MI Bridges Release 4.0 – January 26th

On January 26, 2019, Release 4.0 went live across Michigan. See below for highlights of features clients and community partners will see in MI Bridges.

New Client Dashboard

Based on client feedback, the MI Bridges dashboard received a face lift! The new client dashboard includes a cleaner and more user-friendly layout. A new navigation banner along the top of the dashboard allows clients to easily find information.

893k+ Applications Submitted

913k+ Registered Clients

*MI Bridges Statistics are as of 1/19
Benefits To Do list

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

View Appointments

MI Bridges received another update to the community partner directory. Aside from a more user-friendly design, from the client directory Navigators are able to see a quick view of the clients’ missed and upcoming appointments and can click [Show More] to see more details.
Clients will now see an updated My Saved Resources page. Clients will be able to complete all the actions that they were able to do in the past, but with a more user-friendly resources page.

Now in Help Me Find Resources, clients will see a progress bar that guides them through the steps needed to find resources. The steps are Choose Topics, Answer Questions, and View My Results. This was developed based on client feedback to let the client know where they are in the Help Me Find Resources process.

Saved Resources Page

Clients will now see an updated My Saved Resources page. Clients will be able to complete all the actions that they were able to do in the past, but with a more user-friendly resources page.
1. How can I register my organization to use the new MI Bridges?

Registration to become a new MI Bridges partner has been open to all partners in Michigan for several months. You can visit the Become a MI Bridges Partner webpage to begin the registration process. On this page, you can find tools and information on how to register your agency. Keep in mind, registering your agency account in MI Bridges is not the same as registration for training. Community partner users will need to register for MI Bridges training using the Community Partner Training page.

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

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

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

Community partners and clients can find a number of resources like MI Bridges community partner bulletins, release notes, outreach materials, job aids, and how to videos on the Tools and Resource page on the MI Bridges Community Partner website.

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

Some partners may have experienced an error when a partner has a mismatch with their name and email in MI Login and MI Bridges. To fix this problem please be sure that your name and email in MI Login and MI Bridges are the same. After confirming that your name and email are the same you should no longer face this error.

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

If your organization updates it’s level of engagement, a confirmation email will be sent to your organization’s authorized representative to certify the change. Once your organization’s authorized representative has certified the change, your organization’s level of engagement will be approved and changed in MI Bridges.
6. When do I need to give my case worker consent to talk to my navigator?

To give consent to your caseworker to speak with your navigator, clients must give consent BEFORE the benefits application is submitted. Clients can give consent to their caseworkers on the submission page of their application.

7. I have multiple MI Bridges account, and I cannot see my benefits. What can I do?

To view benefits information, a client must enter their beneficiary ID, Medicaid ID, or Social Security Number in MI Bridges to link their case in Bridges to MI Bridges. It is important to remember only accounts that are linked to a client's case in Bridges will show benefits information. Therefore, it is recommended to log into the account that is connected to Bridges to view your benefits.