MI Bridges
News You Can Use

Michigan Department of Health and Human Services   **November 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](#)

6.67M+
Applications Submitted

3.19M+
Registered Clients

973+
Community Partners

MI Bridges statistics are as of 10.31.2021

New MI Bridges Resources!

We are excited to share with you our MI Bridges Micro-Learnings! These micro-learning videos (approximately 2-3 minutes) show key MI Bridges community partner and resident functionality broken down by task. Thank you for your suggestions and look for them on the [MI Bridges Community Partner Tools and Resource Page.](#)

COMMUNITY PARTNER FUNCTIONALITY
- [View Community Partner ID (CP-ID)](#)
- [Connect with a Navigator](#)
- [Notification Preferences](#)
- [Add a New Client](#)
- [Remove A Client](#)

COMMUNITY PARTNER REFERRAL FUNCTIONALITY
- [Referral Dashboard](#)
- [Assign a Referral](#)
- [Close a Referral](#)
- [Manage Referral Notification](#)

RESIDENT FUNCTIONALITY
- [Upload Documents](#)
- [Update Resident's Preferences](#)
- [Send a Self-Referral](#)
- [Explore Resources](#)

Community Partner Log In Page

MI Bridges Community Partners have a separate log in page. from the Michigan residents. The log in page is located here: [MI Bridges - Log In (michigan.gov)](#) If your session is inactive for a few minutes, you will be logged out defaults to the resident log in page.

DID YOU KNOW?

- **Phone Assistance Guidance:** To assist community partners with working remotely, the temporary exception for phone assistance guidance to assist clients is extended through December 31, 2021.

- **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 How-To-Videos, Micro-Learning Videos, Job Aids, Community Partner Information, 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 will default 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"** 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: You can 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 the link in the email) 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, November 9, 2021 – 1:00 pm to 3:00 pm
Tuesday, November 23, 2021 – 1:00 pm to 3:00 pm
Wednesday, December 8, 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 your client has forgotten their username or password, MI Bridges has self-service tools to support account 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, micro-learning videos, 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 MILogin 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 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.