

MI Bridges

News You Can Use

Michigan Department of Health and Human Services

July 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

1.5M+
Applications Submitted

1.3M+
Registered Clients

*MI Bridges Statistics are as of 7/11/19



MI Bridges Team Welcomes New AmeriCorps VISTA Member



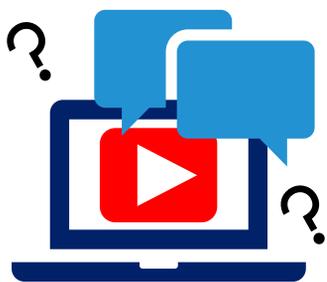
Michigan Association of United Ways



MDHHS has partnered with United Way to connect financially struggling families with resources in their communities! We are excited that a new AmeriCorps VISTA member has joined the team. The member, Carolin Donnelly, will use her talents to serve others and build community while gaining expertise in Michigan's newest health and human service innovation, MI Bridges.

VISTA (Volunteers in Service to America) is the domestic equivalent of the Peace Corps. VISTA members are needed to introduce a powerful new community solution for financially struggling families to gain stability. VISTA members will bring the online portal MI Bridges to nonprofit partners serving low-income people. They will build capacity for utilization of MI Bridges to provide resources for strong households and a strong community. The project will run from June 2019 to July 2020.

Webinar Alert: Medicaid Work Requirement Overview



On July 30th, we will be hosting webinars to review the upcoming changes to the Healthy Michigan Plan. This webinar will be an overview of the work requirements and 48 months of eligibility changes. If you are interested in learning about these changes, please register for one of the two webinars below.

NOTE: You only need to register for one webinar as the same content will be covered.

- [July 30, 2019 from 9:00-10:30 a.m.](#)
- [July 30, 2019 from 10:30-12:00 p.m.](#)

To register for one of the webinars, click the date/time above you would like to attend. The link will take you to the webinar registration page.

Hot Topics

See below for some “Hot Topic” questions we have received recently. In this month’s bulletin we are highlighting helpful MI Bridges features for community partners and their clients.

1. Can clients search for community organizations that can assist them with MI Bridges?

MI Bridges has a directory of community organizations in your local area. This directory includes organizations that provide navigation assistance with MI Bridges by helping clients fill out the application and locating state and community resources. It also includes a list of organizations that provide free public access to MI Bridges through use of a computer, tablet, or other mobile device. This directory can be found by visiting www.Michigan.gov/mibridges, scroll to bottom of page, click on “Search for Community Partners”, and enter your location.

2. Are there resources available to learn what MI Bridges can do?

There are several how-to videos available for clients who want to see how to use some of the features of MI Bridges. These videos show clients how to apply for benefits, locate resources, and manage their case. These can be found on the [MI Bridges Community Partner](#) page under the [Tools and Resources](#) section.

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.