MI Bridges
News You Can Use

Michigan Department of Health and Human Services **September 2020**

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

3.5M+
Applications Submitted

2.48M+
Registered Clients

800+
Community Partners

*MI Bridges Statistics are as of 9.14.20

MDHHS
Michigan Department of Health & Human Services

MI Bridges September Release Summary

On September 26, 2020, MI Bridges received new system changes. First, an enhancement was made to redesign the dashboard to make key functionality and information easily accessible for our MI Bridges Community Partners.

Next, this update has made changes to help MI Bridges Navigation Partners easily identify when new client action is needed on their case. This system update will allow navigators to receive a notification both in MI Bridges and email when renewals are upcoming, documents are due, etc.

The system update will also include changes for our MI Bridges Referral Partners. Changes were made to the types of notifications referral partners receive to make it easier to identify what the next steps are for processing a referral received from MI Bridges.

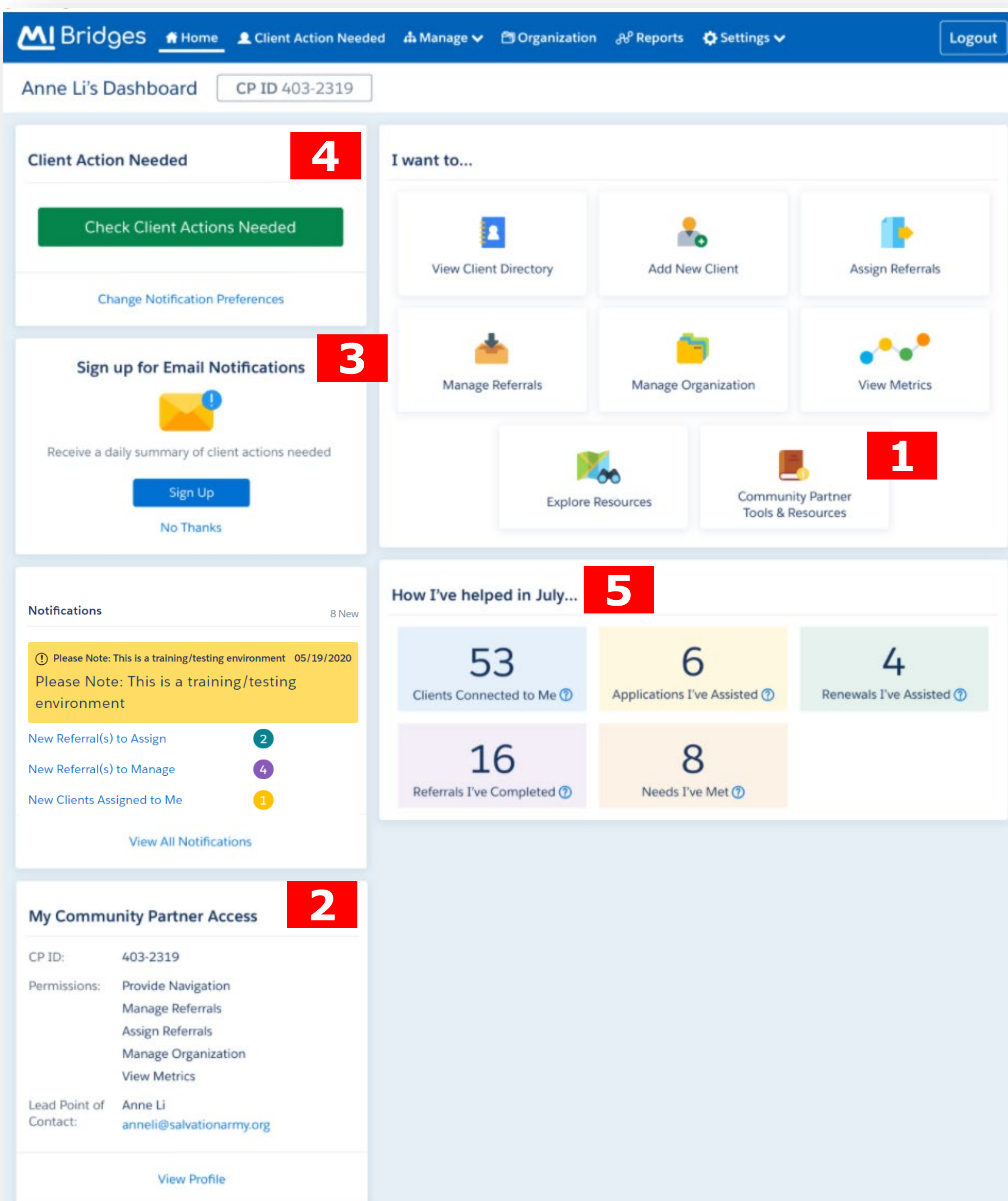
In collaboration with MDHHS and Detroit-based design studio Civilla, MI Bridges Community Partners were a part of the design and testing of these changes to ensure that they met their needs.

