MI Bridges
News You Can Use

Michigan Department of Health and Human Services   **June 2021**

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

5.80M+
Applications Submitted

2.98M+
Registered Clients

921+
Community Partners

*MI Bridges Statistics are as of 5.31.2021

MDHHS
Michigan Department of Health & Human Services

MI Bridges Changes

On June 12, 2021, MI Bridges had a system release including:

1. A new link to view the Restaurant Meal Plan Program to view participating restaurants.
2. A message advising that the internet browser they are using is no longer supported.
3. A message when a MI Bridges user attempts log in letting them know the phone number or email address is used in another account. It is recommended to update the phone number or email address by November 2021.
4. Specific messages for format for MI Bridges usernames.

Phone Assistance

The temporary exception for client assistance via the phone is anticipated to expire July 12, 2021. We do not expect an extension. We will have formal communication as soon as we learn more.

LPOC Webinar

Watch for your invite to the exclusive Lead Point of Contact webinar July 21st! We are excited to share tips and tricks with you for your team.

Referral Management Resources

We will soon have enhanced Referral Management Resources including micro-learnings and an updated job aid. Thank you for your suggestions and look for them soon on the MI Bridges Community Partner Tools and Resource Page.

View Benefits – Restaurant Meal Plan Program

The Restaurant Meal Program provides certain individuals who receive food assistance program benefits (FAP) with the ability to use their Michigan Bridge Card to purchase prepared food from participating restaurants. A new link will be available beginning June 19, 2021, to view the Restaurant Meal Plan Program participating restaurants. Questions about the program? Click here for more information or contact MDHHS-RestaurantMealProgram@michigan.gov

MI Bridges Browser

MI Bridges will no longer be compatible with Internet Explorer. If you, or a resident user, try to access MI Bridges through Internet Explorer, you will receive a message advising the internet browser is no longer supported. Chrome or Microsoft Edge are recommended for the best user experience with MI Bridges.

Unique Phone Number and Email

MI Bridges users will now need a unique phone number and email for their account. When a MI Bridges user attempts to log in, a message may display letting them know the phone number or email address is currently used in another account. (Example: resident may have more than one account, or the phone number or email is used in multiple accounts.) We encourage users to update the phone number or email address by November 2021. After November, the user will no longer be able to log in unless the phone number and email are unique. This will be consistent with all MILogin systems.

Complete Profile ×

- MILogin recommends that you provide a unique and verified mobile phone number.
- Your mobile number will be verified by sending One Time Password (OTP). You will have to enter the received OTP during the profile update process.
- Click below to complete your profile by providing a unique and verifiable mobile number.

Remind Later   **Complete My Profile**

Complete Profile

Personal Information

* = Required

Legal First Name *
John

Legal Last Name *
Doe

Contact Details

MI Bridges can send you updates about your account and help reset your password if you provide your cell phone number and email.

