MI Bridges

News You Can Use

Michigan Department of Health and Human Services   **July 2018**

MI Bridges by the Numbers

2,220+

Number of Community Partner Users Registered

600+

Number of Community Partners Registered

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:
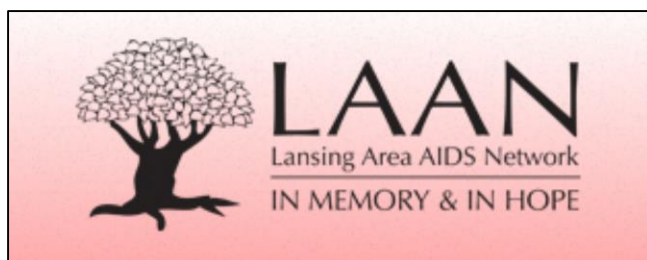MDHHSCommunityPartners@michigan.gov

Community Partner Spotlight!

We are excited to share our first Community Partner Spotlight! The Lansing Area AIDS Network is dedicated to the delivery of services and programs designed to meet the needs of those living with HIV/AIDS and to help prevent the further spread of the virus. When asked how MI Bridges is integrating with LAAN's current business processes and helping to better serve clients, Early Intervention Services Coordinator, Bambi Burnham, provided the following response:

"We at LAAN are exceptionally happy with the new MI Bridges. The streamlined version has impacted our workload in the most positive ways. Our active MI Bridges assisters have tripled and the time saved using the new portal, has allowed us to re-direct our resources so that staff could attend Medicare training through MMAP. In addition, previously, our assisters were limited to our Care team; however we have expanded the MI Bridges assister role to other programs that our agency handles, so that we have a "no wrong door" policy when it comes to getting assistance for medical, food and other necessities."

LAAN
Lansing Area AIDS Network
IN MEMORY & IN HOPE

MDHHS
Michigan Department of Health & Human Services

We Want to Hear Your Experiences

It's clear that MI Bridges is becoming a valuable tool for many community agencies, and we want to hear your success stories! For a chance to be featured in our brand new Community Partner Spotlight series we would like to hear:

1. How MI Bridges is integrating with your current business processes.
2. How MI Bridges is helping to complete your work and better service clients.
3. General success stories!

Updates to Viewing Letters

We have taken your feedback and made an update to MI Bridges. Previously some users were having issues viewing their letters due to having a pop-up blocker activated. In our most recent update, MI Bridges will now open a new tab when viewing letters. This will allow all users to successfully view their letters!

To submit your stories send your name, organization, your story, and a photograph to the community partner email at:
MDHHSCommunityPartners@Michigan.gov

Data Incident Reporting

There may be rare instances when a client reports to you that there is data available on their account unrelated to their case (i.e. Name, Address, Social Security Number, etc.) This is often resulting from, but not limited to, a previously stolen identity, lack of information, or having an identical name and date of birth.

It is critical for partners to communicate any potential data incident reports to MDHHS as soon as possible after learning of the incident. This allows MDHHS to properly report the occurrence to the appropriate federal agency in a timely manner.

If a client reports an incident to a partner, the partner should contact the MDHHS Community Partner Liaison at 517-335-5297 or
MDHHSCommunityPartners@michigan.gov

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

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

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

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

3. 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 and the same please follow the instructions below on how to activate your MI Bridges account.
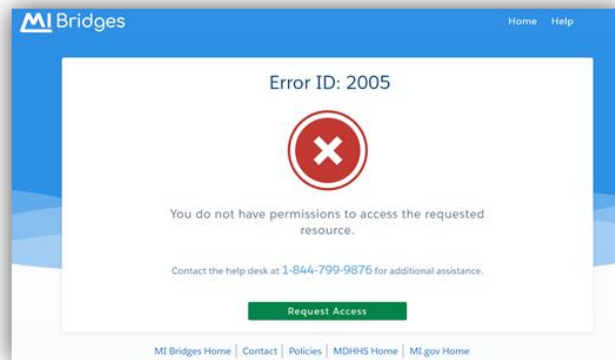
Situation 1:

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

1. 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].**

3. I received the 2005 error when creating my account. What can I do now? (Continued)

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.

Situation 3:

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.