Application for Benefits (AFB)

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**Application for Benefits (AFB)**

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<tr>
<th>Figure</th>
<th>Update</th>
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</thead>
<tbody>
<tr>
<td>NA</td>
<td>AFB and Renew My Benefits (RMB) Asset Test Policy Change. Effective December 1, 2019. Asset limit for Food Assistance Program (FAP), Cash Assistance (FIP) and State Emergency Relief (SER) will all be the same $15,000. FIP and FAP applicants will no longer see the Vehicle or Tax-Deductible question, when completing the Income section or adds Employment, Self-Employment, or Additional Income, and applicant now will see the Household Member field as mandatory. More details on asset test and other eligibility requirements for public assistance benefits programs administered by MDHHS can be found at <a href="http://www.michigan.gov/MDHHS">www.michigan.gov/MDHHS</a> and clicking on the “Assistance Programs” tab near the top of the page.</td>
</tr>
<tr>
<td>1 – 4</td>
<td>AFB. Newly added questions to the Application for Benefits, Healthcare Program Details section for individuals in a household between 19 and 64 applying for healthcare so user can attest to having a Healthy Michigan Plan Exemption, report Qualifying Activity at the time of application, report being medically frail, and pregnancy information.</td>
</tr>
<tr>
<td>5</td>
<td>AFB. Resident completing an AFB or RMB can enter a Community Partner (CP) ID on the signature page for CP acknowledgement for the one-time assist.</td>
</tr>
</tbody>
</table>

**View Benefits | View Letters**

<table>
<thead>
<tr>
<th>Figure</th>
<th>Update</th>
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<tbody>
<tr>
<td>6 - 11</td>
<td>View Benefits. Users will see information on their View Benefits page for what is needed for their Healthy Michigan Plan benefits.</td>
</tr>
<tr>
<td>12</td>
<td>View Letters. MI Bridges users with active Healthy Michigan Plan will see new correspondence in my View Letters so they will know what actions need to be taken.</td>
</tr>
</tbody>
</table>

**Post Eligibility (PE)**

<table>
<thead>
<tr>
<th>Figure</th>
<th>Update</th>
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<tbody>
<tr>
<td>13 – 17</td>
<td>PE. Users receiving program benefits can now see dynamic sections about my FAP benefits including Double Up Food Bucks, FreshEBT, Cash benefits, and Healthcare benefits to understand how to effectively use these benefits.</td>
</tr>
</tbody>
</table>
**Report My Hours | Exemptions**

<table>
<thead>
<tr>
<th>Figure</th>
<th>Update</th>
</tr>
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<tbody>
<tr>
<td>18 - 22</td>
<td>**Report My Hours</td>
</tr>
</tbody>
</table>

**Renew My Benefits | Report Changes**

<table>
<thead>
<tr>
<th>Figure</th>
<th>Update</th>
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<tbody>
<tr>
<td>23 – 30</td>
<td>**Renew My Benefits</td>
</tr>
</tbody>
</table>

**Notifications**

<table>
<thead>
<tr>
<th>Figure</th>
<th>Update</th>
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<tbody>
<tr>
<td>31</td>
<td><strong>Notifications.</strong> New notification types for the users with due dates in Upload Documents to upload more information to MDHHS; reminder to the user when a renewal is coming due to complete and submit a renewal; new notification to remind the user when an appointment is approaching; and new notification for a user with more specific information for eligibility determination so the user will know what action are needed. Upload Documents enhancement to document types in selection drop-down. (Examples: DHS-1004, MDHHS-5419, MDHHS-5446, CDC Temporary Excess Income Notice, and other documents will include the option for “Community Service Activity Report”).</td>
</tr>
</tbody>
</table>

**Resources**

<table>
<thead>
<tr>
<th>Figure</th>
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<tbody>
<tr>
<td>32</td>
<td><strong>Resources.</strong> New resources added related to Help Me Find Resources for user access to state resources related to lead.</td>
</tr>
<tr>
<td>NA</td>
<td><strong>Resources.</strong> A resource selected for a need statement will not be display again if already in the users saved resources.</td>
</tr>
</tbody>
</table>