Cell Phone

Email
testuser42821@mailinator.com

Verify Email Address

Cancel   Next

MI Bridges Username

If a user has created another MILogin account for another State of Michigan system, (i.e. MiWAM, WIC, etc.) starting with a "@", this account cannot be used to sign into MI Bridges. A message "Please update your information to the appropriate format" will display. The user should create a new account to access MI Bridges using the guidelines below.
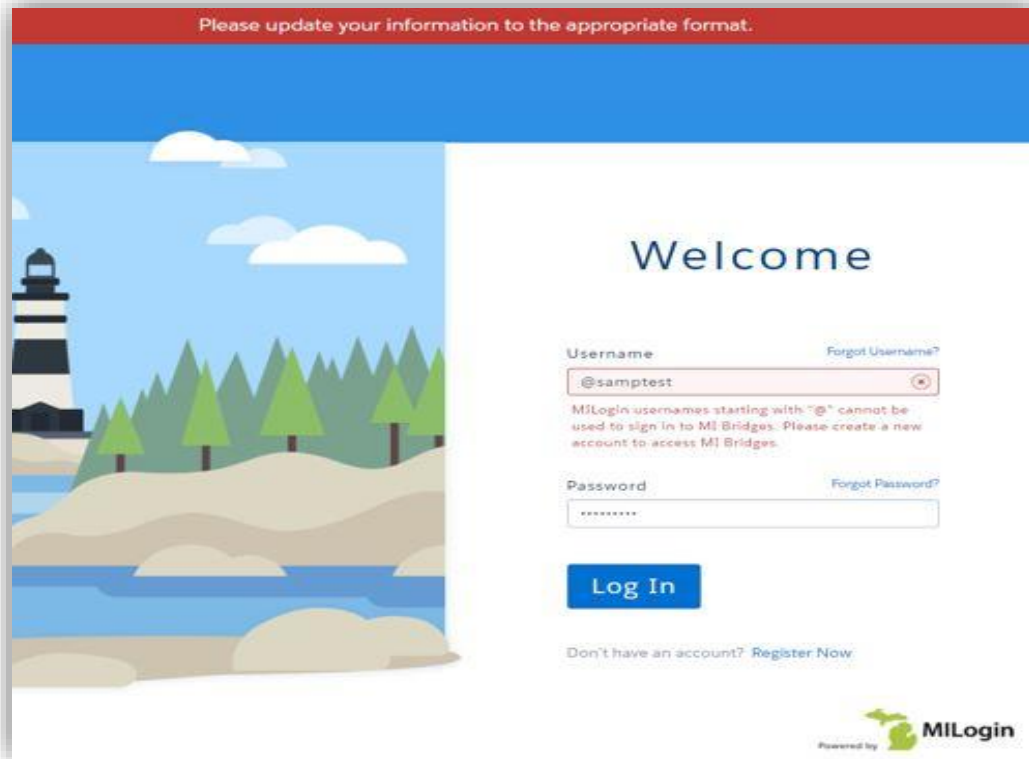
A username must begin with a letter and end with a letter or a number.
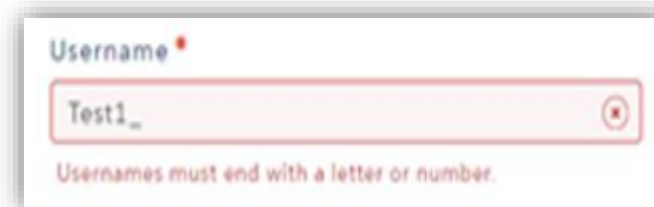
DID YOU KNOW?

- **MI Bridges Resources:** We have a resource page dedicated for you, our MI Bridges Community Partners! We encourage you to take a look. The answer to your question may just be there!   Here you can find more information such as:
    - MI Bridges Features
    - Frequently Asked Questions
    - Training requirements by Community Partner role
    - MI Bridges Community Partner Tools and Resources which has Job Aids, How-to-Videos, and Outreach Materials

- **MI Bridges Community Partner Access – Timing Out:** Your MI Bridges session will log you out after 5 minutes of inactivity. MI Bridges defaults to the resident log-in page, not the MI Bridges Community Partner log-in page. If you attempt to log in on the resident page, you will receive an error message "Invalid Username or Password". If you see the message "If you already have a MIlogin account with a different system" message above the username box, you are on the MI Bridges Community Partner log-in page. This message is not on the resident log-in page.
    - The steps to the Community Partner log-in page are as follows:
        1. On the main MI Bridges Login Page, Click on "Partnerships".
        2. Click on the "Community Partners" tile.
        3. Click "Login"
        4. Enter your Username and Password.

(TIP: it is also good to bookmark this page, so it is easy to navigate to the login page!)

- **Inactive (Pending) MI Bridges Community Partner User Accounts:** You have 90 days to complete account registration after your organization adds you as a MI Bridges Community Partner user. The system will automatically remove you if you do not register within the 90 days. E-mail reminders will be sent to complete registration. This email is unique to you, and you must click on the "Create Your Account" link in the email and follow the prompts. Registering directly on MI Bridges (without this link) will create a resident account.

MI Bridges Training

As a continued effort to stay safe during the pandemic, MDHHS has moved all MI Bridges Trainings to a virtual format. 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.

Tuesday, June 22, 2021 – 1:00 pm to 3:00 pm
Wednesday, July 14, 2021 – 1:00 pm to 3:00 pm
Tuesday, July 27, 2021 – 1:00 pm to 3:00 pm
Wednesday, August 11, 2021 – 1:00 pm to 3:00 pm
Tuesday, August 24, 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. Trainings fill up fast! We suggest you 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.

1. Can my organization track the number of applications and renewals we assist our clients to complete?

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. My client has multiple accounts in MI Bridges cannot see my benefits. What can I do?

To view benefits information, your client must enter their beneficiary ID, Medicaid ID, or Social Security Number in MI Bridges to link their case in Bridges (where benefits information is retrieved) to MI Bridges. **Important!** 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. If you client has forgotten their username or password, MI Bridges has self-service tools to aid in recovery.

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 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 the team 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.

6. Where can I find support with using MI Bridges?

Community partners and clients can find several 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 experience 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. You can visit the [MILogin for Third Party website](#) to verify your information is 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 note the error code and 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.