MI Bridges
News You Can Use

Michigan Department of Health and Human Services   **March 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

5.72M+
Applications Submitted

2.9M+
Registered Clients

890+
Community Partners

*MI Bridges Statistics are as of 3.15.2021

MI Bridges March Release - Enhancements for Residents

On March 13, MI Bridges had a system release with some exciting changes for residents! Those enhancements include:

1. To help residents who may be applying for food assistance, a message will display with actions that can be taken before submitting a new application.
2. Residents can elect to stop receiving paper copies of MDHHS letters as they are available online in MI Bridges.
3. If a resident selects a self-referral to a Referral Partner, they will receive a message with clarification of who the agency is that will be contacting the client.

Reminders for Community Partners

See Page 5 of this bulletin for important reminders for MI Bridges Community Partners on logging into MI Bridges and MI Bridges account creation.

Application for Benefits

When a resident is initiating a new application for benefits and the Food Assistance Program (FAP) is selected, a "Save Yourself Time" message will display if the applicant has action(s) that can be taken before submitting a new application.

Save Yourself Time!

You don't need to apply for Food Assistance (FAP) all over again. Your FAP benefits could still be approved if you upload the required documents.

Continue with New FAP Application   Upload Documents

Save Yourself Time!

You don't need to apply for Food Assistance (FAP) all over again. Your FAP benefits could still be approved if you reschedule and attend the required appointment.

Continue with New FAP Application   View Appointments

Correspondence

Residents can elect to stop receiving paper copies of letters from MDHHS by regular mail as letters are available online in MI Bridges. Some letters will still be sent in the mail for privacy purposes. A resident can make these self-selections in their MI Bridges Preferences and can switch back to paper copies at any time.

MI Bridges | 🏠 Home | 🗎 Apply for Benefits | ☑ To Do List | ♥ Benefits ∨ | ★ Resources ∨ | ⚙ Settings ∨ | Logout

Tamara Davis's Preferences

MI Bridges Preferences   Share Info: Resources

Language Preferences   [Edit]

Press the Edit button to update your MI Bridges language preferences.
Por favor haga clic en el boton Edit Information para cambiar el Idioma o informacion.
انقر على زر "تعديل" لتحديث اختياراتك للغة ماي بريدجس.

In what language would you like to view MI Bridges?
● English   ○ Español   ○ الْعَرَبِيَّة

Notification Preferences   [Edit]

Step 1: Enter the phone number or email where we can contact you. We will need to verify your phone number before you can receive text notifications.

☐ **Go paperless and communicate electronically with MDHHS**
You may choose to no longer receive paper copies of letters from MDHHS by regular mail. Your letters* will still be available online in MI Bridges. You can also switch back to paper copies at any time.
*Some letters will still be sent in the mail for privacy purposes

📞 Get Text Alerts and Updates Sent To:

Primary Mobile Number   [Add Mobile Number]
   810-932-2144 ✅

✉ Get Email Alerts and Updates Sent To:

   tadavis@gmail.com

Step 2: Select your preference for how we should contact you.

Notification Type	Text	Email
Letters from MDHHS ❓	☑	☑
Resource Updates ❓	☑	☑
Application Submission	☑	☑
Reminders	☑	☑
MDHHS Announcements ❓	☑	☑

Self-Referral Enhancements

If a resident selects a self-referral to a Referral Partner (MEAP, WIC, Michigan Veterans Resource Service Center (MVRSC), Area Agency on Aging, Michigan Works!, and Michigan Home Visiting), they will receive a message "You'll be hearing from us soon!" along with clarification of the agency that will be contacting the resident.

If a resident selects a self-referral to a Referral Partner (MEAP, WIC, Michigan Veterans Resource Service Center (MVRSC), Area Agency on Aging, Michigan Works!, and Michigan Home Visiting), they will receive a new notification email and a message on their MI Bridges dashboard with clarification of the agency that will be contacting the resident.

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". You will need to log-in on the Community Partner log-in page. When you see "If you already have a MIlogin account with a different system" message above the username box, you are on the Community Partner log-in page. This is not on the resident log-in page. The steps are as follows:
    1. On the 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 Accounts:** You have 90 days to complete account registration after your organization adds you as a MI Bridges Community Partner user and will be automatically removed if you do not register within the 90 days. E-mail reminders will be sent to register your account and is unique to you. 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 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.

Tuesday, March 23, 2021 - 1:00 pm to 3:00 pm
Wednesday, April 14, 2021 - 1:00 pm to 3:00 pm
Thursday, April 29, 2021 - 10:00 am to 12:00 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.

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.

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 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 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. You can visit the MILogin for Third Party website to verify the 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.