**Community Partners (CP)**

<table>
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<th>Figure</th>
<th>Update</th>
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<tbody>
<tr>
<td>33 - 43</td>
<td><strong>CP Referral Management.</strong> Enhancement of Referral Management function adding a new permission level of “Assign Referral” assigned by the Lead Point of Contact (LPOC). The LPOC can view completed referrals, a list of assigned referrals, and a new page in their organizations report to track different referral metrics by user. A user with Assign Referral permission can view referrals assigned for action, view in progress and completed referrals, and ability to suggest resources for a need that has not been met so the client has help.</td>
</tr>
<tr>
<td>NA</td>
<td><strong>CP Referral Management Metrics.</strong> LPOC report to function track the number of referrals assigned to each user in the organization and metric about the number of resources suggested to clients.</td>
</tr>
<tr>
<td>44</td>
<td><strong>CP Post Eligibility.</strong> Navigators with the proper permissions will see the same client’s post eligibility benefit information in their client director.</td>
</tr>
</tbody>
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**Michigan Online Reporter System (MORS)**

<table>
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<th>Figure</th>
<th>Update</th>
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<tbody>
<tr>
<td>45</td>
<td><strong>MORS.</strong> When a MORS user completes a complaint, the user will see an updated submission confirmation message.</td>
</tr>
</tbody>
</table>
Appendix

Screenshots:

Figure 1 Application for Benefits
Apply for Benefits

Because you are applying for Healthcare Coverage, please answer the following.

- Did anyone have insurance through a job and lose it in the last 3 months?
- Does anyone need help paying for medical bills from the past 3 months?
- Is anyone currently enrolled in health coverage (even if not applying)?
- Does anyone in the household have a job that offers health insurance?
- Does anyone in the household want to report any exemptions for Work Requirements?
- Does anyone in the household want to report any Qualifying Activities for Work Requirements?
- Does anyone in the household have a physical, mental, or emotional health condition that causes limitations in activities (like bathing, dressing, daily chores, etc.), live in a medical facility or nursing home, or is anyone in the household medically frail?
- Does anyone want help paying Medicare Premiums?
- Did anyone in your home consume water from the Flint Water System and live, work, or receive childcare or education at an address that was serviced by the Flint Water System from April 2014 through present day?

Figure 2 Application for Benefits
Select the Qualifying Activities that Tamara Davis (50) wants to report for Work Requirements.

Qualifying Activities Definitions

Income
Employment, self-employment, or receiving income consistent with 80 hours of minimum wage per month.

Job Training
Directly related to employment.

Tribal Employment Program
Participating in a tribal employment program.

Vocational Training
Directly related to employment.

Internship
Unpaid workforce engagement directly related to employment.

Job Search Related to Employment
Directly related to job training.

School
Including, but not limited to, high school equivalency test preparation or postsecondary education.

Community Service
Must be completed with a nonprofit organization that is exempt from taxation under section 501(c)(3) or 501(c)(4) of the internal revenue code of 1986, 26 USC 501. Community service can only be used as a qualifying activity for up to 3 months in a 12-month period.

Substance Use Disorder Treatment
Must be court-ordered, prescribed by a licensed medical professional, or is a Medicaid-funded substance use disordered treatment.

Select the most recent date Tamara completed one of these activities.

Select a Date

Continue
Select the exemption(s) that Tamara Davis (50) wants to report for Work Requirements.

**Exemption Type Definitions**

**Pregnant**
For anyone who is pregnant or was pregnant within the last two months.

**Caring for a child under 6**
For anyone who is the main caretaker of a child under 6. Only one parent per household may claim this exemption.

**Full-time student**
For anyone who is a full-time student.

**Under age 21 and was in Michigan foster care**
For anyone who is under the age of 23 and who was previously in foster care in Michigan.

**Incarcerated within the last 6 months**
For anyone who was in prison or jail within the last 6 months.

**Receiving unemployment benefits from Michigan**
For anyone who is currently receiving unemployment benefits from the State of Michigan.

