MI Bridges
News You Can Use

Michigan Department of Health and Human Services **April 2019**

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

1.2M+

Applications Submitted

1.1M+

Registered Clients

*MI Bridges Statistics are as of 4/16/19

MDHHS
Michigan Department of Health & Human Services

One Year Live with MI Bridges

Cheers to one year down, and many to go! We are proud and excited to announce that the new MI Bridges has officially been live for one year. Over the year MI Bridges has consistently brought customer centric and self-sufficient technology to Michigan residents, allowing them to connect with community partners, view benefits and MDHHS correspondence, and find local and statewide resources. Since the initial go-live in April 2018, over 1.1 million clients have registered an account with MI Bridges, and over 1.2 million applications have been submitted through the self-service portal.

The strong collaboration between MDHHS staff, community partners and clients is the reason MI Bridges has become such a successful and integrated digital platform for the residents of Michigan. We would like to extend a thank you to all the community partners that have collaborated with us, and helped to make year one of MI Bridges such a success story.

MI Bridges Nationally Recognized

MI Bridges is nationally recognized for its creative innovation, overall technology, successful outcomes, client emphasis, and enhanced capability to bring Michigan residents, community partners, and resources together. See below the awards MI Bridges has received in year one.

- *Information Communications Technology Innovations Category – National Association of State Chief Information Officers*
- *IT Solutions Management 2018 Recognition Award for Excellence in Health and Human Services Technology in the Best Use of Technology for Customers Category*
- *Excellence in Technology Award at the Michigan Digital Government Summit*
- *International Data Group's 2019 Digital Edge 50 Awards*

One Year and Counting – MI Bridges by the Numbers

The number of MI Bridges users and community partners continues to expand. Take a look at what we have accomplished, and how we have grown, after being live for one year!

619 Active Community Partners
collaborating with MDHHS and helping Michigan residents utilize MI Bridges

2,700k+ Community Partner Users
trained and ready to assist Michigan residents with MI Bridges

69,000k+ Partner Referrals Received
from MI Bridges users

1.1M+ MI Bridges Users
using the integrated, user friendly system to apply for benefits, find resources, manage their cases, and connect with community partners and other statewide programs and resources

Who should I contact when I have a MI Bridges question?

Do you ever question who, or what resource, you should contact when you have a question about MI Bridges technical issues, training, community partner registration, case documents, benefits, or other MI Bridges topics? Use the guide below to determine when you should contact the Help Desk, the MI Bridges community partner team, or your local office.

Contact the Help Desk for...

- MI Bridges technical issues

Contact the MI Bridges Community Partner Team for...

- MI Bridges training questions
- Retriggering an account creation email
- Questions on community partner registration
- Community partner roles
- Questions about identifying your agency's lead point of contact (LPOC)

Contact my Local Office for...

- Case documents
- Case questions
- Benefit questions
- Interview questions

Frequently Asked Questions

1. When do I need to give my navigator consent to talk to my caseworker?

To give consent to your navigator to speak with your caseworker, clients must give consent BEFORE the benefits application is submitted. Clients can give consent when they connect with their navigator or they can update consents with a current navigator. Again this must be done BEFORE the benefits application is submitted.

2. I have multiple MI Bridges accounts 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.

3. I am trying to remove a user that is no longer a navigator, but she still has clients assigned to her. How do I reassign the clients to remove her from my organization?

Partners who have the Manage Organization permission can add, remove or reassign a client to navigators within their organization on the Active Users page. On the partner's dashboard select [Organization] on the toolbar at the top of the page. Once on the "Organization" page select [Active Users]. For any navigator that does not have a pending status, and is assigned a CPID, the partner can click on the navigator's name and a side panel will appear. Select [View Client Directory]. From this page clients can be added, deleted and reassigned to navigators.

4. 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.

5. 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.

6. 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.

7. 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.

8. 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 level of engagement will be approved and changed in MI Bridges.