Also included in this release is an enhancement to the MEAP referrals. This change will allow clients to search by organization name.

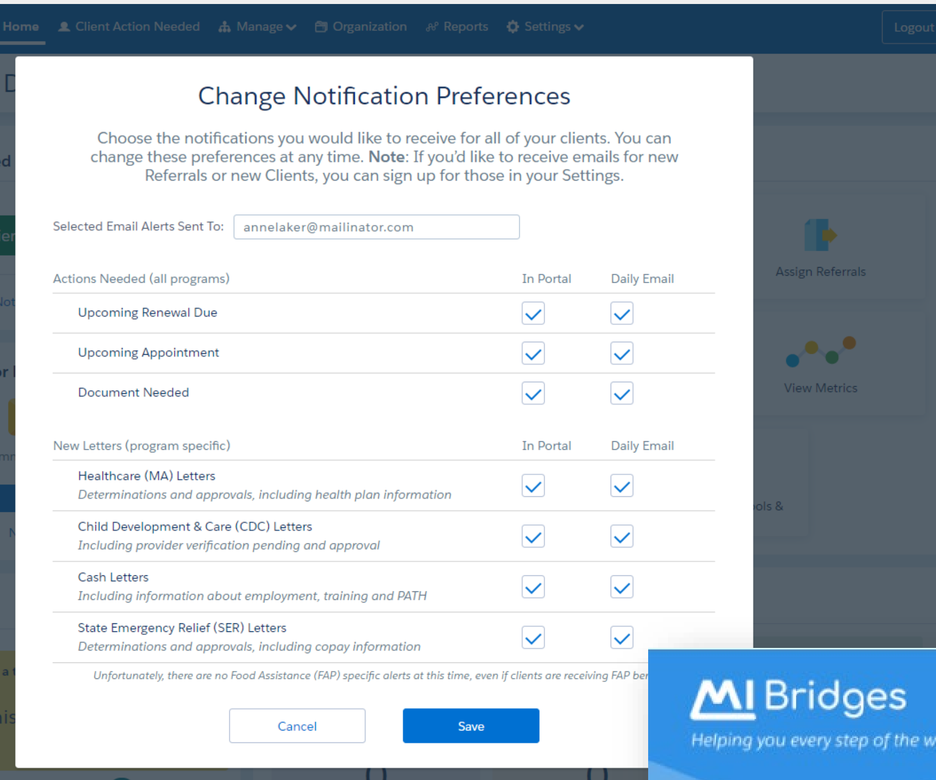
New Dashboard Design

This new community partner dashboard design follows the same format as the client dashboard. In addition, there are a few additions made to this dashboard:

1. A direct link to Community Partners Tools and Resources has been added. This will direct them to key resources like how-to videos, job aids, and outreach materials.
2. A new tile, My Community Partner Access. This allows community partners to easily identify their permission levels or the type of access they have to MI Bridges, who the lead point of contact is for their organization, and their CPID#.
3. A new tile for navigation partners to sign up for key notifications for client actions needed
4. A new link to Check Client Action Needed to easily identify which clients have upcoming renewals, documents due, etc.
5. New metrics for the user to see their activity in MI Bridges for that month. They can see how many applications assisted with, referrals closed, etc. for the month.



New MI Bridges Navigation Partner Notifications


Home | Client Action Needed | Manage | Organization | Reports | Settings | Logout

Change Notification Preferences

Choose the notifications you would like to receive for all of your clients. You can change these preferences at any time. **Note**: If you'd like to receive emails for new Referrals or new Clients, you can sign up for those in your Settings.