**Receiving temporary or permanent disability benefits**
For anyone who is currently receiving temporary or permanent disability payments from a private insurer or the government.

**Good cause**
For anyone who has a disability as defined by the Americans with Disabilities Act, Patient Protection and Affordable Care Act, or the Rehabilitation Act of 1973.

This exemption is also for anyone who has a serious illness or who is hospitalized or has an immediate family member living with them who has a serious illness or is hospitalized.

**Work limiting medical condition**
For anyone who has a work limitation according to a doctor.

**Caring for a dependent with a disability**
For anyone who is caring for a dependent, in or out of the home, with a disability that needs full-time care based on a doctor’s order. Only one person per household may claim this exemption.

**Caring for an incapacitated individual**
For anyone who is caring for an incapacitated individual even if the individual being cared for is not a dependent. An incapacitated individual is anyone who meets the conditions for being medically frail below.

**Medically frail**
For anyone who has any of the following:
- A physical, mental, or emotional health condition that limits a daily activity (like bathing, dressing, daily chores, etc.)
- A physical, intellectual, or developmental disability that impairs the ability to perform one or more activities of daily living
- A physical, mental, or emotional health condition that requires frequent monitoring
- A disability determination based on Social Security criteria (SSDI)
- A chronic substance abuse disorder
- A serious and complex medical condition or special medical needs
- Is in a nursing home, hospice, or is receiving home help services

- [ ] Pregnant
- [ ] Caring for a child under 6
- [ ] Full-time student
- [ ] Under age 21 and was in Michigan foster care
- [ ] Incarcerated within the last 6 months
- [ ] Receiving unemployment benefits from Michigan
- [ ] Receiving temporary or permanent disability benefits
- [ ] Good cause
- [ ] Work limiting medical condition
- [ ] Caring for a dependent with a disability
- [ ] Caring for an incapacitated individual
- [ ] Medically frail

[Continue]
Navigator Information

Did a navigator assist you in completing this application?

None

- None
- Samantha Ferik - Intercare Community Health Network
- Adam Drum - East Lansing Center for Health
- + Provide Community Partner ID (CP ID)

< Back

---

Figure 5 Application for Benefits

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View Benefits

The following people have active Healthcare benefits:

- **Tamara Davis**
  - Monthly Action Needed

- **Matthew Davis**
  - Monthly Action Needed

- **Brennan Davis**

- **Sarah Davis**

---

Figure 6 View Benefits
If you're experiencing medical issues or a hardship you can be excused from these requirements.

What is an exemption? 🌟

Would you like to report an exemption?

- Yes
- No

Figure 7 View Benefits

Your Healthcare benefits are currently closed but you can report monthly hours or an exemption here.

Need Help? 🕵️
- Call the Beneficiary Help Line at 1-800-642-3195 to get:
  - Answers about your healthcare benefits
  - Premium bill amount
  - Payment confirmation

Search here to connect with someone from a community organization who can help you navigate your healthcare benefits one-on-one.

Other resources that might be helpful:
- Get help paying for dental treatment
- Find transportation to medical appointments or treatment
- Get help paying for or using Medicaid, MI Child, or Healthy Michigan Plan
- Find help with paying for prescriptions, devices, or other medical equipment
- Enrolling in health insurance (for people with disabilities)

Have additional questions about your MDHHS benefits? Visit our Help Page or contact your local MDHHS Office.

Figure 8 View Benefits
Michigan law now requires you to report hours each month for your healthcare.

How do I meet my hours?

Report Later  Check Status and Report Now

You may be excused from your reporting requirement (if you are in school, a caretaker, have medical issues, etc.) by reporting an exemption here.
Michigan law now requires you to report hours each month for your healthcare.

How do I meet my hours?

Matthew Davis must report their own hours over the phone by calling 1-XXX-XXX-XXXX.

