MI Bridges
News You Can Use

Michigan Department of Health and Human Services **September 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

1.7M+
Applications Submitted

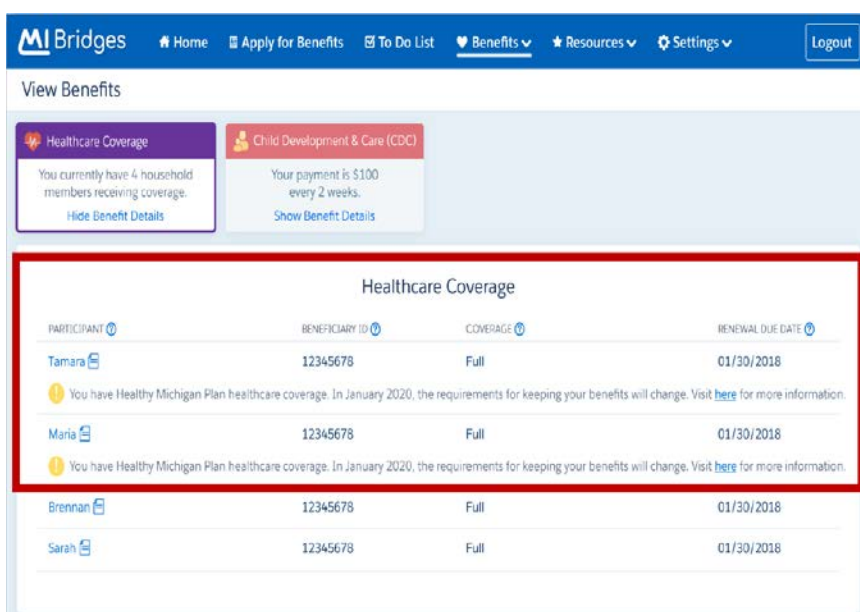
1.4M+
Registered Clients

*MI Bridges Statistics are as of 8/28/19

MDHHS
Michigan Department of Health & Human Services

MI Bridges System Updates

On September 7, 2019, MI Bridges received two new system changes. First, this system update will create a new message on the View Benefits page for work requirements awareness. This message will indicate that the client has Healthy Michigan Plan (HMP) and will provide a link to more information. This message will only display for HMP beneficiaries. And second, this update will improve the consent functionality for navigators. Moving forward, this improvement will generate a PDF (MI Bridges Navigator Consent) that will be sent to MDHHS caseworkers whenever this consent is given, removed, or expired.



MI Bridges Highlighted by Code for America

Code for America (CfA) work centers around helping improve how government serves the American public by using the principles and practices of the digital age. They analyzed online applications for each state and Michigan was determined to have one of the strongest benefits applications in the country! A few reasons cited for this are: a typical client can finish an application in 20 minutes which is the best in the country, it is mobile friendly, and ID proofing is not required to submit an application.

The changes to MI Bridges have been made in close collaboration with clients, community partners, and MDHHS caseworkers, who have provided input and feedback throughout the process. We could not have accomplished this without you. Thank you for being a valued partner in this work!

Webinar Alert: Medicaid Work Requirement Overview

Many of our MI Bridges community partners have asked for information on the Healthy Michigan Plan (HMP) Work Requirements. In preparation for the upcoming changes to eligibility for HMP, we are committed to keeping you informed of the changes. We are hosting webinars to review the work activities and exemptions for the upcoming changes to HMP. If you are interested in learning about these changes, please register for one of the two webinars below:

NOTE: You only need to register for one webinar as the same content will be covered.

- September 25, 2019 from 11:00 a.m.-12:00 p.m.
- September 26, 2019 from 11:00 a.m.-12:00 p.m.

To register for one of the webinars, click the date/time above you would like to attend. The link will take you to the webinar registration page.

Frequently Asked Questions

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

A client can give consent to a navigator at anytime. A PDF (MI Bridges Navigator Consent) will generate whenever this consent is given, removed, or expired and it will be sent to the caseworker. This will notify caseworkers they can talk to the navigator about the case.

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 to MI Bridges. It is important to remember only accounts that are linked to a client's case will show benefits information. Therefore, it is recommended to log into the account that is connected to the case 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 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 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.

5. 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.

6. 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.