Selected Email Alerts Sent To: annelaker@mailinator.com

Actions Needed (all programs)	In Portal	Daily Email
Upcoming Renewal Due	✓	✓
Upcoming Appointment	✓	✓
Document Needed	✓	✓

New Letters (program specific)	In Portal	Daily Email
Healthcare (MA) Letters *Determinations and approvals, including health plan information*	✓	✓
Child Development & Care (CDC) Letters *Including provider verification pending and approval*	✓	✓
Cash Letters *Including information about employment, training and PATH*	✓	✓
State Emergency Relief (SER) Letters *Determinations and approvals, including copay information*	✓	✓

Unfortunately, there are no Food Assistance (FAP) specific alerts at this time, even if clients are receiving FAP be

Cancel | Save

Navigators can sign up for notifications in MI Bridges as well as email notifications for:

1. Upcoming renewals
2. Upcoming appointments
3. Documents Needed
4. Other benefit specific letters

When Navigation Partners sign up for email notifications, they will receive a daily, aggregate email of the client action needed


MI Bridges

Helping you every step of the way

Hi Janet!

Your Client Action Needed Summary for <MM/DD/YYYY>:

X Clients with Upcoming Renewal Due

X Clients with Upcoming Appointment

X Clients with Document Needed

X Clients with a Healthcare (MA) Letter

X Clients with a Child Development & Care (CDC) Letter

X Clients with a Cash Letter

X Clients with a State Emergency Relief (SER) Letter

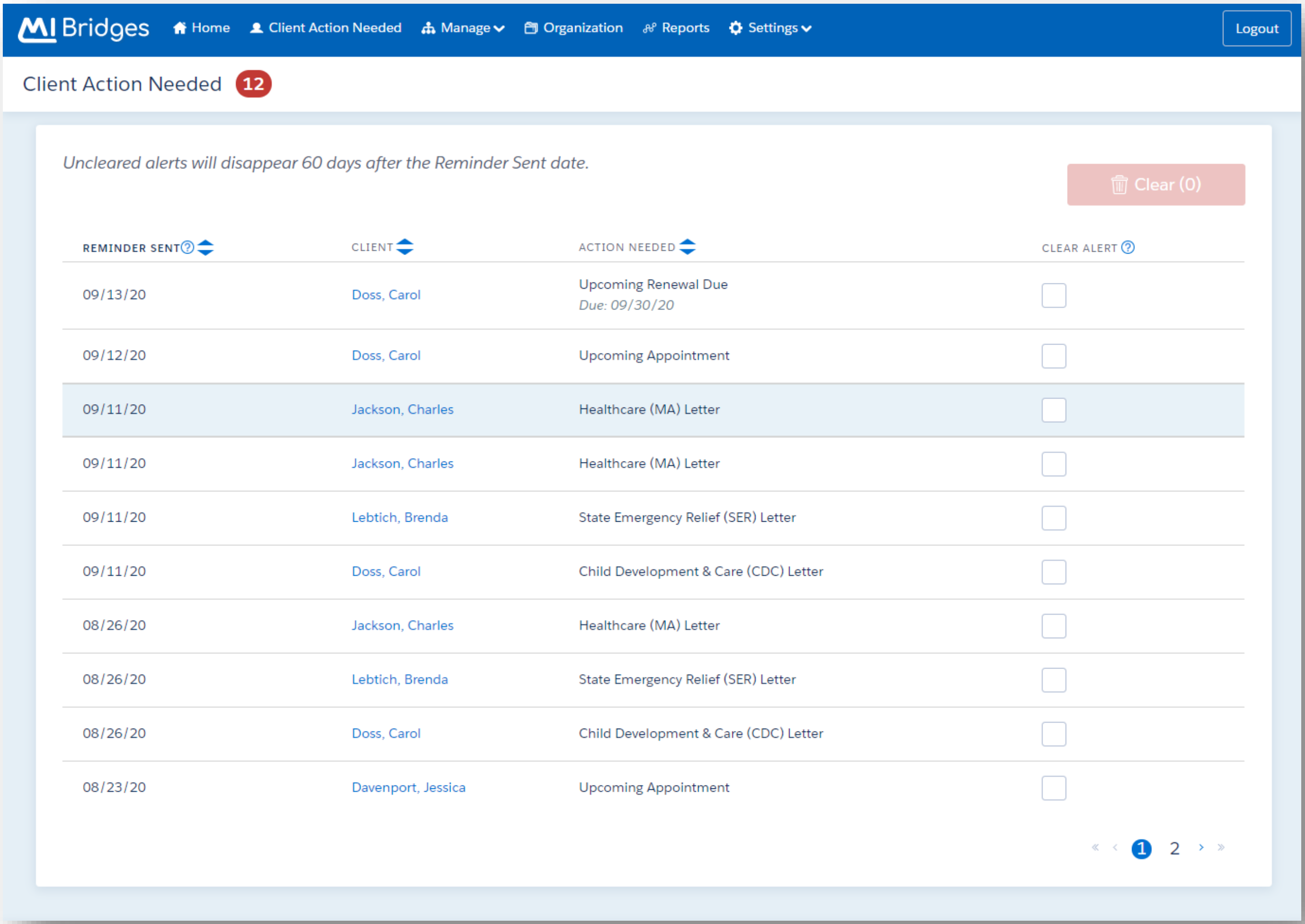
Log into your MI Bridges account to see details in Client Action Needed.