Report Later

---

**Figure 11 View Benefits**

**Figure 12 View Letters**
Figure 13 Post Eligibility

Figure 14 Post Eligibility
Release 6 Notes
Saturday, January 25, 2020

View Benefits

Cash Assistance

Action Needed

Show Benefit Details

Child Development & Care (CDC)

Your payment is $100 every 2 weeks.

Show Benefit Details

Prepare for PATH

Wed
Jun 30
8:00 AM

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>In Person</td>
</tr>
</tbody>
</table>

Location: 12140 Joseph Campau Ave, Detroit, MI 48207

Call your MDHHS caseworker immediately if you need to reschedule. Your case will close if you miss your appointment.

Helpful Resources

Get Ready for Day 1

Need help with public transportation? Contact your MDHHS caseworker or find transportation here.

Need help with childcare? Find help here.

Once you start PATH they will provide transportation support like a bus pass, gas card, or mileage reimbursement.

Other resources that might be helpful:

Get food vouchers that you can exchange for groceries or meals

Get assistance with gas money

Get clothes for job interviews

Have additional questions about your MDHHS benefits? Visit our Help Page or contact your local MDHHS Office.

Figure 15 Post Eligibility

Unable to Load Your Appointment

We're unable to show you information regarding your appointment right now. Please try again later.

Figure 16 Post Eligibility | System Limitation Message
Sign up for a Health Plan

If you don’t pick a health plan, we’ll pick one for you. Call to sign up for a plan now.

1-800-975-7630

If you have your pin #, you can sign up online here at Michigan Enrolls.

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Healthcare Coverage

Here are the Medical Exemption records you previously reported. Ensure all information below is up to date.

Tamara Davis (50)
Medical Exemption Expires: 05/21/2019
Remove Exemption

Sam Davis (40)
Medical Exemption Expires: 05/21/2019
Remove Exemption

Sam Davis (40)
Medical Exemption Expires: Pending
Edit Remove

Add New Medical Exemption

---

Figure 17 Post Eligibility

Figure 18 Report My Hours
You may be excused from completing your hours by reporting an exemption.

An exemption will excuse you from these requirements if you are in school, a caretaker, have medical issues, etc.

No Action Needed

You’re all set for these months. Print your confirmation here.

Figure 19 Report My Hours | Report Now

Are you sure you want to remove Tamara Davis’s Medical Exemption?

Cancel    Yes, Remove

Figure 20 Report My Hours
Figure 21 Submission Confirmation

Figure 22 Report My Hours | PDF
Renew Benefits

Healthcare Coverage

Provide some details to add a new Exemption.

- Required

Who has a new Exemption to add? [ ]
- Tamara Davis (50)
Select any of the below that apply.
Exemption Type Definitions

Pregnant

- Caring for a child under 6
  - Only one parent/household may claim

- Full-time student
  - Considered full time by your school

Under age 21 and was in Michigan foster care

Incarcerated within the last 6 months
  - Including prison or jail

- Receiving unemployment benefits from Michigan

- Receiving temporary or permanent disability benefits
  - Short or long term disability

Good cause
- Disability, illness, or hospitalization of yourself or a family member in the house

- Work limiting medical condition
  - Including asthma, heart disease and diabetes

- Caring for a dependent with a disability
  - Including family members

- Caring for an incapacitated individual
  - Providing 24/7 support for basic needs

Medically frail
- Health condition or disability that limits your daily life

Does Tamara have a physical disability/mental health condition that limits the ability to work, attend school, or take care of daily needs? [ ]
- Yes
- No

Is Tamara in a medical facility/nursing home or does she need help with activities of daily living? [ ]
- Yes
- No

When did this change occur? [ ]
- Select a Date

Don’t see someone listed? [ ]

Anything else you’d like us to know?

Continue

Figure 23 Renew My Benefits | Add New Exemption
Renew Benefits

Healthcare Coverage

We do not have any Exemptions on file for your household. Click “Add New Exemption” to report things like:

- Medical Condition
- Caregiver
- Full-time student

Adding an exemption could help you keep your healthcare coverage.

