

MI Bridges

News You Can Use

Michigan Department of Health and Human Services

December 2020



Past Bulletins

Visit the [MI Bridges Community Partner website](#) to view copies of past MI Bridges bulletins.



Questions?

Please contact us with any questions:

MDHHSCommunityPartners@michigan.gov

3.95M+
Applications Submitted

2.7M+
Registered Clients

860+
Community Partners

*MI Bridges Statistics are as of 12.11.20



MI Bridges October Release Summary

On December 12, 2020, MI Bridges had a system release with some exciting changes! To help residents connect with more resources, we have added two new proactive referral options for residents who submit applications for benefits: 1) Referrals to the Michigan Veterans Resource Service Center (MVRSC) for veterans and their families & 2) Referrals to Home Visiting programs for households with pregnant individuals or children under age 6.

In addition to the new referrals, we have also added a new program that residents can apply for through MI Bridges. Households with pregnant individuals or children up to age 5 can now apply for the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). WIC provides a combination of nutrition education, supplemental foods, breastfeeding promotion and support, and referrals to health care.

Please note: while residents can apply for WIC through MI Bridges, they cannot upload documents or view information about their WIC benefits in MI Bridges. WIC recipients should still use the WIC Client Connect website or the WIC Connect mobile app to view information about their WIC benefits.

New referrals suggested by MI Bridges

MI Bridges will proactively suggest two new referrals after a benefits application is submitted. These referrals are triggered based on how a client answered questions in the application. Referrals to the Michigan Veterans Resource Service Center (MVRSC) are all sent to the same place, while referrals to Home Visiting programs include the ability to select both the type of Home Visiting model and the organization the referral is sent to.

1. MVRSC Referral
2. Home Visiting Referral

MI Bridges Home Apply for Benefits To Do List Benefits Resources Settings Logout

Apply For Benefits

Application Submitted

Tracking Number: T00123456789

- Application Submitted
You can [view your submitted application here](#) or access it later. If you need more information on the application, [view the info booklet](#).

Pending = MDHHS will contact you for more information

INDIVIDUAL	TYPE OF COVERAGE	STATUS
Tamara	Healthcare Coverage	Pending

- Send Referrals

Michigan Veterans Affairs Agency (MVA) - **Tamara Davis, Lisa Davis**

Based on your application information, they might be eligible for other veteran benefits. Depending on service information (dates of service, discharge status, etc.) you may be eligible for healthcare, compensation benefits, or temporary emergency financial assistance.

[Send](#)

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- Send Referrals

MI Home Visiting Programs

Pregnancy and parenting can seem like a game without instructions. Based on your application, you may be eligible to receive free support, built around your needs and availability, to get off to a winning start. Click on 'Send' for information about programs in your area.

[Send](#)

New Application for WIC

Residents can now apply for the WIC program just like any other benefits program in MI Bridges!

MI Bridges Home Apply for Benefits To Do List Benefits Resources Settings Logout

Apply for Benefits

Add/Remove Program

- Introduction
- Household Members
- Household Details
- Income
- Program Details
- Final Details & Submit

What programs are your household applying for today?

To apply for benefits, choose from the programs below. You can select more than one.

Program	Description	Learn More
Healthcare Coverage	Helps pay for medical cost.	Learn More
Food Assistance Program (FAP)	Provides benefits to buy or grow food.	Learn More
Cash Assistance	Provides cash to help meet your basic needs.	Learn More
Child Development & Care (CDC)	Helps pay for childcare.	Learn More
Women, Infants, & Children (WIC)	Helps moms and kids up to age 5 with food, education, etc.	Learn More
State Emergency Relief (SER)	Provides help for heat, electricity, and other emergency situations.	Learn More

[Start Application](#)

MI Bridges Home Apply for Benefits To Do List Benefits Resources Settings Logout

Apply for Benefits

Add/Remove Program

- Introduction
- Household Members
- Household Details
- Income
- Program Details**
- Final Details & Submit

Program Details

Section 6 of 7

Next, you will be asked for details specific to the programs you are applying for, including:

- Healthcare Coverage
- Food Assistance Program (FAP)
- Cash Assistance
- Child Development & Care (CDC)
- Women, Infants, & Children (WIC)
- State Emergency Relief (SER)

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New Application for WIC

Navigators can still select their name or enter their CP-ID on the Signature page of the WIC application to get credit for assisting the resident.

MI Bridges Home Apply For Benefits To Do List Benefits Resources Settings Logout

Apply For Benefits

- Add/Remove Program
- Introduction
- Household Members
- Household Details
- Income
- Program Details
- Final Details & Submit**

Your Signature

* = Required

Signing the agreement for this application does not replace signature requirements as part of the enrollment process for the WIC program. A WIC staff member will contact you to schedule your first appointment. The WIC Program is not administered through your MDHHS Caseworker. This institution is an equal opportunity provider. View the full Non-Discrimination Statement [here](#).

Navigator Information

Did a navigator assist you in completing this application?

+ Provide Community Partner ID (CP ID)

CP ID

Signature of Applicant *

Type your name in the box above.

[Back](#) [Submit](#)

MI Bridges Training

In an effort to stay safe during this pandemic, MDHHS has moved all MI Bridges Trainings to a virtual format for the rest of the year. As we schedule more trainings, we will update [the Community Partner Training](#) section of www.Michigan.gov/MIbridgesPartners.



MI Bridges Navigation Training:

Navigators are only required to take training once. If you have taken the Navigation training before and would like to have a refresher, you are welcome to join.

[Wednesday, January 6, 2021 - 1:00 pm to 3:00 pm](#)

[Tuesday, January 19, 2021 - 1:00 pm to 3:00 pm](#)

To register for one of the trainings, click the date/time above you would like to attend. The link will take you to the registration page. Please note trainings fill up fast so it is best to register early.

MI Bridges Referral and Access Training:

The MI Bridges Referral and Access Training have can be accessed on the [Community Partner Training](#) section of www.Michigan.gov/MIbridgesPartners.

These trainings can be done on-demand and you can access it directly from here:

Referral Training: <https://register.gotowebinar.com/recording/1327427601110273037>

Access Training: <https://register.gotowebinar.com/recording/1210218562806419728>

Additional Trainings:

MDHHS will occasionally host supplemental trainings that partners may find helpful. The schedule and past recordings can be found on the [Community Partner Training](#) section of www.Michigan.gov/MIbridgesPartners.

NOTE:

Navigation training is **required** for all staff who will be providing one-on-one assistance to clients in using MI Bridges.

Referral training is **required** for all staff who will be managing referrals in MI Bridges.

Access training is an **optional** training for our access partners so they can gain a better understanding of MI Bridges.

Frequently Asked Questions

1. How can organizations track the number of applications and renewals they assist with?

Organizations often need to provide metrics when applying for grants. MI Bridges now makes it easier for these organizations to track the application assistance they provide to clients. At the end of every application and renewal there is an option for a client to indicate that a Navigator is helping them complete the form. Here is where the Navigator can enter their CP ID number. As a reminder, Navigators need to connect with clients in order to see key client information.

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 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](#).

Frequently Asked Questions

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 Partner training. Remember! Navigation and Referral 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 an 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. If you are still experiencing a technical issue, please contact the MI Bridges Help Desk at 1-844-799-9876

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.