Thanks,
MI Bridges Team

This message, including any attachments, is intended solely for the use of the above named recipient and may contain confidential and/or privileged information. Any unauthorized review, use, disclosure, or distribution of any confidential and/or privileged information contained in this e-mail is expressly prohibited. If you are not the intended recipient, please contact MDHHSPrivacySecurity@michigan.gov and destroy any and all copies of the original message.

New Navigation Partner Client Action Needed Table

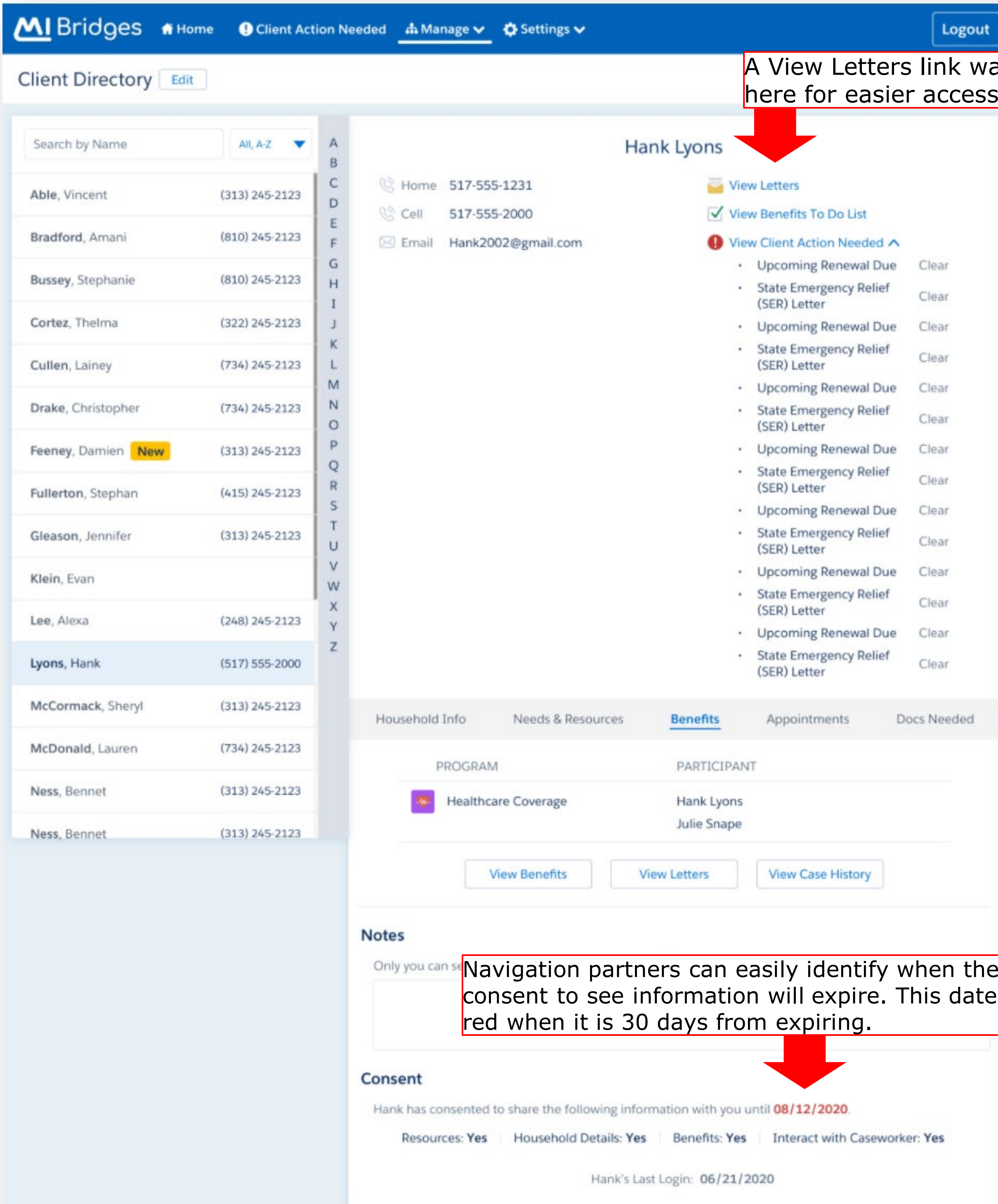
MI Bridges Navigation Partners can now easily identify who has an upcoming renewal, upcoming appointment, documents due, etc. They are able to sort this table by date, client name, or action needed to organization their assistance. They can also clear alerts when they have completed their assistance; for example calling the client to remind them they need to complete their renewal to keep benefits.



