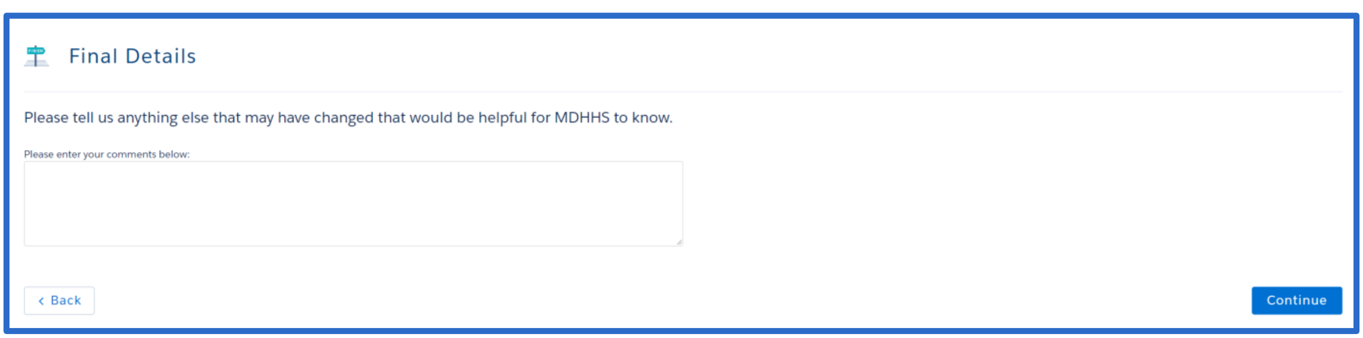
- Contact Information
- Household Members
- Household Details
- School Enrollment
- Assets
- Income
- Expenses
- Program Details
- Final Details and Submit

5. In each section of the renewal, the client will select if they wish to add, change, or remove information. In some sections (School Enrollment, Assets, Income), information from the client's current MDHHS case displays. The client will choose to [Change], [Remove], or [+Add New Information] in each section.
    - If a client does not have any information for a topic on their current case, a *We do not have any {topic} on file for your household. Please click "Add a New {topic}"* if needed message displays.
6. The client can also select **[Continue with no changes]** to report that no changes have been made.



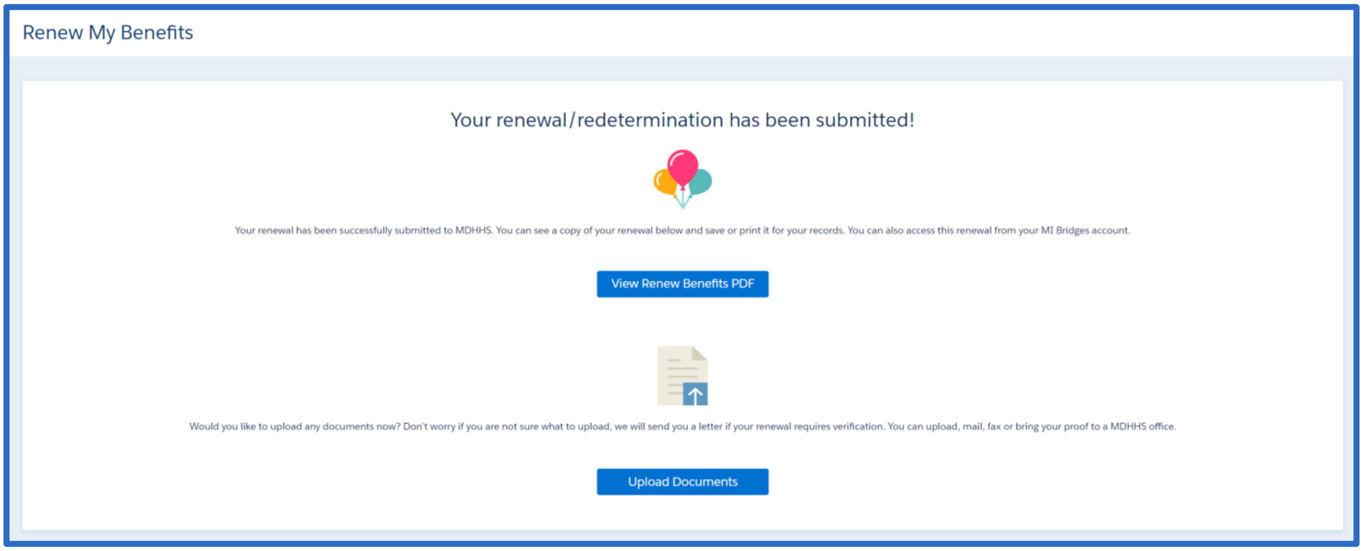
7. If a client chooses to change current information on the case, on the detail page where information displays, some information will prefill and cannot be edited. This is because it would change the core information about the record.

