

# MI Bridges

## News You Can Use

Michigan Department of Health and Human Services

March 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](mailto:MDHHSCommunityPartners@michigan.gov)

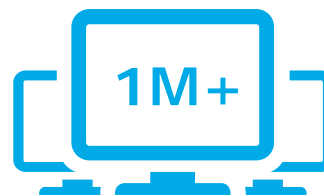
**1.1M+**  
Applications Submitted  
**1.0M+**

### Registered Clients

\*MI Bridges Statistics are as of 3/20/19



## 1 Million Users and Counting



MDHHS had a vision to create a holistic approach that would assist Michigan residents in accessing a variety of services statewide, and to promote a gold standard for health and human services. Many partners and programs have joined us on this journey, and we are proud to announce that MI Bridges has surpassed 1 million users across Michigan. That means these users have logged into the integrated, user friendly system to update their benefits, find resources, manage their cases, and connect with community partners and programs. This is a huge milestone on our journey, and we would like to take the time to say thank you to everyone involved.



Community partners and programs play an integral part in connecting Michigan residents to thousands of resources and services statewide. Without your continued help and support the success of MI Bridges would not be possible.

## Training By the Numbers

The number of trained navigators, referral partners, and access partners continue to grow. See how our team continues to expand statewide.



3,200

Navigators trained to date



258

Referral partners trained to date



657

Access partners trained to date



90+

Training sessions administered in 2018 to community partners statewide

## What are the Millions of Users Saying about MI Bridges?

"Easy to follow!"

"I love the new portal for applying. It is a lot easier to use than the old site."

"This [benefits] site is very easy to use. Very consistent with emails and letters. Thanks!"

"Very helpful and friendly staff!"

# MI Bridges Hot Topics

See below for some “Hot Topic” questions we have received from clients recently. In this month’s bulletin we are highlighting helpful tips and resources community partners can share with clients if questions arise when using MI Bridges.

## 1. Where can I find help 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](http://www.Michigan.gov/mibridges), scroll to bottom of page, click on “Search for Community Partners”, and enter your location.

## 2. Where can I find instructions for using MI Bridges?

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.



# 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.

## Frequently Asked Questions

### **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.