REMINDER SENT	CLIENT	ACTION NEEDED	CLEAR ALERT
09/13/20	Doss, Carol	Upcoming Renewal Due *Due: 09/30/20*	
09/12/20	Doss, Carol	Upcoming Appointment	
09/11/20	Jackson, Charles	Healthcare (MA) Letter	
09/11/20	Jackson, Charles	Healthcare (MA) Letter	
09/11/20	Lebtich, Brenda	State Emergency Relief (SER) Letter	
09/11/20	Doss, Carol	Child Development & Care (CDC) Letter	
08/26/20	Jackson, Charles	Healthcare (MA) Letter	
08/26/20	Lebtich, Brenda	State Emergency Relief (SER) Letter	
08/26/20	Doss, Carol	Child Development & Care (CDC) Letter	
08/23/20	Davenport, Jessica	Upcoming Appointment	

Enhancements to Navigator Client Directory

Improvements have been made to the client directory so MI Bridges Navigators can easily identify the New clients they have connected with recently, a list of actions needed for that client, and the date the consent to view the client information will expire. (As a reminder, the client consent expires after one year.)

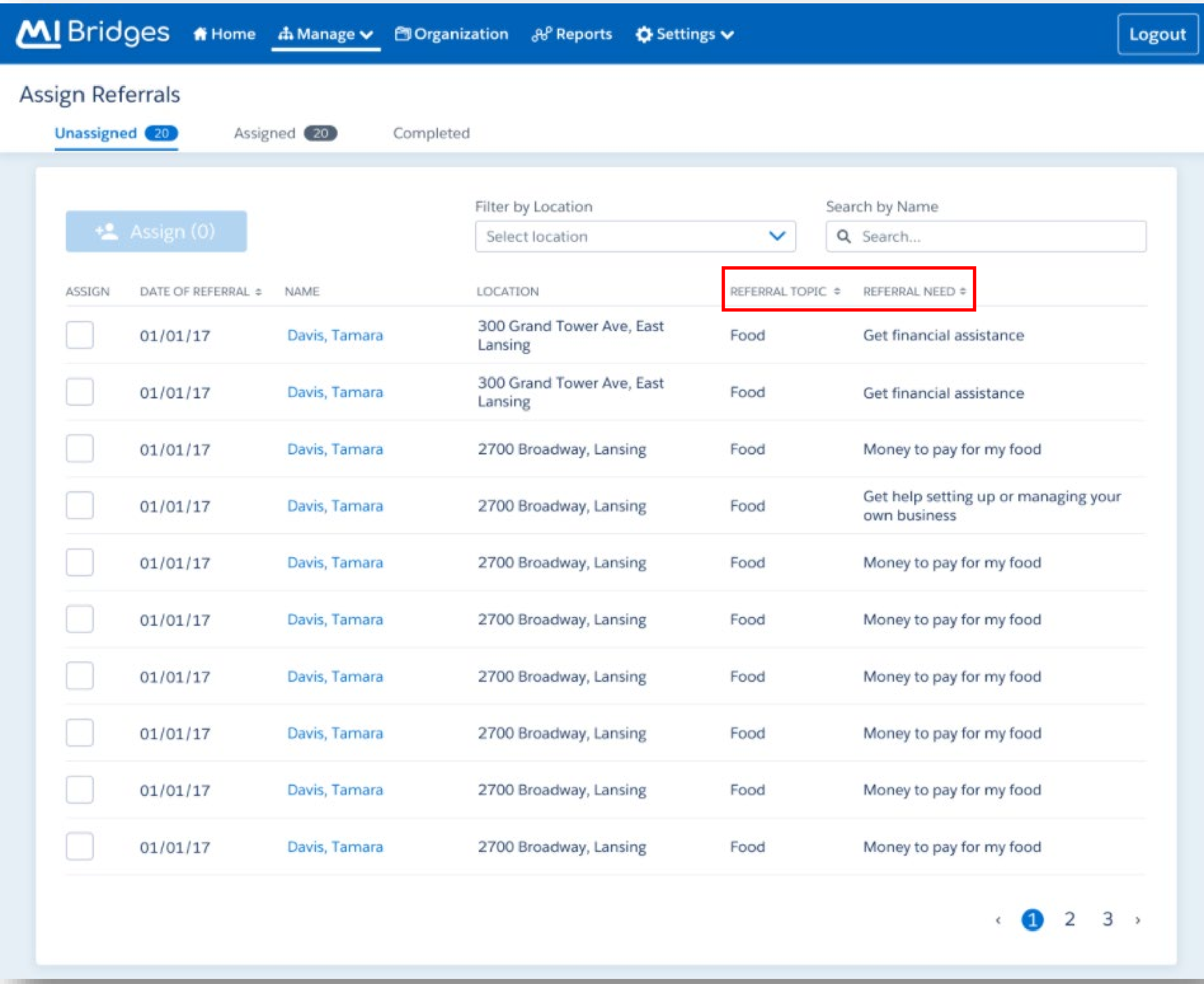


A View Letters link was added here for easier access.

Navigation partners can easily identify when their consent to see information will expire. This date will turn red when it is 30 days from expiring.

Enhancements Made For Referral Partners

The Referral Topic and Referral Need have been separated out to allow MI Bridges Referral Partners more flexibility when sorting their referrals to take action.



New Notifications for MI Bridges Referral Partners

MI Bridges

Helping you every step of the way.

Hi <CP First Name>,

<Organization Name> has received 3 new referrals today. Please log into your MI Bridges account to view more details and assign these referrals to the community partners that will manage them. If you have any questions, please contact <LPOC First Name Last Name> at <LPOC email>.

Thanks,
MI Bridges Team

This message, including any attachments, is intended solely for the use of the above named recipient and may contain confidential and/or information. Any unauthorized review, use, disclosure, or dist confidential and/or privileged information contained in this e prohibited. If you are not the intended recipient, please cont MDHHSPrivacySecurity@michigan.gov and destroy any and a original message.

New email notification when a MI Bridges Referral Partner receives a new referral from MI Bridges

MI Bridges

Helping you every step of the way.

Hi <CP First Name>,

You have been assigned 1 referral. Please log into your MI Bridges account to view more details and contact the client within 2 business days. If you have any questions, please contact <LPOC First Name Last Name> at <LPOC email>.

