MI Bridges
News You Can Use

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

3.1M+
Applications Submitted

2.23M+
Registered Clients

765+
Community Partners

*MI Bridges Statistics are as of 5.20.20

MI Bridges May Release Summary

On May 23, 2020, MI Bridges will receive new system changes. Enhancements are being made to the resources clients can search for in MI Bridges. This system update will allow clients to see a list of organizations that are close to their location and provide services in their area. This will provide a tailored list of resources that can help clients with their needs. Also, this update will be adding a temporary topic, COVID-19, in Explore Resources so clients can easily identify and locate resources related to our current pandemic.
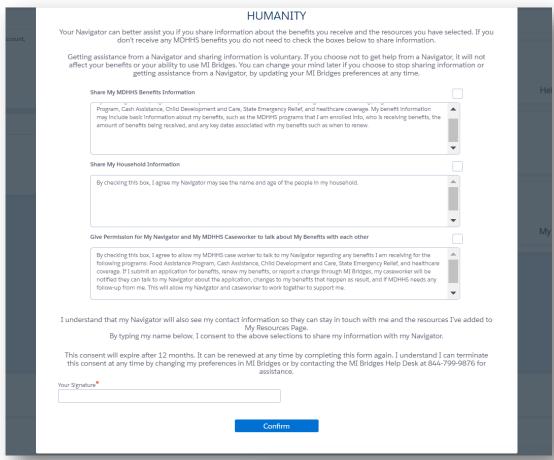
Another enhancement allows MI Bridges Referral Partners to send an email to MDHHSCommunityPartners@Michigan.gov to have referrals temporarily turned off without having to remove the partner level. For example, this will be helpful during holiday times when your offices are closed for an extended period of time.

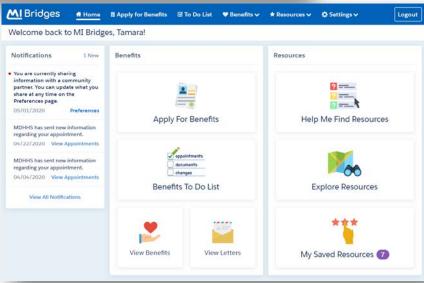And finally, there have been changes to the consent modal when clients give permission to MI Bridges Navigators to see specific information. This change makes it clear to clients what they are sharing with navigators. In addition, this change includes a quarterly reminder they are sharing information with a navigator when they login to their MI Bridges account.

MDHHS
Michigan Department of Health & Human Services

MI Bridges Navigator Consent Modal

When a client connects with a MI Bridges Navigator they will see this new consent modal and will have more information about what they are consenting to.
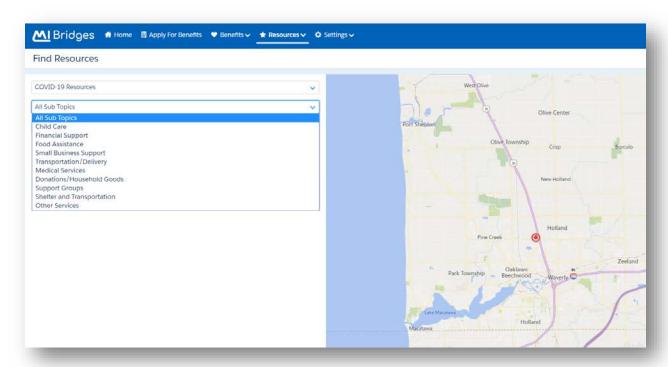
HUMANITY

Your Navigator can better assist you if you share information about the benefits you receive and the resources you have selected. If you don't receive any MDHHS benefits you do not need to check the boxes below to share information.

Getting assistance from a Navigator and sharing information is voluntary. If you choose not to get help from a Navigator, it will not affect your benefits or your ability to use MI Bridges. You can change your mind later if you choose to stop sharing information or getting assistance from a Navigator, by updating your MI Bridges preferences at any time.

Share My MDHHS Benefits Information ☐

Program, Cash Assistance, Child Development and Care, State Emergency Relief, and healthcare coverage. My benefit information may include basic information about my benefits, such as the MDHHS programs that I am enrolled into, who is receiving benefits, the amount of benefits being received, and any key dates associated with my benefits such as when to renew.

Share My Household Information ☐

By checking this box, I agree my Navigator may see the name and age of the people in my household.

Give Permission for My Navigator and My MDHHS Caseworker to talk about My Benefits with each other ☐

By checking this box, I agree to allow my MDHHS case worker to talk to my Navigator regarding any benefits I am receiving for the following programs: Food Assistance Program, Cash Assistance, Child Development and Care, State Emergency Relief, and healthcare coverage. If I submit an application for benefits, renew my benefits, or report a change through MI Bridges, my caseworker will be notified they can talk to my Navigator about the application, changes to my benefits that happen as result, and if MDHHS needs any follow-up from me. This will allow my Navigator and caseworker to work together to support me.

I understand that my Navigator will also see my contact information so they can stay in touch with me and the resources I've added to My Resources Page.
By typing my name below, I consent to the above selections to share my information with my Navigator.

This consent will expire after 12 months. It can be renewed at any time by completing this form again. I understand I can terminate this consent at any time by changing my preferences in MI Bridges or by contacting the MI Bridges Help Desk at 844-799-9876 for assistance.

Your Signature*

[   ]

[Confirm]

Quarterly reminder that they are sharing information with a navigator

MI Bridges — ⌂ Home | 🗐 Apply for Benefits | ☑ To Do List | ♥ Benefits ⌄ | ★ Resources ⌄ | ⚙ Settings ⌄ | Logout

Welcome back to MI Bridges, Tamara!

Notifications 1 New

- You are currently sharing information with a community partner. You can update what you share at any time on the Preferences page.
  05/01/2020 **Preferences**

  MDHHS has sent new information regarding your appointment.
  04/22/2020 **View Appointments**

  MDHHS has sent new information regarding your appointment.
  04/04/2020 **View Appointments**

  View All Notifications

Benefits

Apply For Benefits

Benefits To Do List
(appointments, documents, changes)

View Benefits

View Letters

Resources

Help Me Find Resources

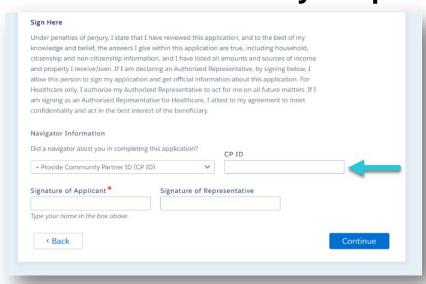Explore Resources

My Saved Resources 7

New MI Bridges Topic, COVID 19, in Explore Resources

When searching for resources in Explore Resources, clients will have the option to look for specific resources related to COVID 19.

REMINDER: Navigators can enter their CPID# at the end of an application to track the number of assistance they are providing!

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.

Our current MI Bridges Navigation Training schedule is below:

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.

Thursday, June 11, 2020 - 1:00 pm to 3:00 pm
Wednesday, June 24, 2020 - 10:00 am to 12:00 pm
Wednesday, July 15, 2020 - 1:00 pm to 3:00 pm
Tuesday, July 21, 2020 - 9:00 am to 11:00 am
Wednesday, August 5, 2020 - 1:00 pm to 3:00 pm
Tuesday, August 18, 2020 - 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, and it is best to register early.

MI Bridges Referral Training:

The MI Bridges Referral Training has recently been updated and added to the Community Partner Training section of www.Michigan.gov/MIBridgesPartners.

This training can be done on-demand and you can access it directly from here: On-Demand Referral Training

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 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.