+ Add New Exemption

Continue with no changes

Figure 24 Renew My Benefits | No Current Exemption Add New

Renew Benefits

Healthcare Coverage

Since this doesn't apply to your type of healthcare, you can Continue with no changes.

+ Add New Exemption

Continue with no changes

Figure 25 Renew My Benefits | Report Changes Qualifying Activity Does Not Apply
Release 6 Notes
Saturday, January 25, 2020

Figure 26 Report Changes | New Tile “Work Requirement Exemption”

Figure 27 Report Changes | Work Requirement Exemption
We're unable to show you information regarding your Work Requirement Exemption right now. Please try again later or move on to your next change.

Figure 28 Report Changes | System Limitation Message

View Benefits

Matthew Davis

Requirement Details

Reported hours for this month?
Call 1-XXX-XXX-XXXX to check your status and report

Can't complete requirements?
If you can't complete your hours, call 1-XXX-XXX-XXXX to report reason to be excused.

Participant Details

<table>
<thead>
<tr>
<th>BENEFICIARY ID</th>
<th>COVERAGE</th>
<th>EXEMPTION EXPIRES</th>
<th>RENEWAL DUE DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345678</td>
<td>Full</td>
<td>Call 1-XXX-XXX-XXXX to report reason to be excused.</td>
<td>01/30/2020</td>
</tr>
</tbody>
</table>

Health Plan Details

Need Help?
Figure 30 Report Changes | Exemption PDF

Figure 31 Notifications
Lead testing services and repairs to my home to make it safer (Example: Lead testing services, roof repairs)

Figure 32 Help Me Find Resources | New Topic

Figure 33 Community Partner Referral Management
Release 6 Notes
Saturday, January 25, 2020

Figure 34 Community Partner Referral Management

Assign Referrals

Assign Referral

Referral Partner Name
Susan Bell

Search

Susan Bell - Location 1

Assign

Cancel

ASSIGN DATE OF REFERRAL

Unassigned Assigned Completed

01/01/17

Davis, Tamara 2700 Broadway, Lansing

Food: Enough money to pay for my food

01/01/17

Davis, Tamara 2700 Broadway, Lansing

Food: Enough money to pay for my food

01/01/17

Davis, Tamara 2700 Broadway, Lansing

Food: Enough money to pay for my food

01/01/17

Davis, Tamara 2700 Broadway, Lansing

Food: Enough money to pay for my food

01/01/17

Davis, Tamara 2700 Broadway, Lansing

Food: Enough money to pay for my food

01/01/17

Davis, Tamara 2700 Broadway, Lansing

Food: Enough money to pay for my food

Figure 35 Community Partner Referral Management
Unable to Assign Referral

Looks like there is no one in your organization with the Manage Referrals permission. Contact <<LPOC First Name Last Name>> at <<LPOC email>> to have them add a user with this permission.

Got it

Figure 36 Community Partner Referral Management

Looks like you don’t have any Unassigned referrals at this time.

Figure 37 Community Partner Referral Management
Looks like you don’t have any New referrals at this time.

Figure 38 Community Partner Referral Management

Figure 39 Community Partner Referral Management
Figure 40: Community Partner Referral Management
Figure 41 Community Partner Referral Management

Figure 42 Community Partner Referral Management
Figure 43 Community Partner Referral Management
### Notes

Only you can see the notes that you type in this box. We will make sure to always save them.

### Consent

Tamara has consented to share the following information with you.

- **Resources**: No
- **Household Details**: Yes
- **Benefits**: Yes
- **Interact with Caseworker**: Yes

**Tamara’s Last Login**: 02/20/2018

---

**Figure 44 Community Partner Post Eligibility**
Successful Submission

Your complaint has been submitted! If you do not receive an email confirmation within 24 hours, please contact the Centralized Intake Customer Service line at 616-977-8936.

If assigned for investigation, notification of the investigation will be mailed by the assigned CPS investigator within 10 business days of the completion of the investigation.

View Complaint PDF  Back to Dashboard

Figure 45 Michigan Online Reporter System