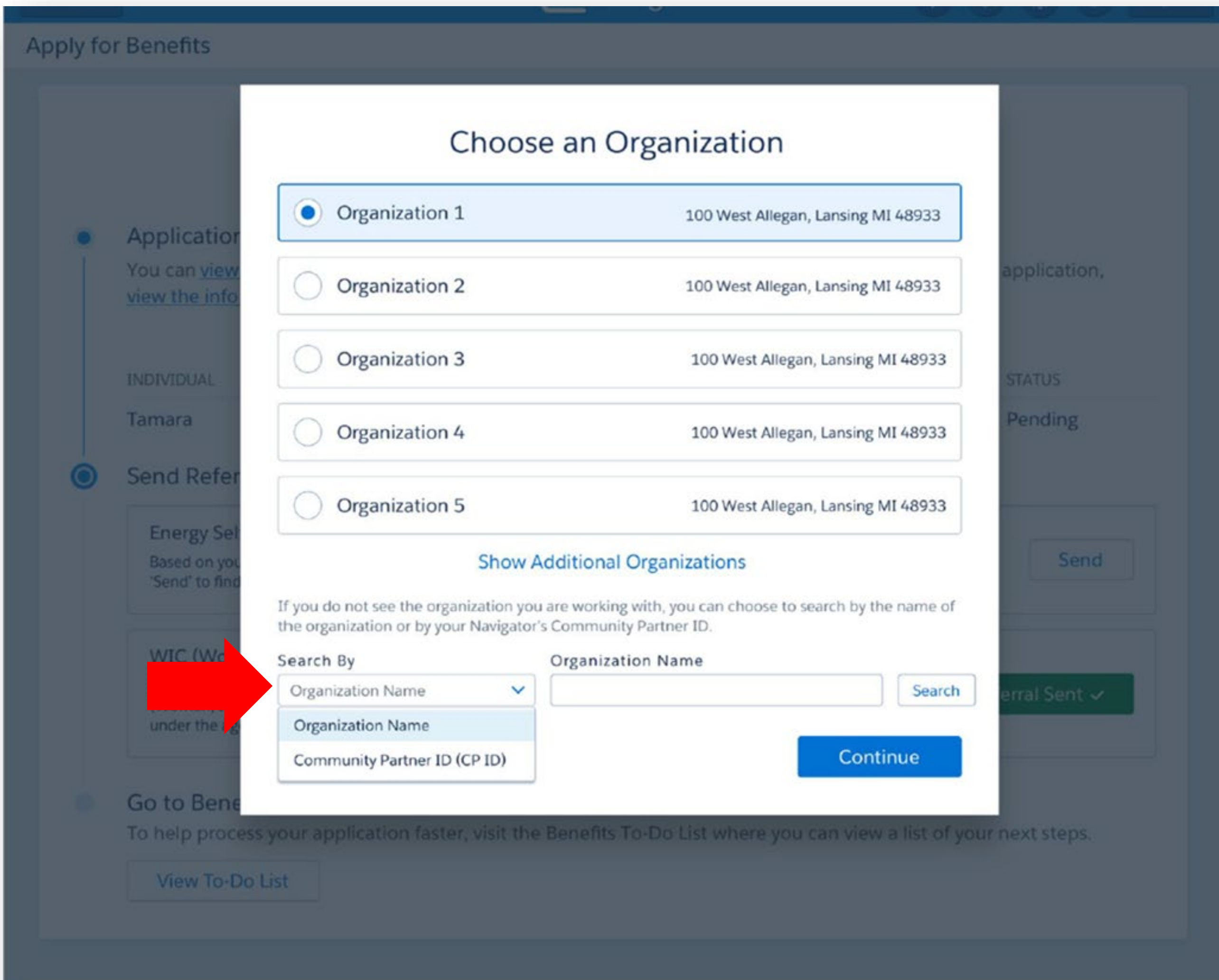
Thanks,
MI Bridges Team

This message, including any attachments, is intended solely for the use of the above named recipient and may contain confidential and/or privileged information. Any unauthorized review, use, disclosure, or distribution of any confidential and/or privileged information contained in this e-mail is expressly prohibited. If you are not the intended recipient, please contact MDHHSPrivacySecurity@michigan.gov and destroy any and all copies of the original message.

New email notification when a MI Bridges Referral Partner user has been assigned a new referral from MI Bridges to work on.

New Enhancement for MI Bridges MEAP Referrals

When a client opts to send a MEAP (Michigan Energy Assistance Program) referral, they can now search an organization by name and not just CPID (Community Partner ID) number. This gives the client the ability to easily connect with an organization that have previously worked with for MEAP. The search field defaults to searching by organization name.



Project Re:New

Project Re:New, a collaboration between MDHHS and Detroit-based Civilla, began in 2018 and spans the department's four largest assistance programs. The changes will help MDHHS serve Michigan residents and families better and faster during the COVID-19 pandemic – a crisis that has left federal agencies and some state governments struggling to reduce application or renewal backlogs, and handle more hotline traffic across assistance programs that are a temporary lifeline for many residents.