8. Click **[Continue] to** navigate through the Renewal topics, editing, adding or removing information as needed until the **Final Details** page displays.



9. Click **[Continue].** The **Your Signature** page displays.

10. The client will sign the renewal and click [Submit]. The **Renew My Benefits Submitted** page displays.



11. Client can click **[View Renew Benefits]** PDF to view a PDF of their redetermination. A client can also navigate to **[Upload Documents]** to upload any verifications to support their renewal information.

Frequently Asked Questions

Q. Will clients see boxes for all six benefits if they have not applied for all of them?

A. No, clients will only see information for their benefit programs that are currently active. The exception is for Healthcare benefits, which show the entire month they expire. Currently, Women, Infants, and Children (WIC) benefits are not accessible via MI Bridges.

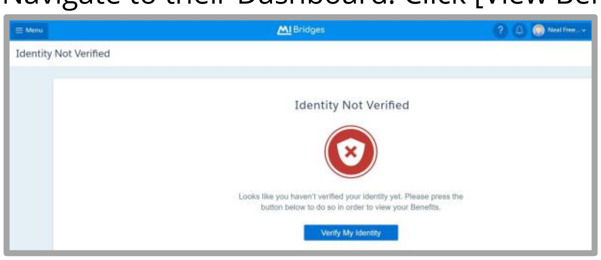
Q. What should I do if I am unable to view my client's benefits?

A. Clients can choose to share or not share their information with their navigator. Clients can update their preferences at any time to share or remove sharing with any community partner agency.

Q. My client did not complete ID proofing when creating their account, but now has active benefits and would like to view them. Can they do this?

A. Yes, clients with active cases can trigger the ID proofing process at anytime by following the below steps:

1. Access their profile and update the 'Personal Identification Type' field with their Social Security Number, Medicaid Beneficiary ID, or Bridges Individual ID.
2. Navigate to their Dashboard. Click [View Benefits]. The *Identity Not Verified* page displays.



3. Click [Verify My Identity]. The ID proofing questions display, and the client can proceed with verifying their identity.

Tools & Resources

MI Bridges How-To Videos

- Manage My Case
- Help Me Find Resources
- Apply For Benefits
- Manage A Client

Community Partner Outreach Material

- MI Bridges Poster - English
- MI Bridges Poster - Arabic
- MI Bridges Poster - Spanish
- MI Bridges Rack Card - COVID-19 Information

Frequently Asked Questions

- MDHHS Frequently Asked Questions
- MI Bridges Help Page

Contact Information

- MI Bridges Technical Support :

  You can call the Help Desk at 1-844-799-9876 from 8am – 5pm Monday – Friday
- MI Login Help Desk
- MDHHS Community Partner Liaison: MDHHScommunitypartners@michigan.gov

MI Bridges Micro-Learning Videos

These microlearning videos (approximately 2-3 minutes) show key MI Bridges community partner and resident functionality broken down by task.

COMMUNITY PARTNER FUNCTIONALITY

- View Community Partner ID (CP-ID)
- Connect with a Navigator
- Notification Preferences
- Add a New Client
- Remove A Client

COMMUNITY PARTNER REFERRAL FUNCTIONALITY

- Referral Dashboard – you will learn about the MI Bridges referral dashboard and functionalities to respond to client referrals.
- Assign a Referral – you will learn how to assign a referral to yourself or another user in your agency with the manage referral permission.
- Close a Referral – you will learn how to close a referral after you have assisted the client with their needs.
- Manage Referral Notification – you will learn how to manage your referral notifications when you receive a new referral or when a referral has been assigned to you.

RESIDENT FUNCTIONALITY

- Upload Documents – residents will learn how to upload documents to support an application for benefits, report changes, or process a renewal for an existing case.
- Update Resident's Preferences – residents will learn how to customize how they receive their notifications from MI Bridges (text or email).
- Send a Self-Referral – residents will learn how to send a self-referral for assistance after applying for benefits. Self-referrals are triggered for several programs: Energy Self-Sufficiency, WIC, MI Home Visiting Program, Michigan Veterans Affairs Agency, and Area Agency on Aging.
- Explore Resources – residents will use MI Bridges to find resources available either in their area or another area.