MI Bridges
News You Can Use

Michigan Department of Health and Human Services **May 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

1.3M+
Applications Submitted

1.2M+
Registered Clients

*MI Bridges Statistics are as of 5/10/19

Michigan Department of Health & Human Services

MI Bridges is Awarded for its Continued Innovation and Collaboration

We are proud and excited to share on May 5th, MI Bridges was awarded one of the 2019 StateScoop 50 Awards. MI Bridges was announced as a winner of the “State IT Innovation of the Year.” This award describes the winners as, “The innovative state IT approach to cross-agency or intra-agency technology that may have been unfathomable until recently.” The awards were held for the 6th year in National Harbor, Maryland to start the State of Chief Information Officers’ midyear conference., honoring projects that are in the forefront of state government technology and cybersecurity.

The strong collaboration between MI Bridges and MI 2-1-1 was also recognized this month by the United Way of Southwest Michigan. MI Bridges was awarded the “Excellence in Collaboration Award” for it’s team effort working with MI 2-1-1 to launch MI Bridges and continuing the collaborative effort to meet the pressing needs of the people of Michigan. Thank YOU for your dedication to MI Bridges; without you none of this would be possible.

What should I expect when using the Help Desk?

Last month we highlighted the points of contacts you should reach out to when you have various MI Bridges questions. We hope that provided some clarity for who you can contact if you have questions regarding MI Bridges. This month we would like to highlight what a user should expect when they contact the MI Bridges Help Desk.

The MI Bridges Help Desk is an available resource and should be contacted for MI Bridges technical questions only (i.e. received an error message). Use the guide below to determine what you should expect once you contact the help desk about a MI Bridges technical question, and what you should do if you have follow up questions.

A resolution may take 10 to 14 business days depending on the complexity of the issue. A user can return a call to the help desk after 10 to 14 business days with no resolution referencing the ticket number they received.

AmeriCorps VISTA Positions - Connecting Resources for a Strong Community

MDHHS has partnered with United Way to connect financially struggling families with resources in their communities! MDHHS is recruiting two AmeriCorps VISTA members to be part of this effort. Use your 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. Please review the Position Description for more information on the positions and how to apply. Cover letter and resume are due Friday, May 31, 2019.

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 request referral partners to contact them if they need assistance?

Yes! If a client saves a resource to their MI Bridges account and the resource is a referral partner, MI Bridges will give the client the option to send their contact information to that partner. In addition, as a navigation or referral partner, if a client has provided consent for you to see their resources, you can see if they sent a referral, the status of that referral, when the referral was closed, and if the need was met.

2. Can MI Bridges partners pull data for their organization to learn how the system is being used?

Yes! Navigation and referral partners have access to MI Bridges metrics related to their organization. Navigation partners can see data on the number of applications and renewals staff assisted with, the top 10 client needs, and the number of clients for each navigator. Referral partners can see the number of referrals they received and their status, the top 10 referral requests, and a breakdown of why needs were not met. For information on the metrics available to MI Bridges community partners, please refer to the View Metrics/Reports job aid found at www.michigan.gov/mibridgespartners.

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.