

MI Bridges

News You Can Use

Michigan Department of Health and Human Services

November 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

2.11M+

Applications Submitted

1.62M+

Registered Clients

700+

Registered Partners

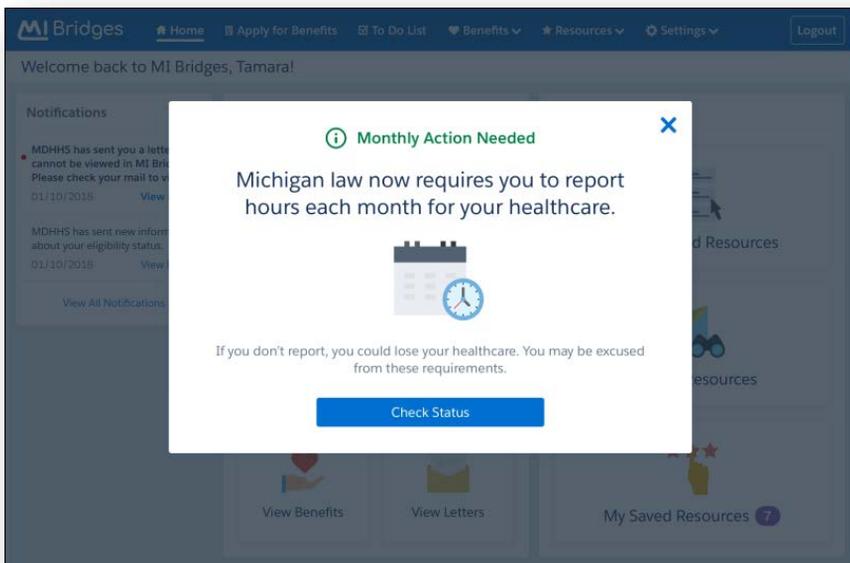
*MI Bridges Statistics are as of 11/6/19



MI Bridges January 2020 Release

In January 2020, MI Bridges will receive system updates. First, with the new work requirements for the Healthy Michigan Plan going into effect, the head of household will be able to report their hours or exemptions online on MI Bridges. Second, there will be changes made for referral management. And third, there will be improved metrics so our navigation and referral partners can gain a better understanding of system use of their users, and the needs of their clients.

Work Requirements



The head of households will receive a notification once a month to check their status.

Work Requirements

July 2019

How did you meet your 80 hours this month?
Select all that apply:

Definitions ▾

- I have a job
Part-time, full-time, self-employment, or other
- I'm a student
GED, college, computer classes, etc.
- I'm looking for a job
- I'm volunteering
You can only report volunteer hours 3 months in a year
- I'm job training
At current employer, training center, etc.
- I'm in a tribal employment program
- I'm in rehab
Substance abuse
- I'm in vocational training
Apprenticeship, clinical, or other trade school
- I have an internship

What if I can't complete my hours this month?

The head of household will be able to report their hours on MI Bridges! They can also download a confirmation after they finish reporting hours.

Report My Hours MI Bridges

Name	Date	Time
Tamara Davis	08/29/2019	4:32 PM EST

Report My Hours

No Action Needed

Month	You're All Set	Details
January 2019	✓	You have an exemption that excuses you from reporting hours this month.
February 2019	✓	You said: <ul style="list-style-type: none"> • I have a job • I'm looking for a job • I'm in a tribal employment program
March 2019	✓	Based on what you previously told us about your situation, you do not need to report hours for this month.

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

Report My Hours

! Action Needed

You're required to report hours or report an exemption for the following months:

- July 2019 Report Now
- August 2019 Report Now
- What if I can't complete my hours? Report Exemption

✓ No Action Needed

You're all set for these months. Print your confirmation [here](#).

- January 2019 View Details
- February 2019 View Details
- March 2019 View Details
- April 2019 View Details
- May 2019 View Details
- June 2019 View Details

! Hours Incomplete

You said you didn't meet your hours for this month(s). You can update your hours if this is incorrect.

- September 2019 Report Now
- October 2019 View Details

The head of household will be able to see an overview of hours they have reported, hours they need to report, and when they indicated they have not met hours.

NOTE: Anyone other than the head of household will need to call the HMP Work Requirements and Exemption Reporting Line at 1-833-895-4355. For more information visit [here](#).

Project Re:New

MDHHS has partnered with Civilla, a design studio based in Detroit, to redesign the benefits renewal form. As with the benefits application, it was designed to be user friendly. MDHHS piloted the new renewal form in 2018 with exciting results. During the pilot it was found that:

- **12%+** increase in renewal submissions
 - **95%** increase of on-time submissions
 - Up from the normal 75%
 - **70%** of submissions were in the first 3 weeks of the month
 - Up from the normal 40%
 - **96%** of renewal forms were complete
 - up from the normal 73%
 - **15%** increase in successful renewals
- **50%** decrease in local office visits for renewal assistance
 - **60%** decrease in client errors on renewals



MI Bridges Team Welcomes New AmeriCorps VISTA Member

MDHHS has partnered with United Way to connect financially struggling families with resources in their communities! We are excited that a new AmeriCorps VISTA member has joined the team. The member, Ebony Thomas, will use her talents to serve others and build community while gaining expertise in Michigan's newest health and human service innovation, MI Bridges. She will be working with current community partners to help MDHHS understand current usage and engagement with 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.



Michigan Association of
United Ways

1. When do I need to give my navigator consent to talk to my caseworker?

Clients can give consent to speak to their caseworker at any time. The previous issue that required this consent to be given prior to application submission has been resolved. Now, the caseworker is alerted whenever this consent is given, expired, or removed.

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 its 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.