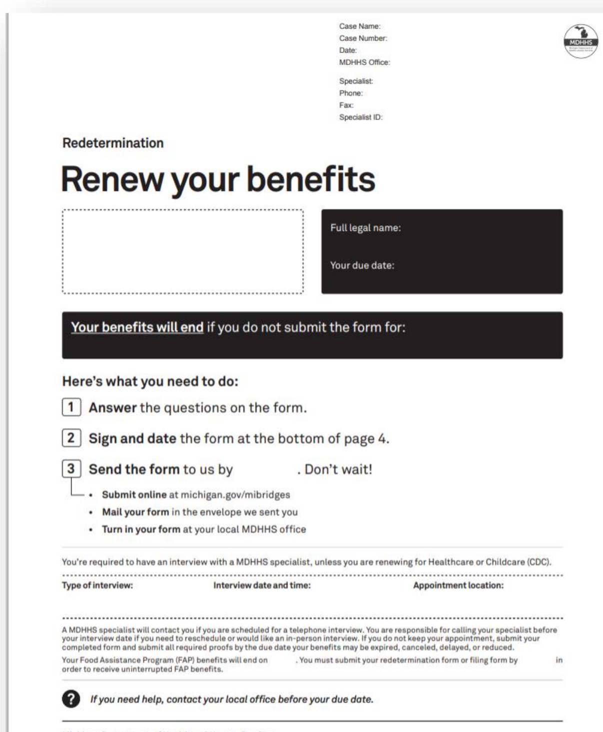
Project Re:New follows the 2018 launch of a simplified application that was also completed in collaboration with Civilla through an effort called Project Re:Form. Like the updated application, the new renewal forms feature human-centered design to emphasize urgent information and outline clear steps, deliver directions in plain language and, importantly, incorporate feedback from clients and caseworkers on their experiences completing or processing forms.

Instead of using a renewal form that includes questions that may not apply to an individual's assistance program, clients will complete one core redetermination form, and a one- to two-page supplemental form specific to each of their assistance programs.

Project Re:New also led to the simplification of the six-month review form, annual review form and online renewal option in MI Bridges, the state's online assistance application and case management portal. Changes follow all existing eligibility and program requirements. The new renewal was piloted in MDHHS' Madison Heights and Monroe offices. It resulted in:

- 50 percent fewer offices visits, an important reduction that puts clients and MDHHS field office employees at lower risk of exposure to COVID-19.
- A 96 percent completion rate, up from 73 percent.
- 60 percent fewer errors, reducing delays in processing time and generating a higher renewal rate.

Rollout began this month by mail, in person and online. It will continue gradually through next year as clients are due for renewal of benefits. Clients will receive forms and a reminder to renew sooner than usual to give them time to submit forms before their interview with field staff—another change aimed at further reducing processing delays.



Case Name:
Case Number:
Date:
MDHHS Office:

Specialist:
Phone:
Fax:
Specialist ID:

MDHHS

Redetermination

Renew your benefits

Full legal name:

Your due date:

Your benefits will end if you do not submit the form for:

Here's what you need to do:

1. **Answer** the questions on the form.
2. **Sign and date** the form at the bottom of page 4.
3. **Send the form** to us by . Don't wait!
   - **Submit online** at michigan.gov/mibridges
   - **Mail your form** in the envelope we sent you
   - **Turn in your form** at your local MDHHS office

You're required to have an interview with a MDHHS specialist, unless you are renewing for Healthcare or Childcare (CDC).

Type of interview: **Interview date and time:** **Appointment location:**

A MDHHS specialist will contact you if you are scheduled for a telephone interview. You are responsible for calling your specialist before your interview date if you need to reschedule or would like an in-person interview. If you do not keep your appointment, submit your completed form and submit all required proofs by the due date your benefits may be expired, canceled, delayed, or reduced.

Your Food Assistance Program (FAP) benefits will end on . You must submit your redetermination form or filing form by in order to receive uninterrupted FAP benefits.

If you need help, contact your local office before your due date.

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.

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.

Wednesday, October 7, 2020 - 1:00 pm to 3:00 pm
Tuesday, October 20, 2020 - 1:00 pm to 3:00 pm
Wednesday, November 4, 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 so it is best to register early.

MI Bridges Referral and Access Training:

The MI Bridges Referral and Access Training have recently been updated and added to 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

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.

Frequently Asked Questions

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 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. 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 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.