

MI Bridges

News You Can Use

Michigan Department of Health and Human Services

February 2018



Upcoming LPOC Webinar

The next Lead-Point-of-Contact webinar is **Tuesday, March 13, 2018** from **9:00am - 10:00am**. Register [here!](#)



Past Bulletins

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



Questions?

Please contact us with any questions:
MDHHSCommunityPartners@michigan.gov

MI Bridges Soft Launch Has Successful Two Weeks!

On February 12, 2018, Clinton, Eaton, Genesee, Jackson, and Muskegon counties began a soft launch of the new MI Bridges. This soft launch included all new MI Bridges features. This means partners, clients, and Michigan Department of Health and Human Services (MDHHS) offices in these counties use the new MI Bridges to apply for benefits, find resources, report changes, and manage their MDHHS case. They no longer use the current MI Bridges site.

Since the start of the MI Bridges soft launch...

- 1,800+ new client accounts have been created.
- 1,400+ applications have been submitted, with an average completion time of 18 minutes.
- 450+ clients have used MI Bridges to view their benefit details.



Thank you to partners in Clinton, Eaton, Genesee, Jackson, and Muskegon counties for helping Michigan residents use the new MI Bridges!

MI Bridges Statewide Launch Schedule

Starting on March 19, 2018, counties across the state will begin using the new MI Bridges on a rolling basis. Please review the below schedule to learn when your agency will begin using the new MI Bridges. You can always find the MI Bridges launch schedule on the [MI Bridges Community Partner website](#).

- **Statewide Rollout: March 19, 2018:** The new MI Bridges will launch in Northern Michigan and the Upper Peninsula counties (also called: [Regions 1, 2 & 3](#) or MDHHS BSC 1).
- **Statewide Rollout: March 26, 2018:** The new MI Bridges will launch in Central, East, West, and Southwest Michigan counties (also called [Regions 4, 5, 6, 7 & 8](#) or MDHHS BSC 2 & 3).
- **Statewide Rollout: April 2, 2018:** The new MI Bridges will launch in Southeast Michigan counties (also called [Regions 9 & 10](#) or MDHHS BSC 4).

Throughout this time, while the new MI Bridges will be available to clients and community partners, the old MI Bridges will continue to be accessible to clients who need to finish applications or changes before transitioning to the new MI Bridges. In May 2018 only the new MI Bridges will be used by clients and community partners, and the old MI Bridges will be removed from public access.

MI Bridges Materials Being Mailed to Partners

In preparation for the statewide rollout of the new MI Bridges, the Michigan Department of Health and Human Services (MDHHS) Bureau of Community Services is mailing each registered partner agency a starter kit of materials that can be used to share information with clients about the new MI Bridges. Each agency Lead-Point-of-Contact will be mailed 1 poster, 50 rack cards, and 250 business cards. **Please set these aside and DO NOT use these materials with clients until you are advised to begin use by MDHHS.**

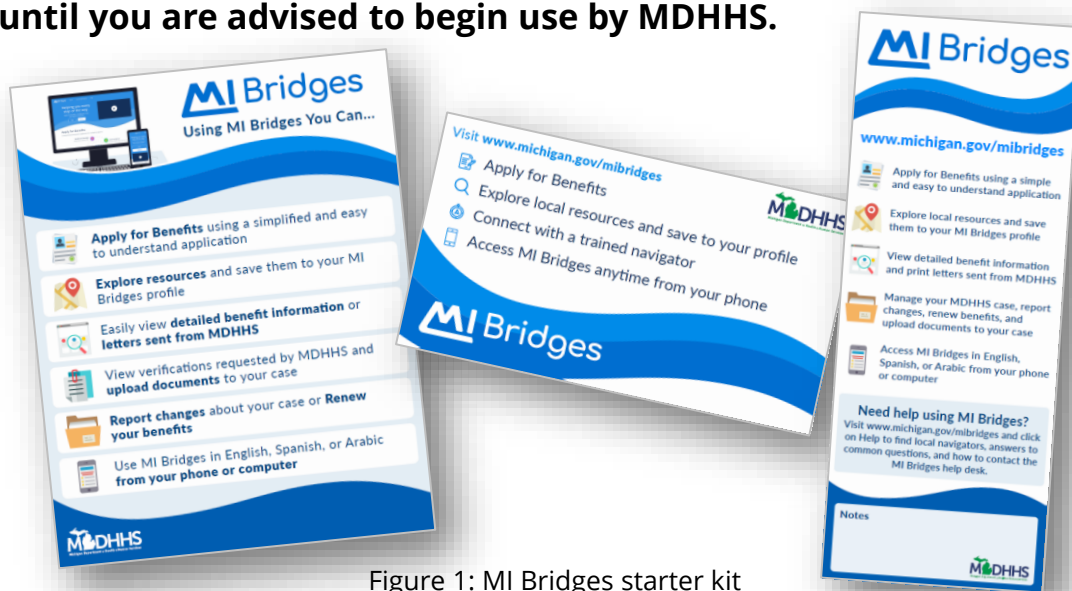


Figure 1: MI Bridges starter kit

MI Bridges Referral and Access Webinar Training Registration Open!

Training sign-up is now open for organizations registered as a MI Bridges access-only or referral partner. Attendance at an **Access and Referral Partner Webinar** is required in order for an referral or access user to be approved to create a partner account in MI Bridges.



Partner Type	Description
<p>Referral Partner</p> 	<p>Referral partners are organizations which provide one or more services within communities and can receive electronic referrals through the new MI Bridges.</p> <p>Each user in an organization who will respond to referrals should attend one webinar training.</p>
<p>Access Partner</p> 	<p>Access partners are organizations which provide access to MI Bridges by making computers or similar devices available to community members.</p> <ul style="list-style-type: none"> • If an organization is ONLY registered as an access partner, at least one person from that organization should attend one webinar training. • If an organization is registered as a navigation AND access partner, it is not required to attend a webinar training. Instead, users will attend navigation partner training to receive information on the new MI Bridges.

Table 1: MI Bridges Partner Description

Access and Referral Partner Webinar Dates

- **Wednesday, March 14, 2018** from 9:00am – 10:00am. Register [here!](#)
- **Wednesday, March 21, 2018** from 9:00am – 10:00am. Register [here!](#)
- **Wednesday, March 28, 2018** from 9:00am – 10:00am. Register [here!](#)





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

Registration to become a new MI Bridges partner opened to all partners in Michigan on December 12, 2017. You can visit the [Become a MI Bridges Partner](#) webpage to begin the registration process. On this page, you can find tools and information on how to register your agency, including:

- ✓ Helpful documents which outline the partner responsibilities and benefits.
- ✓ A template that can be used to document the information needed for registration.
- ✓ A job aid with step-by-step instructions on how to register an agency in MI Bridges.
- ✓ A link to register an agency in the new MI Bridges.

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

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

3. What link should I be using to assist clients with applying for benefits while my agency waits for the statewide launch of the new MI Bridges?

Any agency that does not assist clients in a soft launch county should continue to use www.michigan.gov/mibridges to assist clients with applying for benefits, or reporting changes or redeterminations to MDHHS.

4. Will the MI Bridges flyer, rack card, and business card be available in Spanish or Arabic?

Yes, the MI Bridges flyer, rack card, and business card will be available in Spanish and Arabic. These materials will be posted to the [MI Bridges Community Partner website](#) in April 2018.