MI Bridges Note Sheet: Answering Client Questions

Client Registration

- **MILogin**: MI Bridges uses MILogin to create new accounts. This means the same account can be used across multiple State of Michigan systems. Clients may already have a MILogin ID that can be used as their MI Bridges ID. Examples of State of Michigan systems that use MILogin include MyHealth Portal and the Treasury system.
- **Account Creation:** It is important the client use their legal name when creating an account. The [Personal Identification Type] field is Very Important. Clients can enter a Social Security Number, Bridges ID, or Medicaid Beneficiary ID. This field will be used to link the client to their existing Bridges case to allow them to view key case information, such as Benefits and Letters, after their account is created.
- **Account Creation:** When clients create their MI Bridges account, the contact information recorded will be used by Navigation & Referral partners to contact them for services, so it is important to provide as much contact information as possible. This information does not update any information on a client's case in Bridges. Any changes in phone number, email, or address should still be reported as a change to a caseworker. Clients can use the Report Changes feature in MI Bridges to report any changes!

'Confirm Your Identity' Process

- **What Is ID Proofing/Confirm Your Identity:** MDHHS is partnering with a 3rd party company to confirm client and community partner identity. This is important because personal and private information is shared through MI Bridges and it is important that we share information with the appropriate person.
  - This company uses the Name, Date of Birth, Address and SSN (if available) the client shares when creating their account to find information about the client and ask questions to confirm their identity.
  - This process only happens once during account creation, and MDHHS does not save the answers. The information that clients share/confirm during the 'Confirm Your Identity' process is kept strictly confidential and secure. It is not shared with MDHHS or anyone else.
- Types of Questions Asked: The client will be asked 4 questions during the process. Questions may be about:
  - Physical Information (i.e. eye color or height)
  - Professional History or Previous Employment (i.e. previous or current employer)
  - Address History (i.e. selecting an address where they previously lived)
  - Asset History (i.e. previous vehicles owned)
  - Credit, Loan, or Banking History (i.e. previous lenders, banks where the client has an account, loan amounts)
  - Education History

MI Bridges Note Sheet: Answering Client Questions

'Confirm Your Identity' Process

- **Benefits of Confirm Your Identity:** Using MI Bridges to view benefit information and letters sent from MDHHS. If a client confirms their identity, key benefit information such as benefit amount, payment date, and renewal date are available 24/7 in MI Bridges. When a client applies for benefits, some information will default on their application, so the process will be faster. They can also use MI Bridges to report case changes and share documents with their caseworker.

- **What happens if the client is unable to pass the [Confirm your Identity] process**? If clients are unable to pass on the first try, they can always try a second time and they are likely to see one or more different questions. Clients can attempt to confirm their identity in MI Bridges twice in 48 hours. If a client is unable to pass on their second try, they can wait 48 hours to try again on MI Bridges or call the Help Desk for assistance at 1-844-799-9876. A client does not have to wait 48 hours to call the Help Desk but can do so immediately after their second attempt. In the rare occasion when a client cannot ID Proof online or through the help desk, they can complete the identity confirmation process at their local MDHHS office. Clients will be directed by the help desk to bring in proof of identity to the local office as well as their username.

Help Me Find Resources (HMFR)

- **Topic Selection:** Clients can choose as many topics as needed. It is not required to complete a survey for all topics. Clients can complete a Needs Survey for each topic as many times as they would like.

- **Resource Recommendations:** When the Needs Survey is complete, MI Bridges will suggest a list of resources that support needs the client shared, based on the address in their profile. MI Bridges interfaces with Michigan 2-1-1 to suggest resources, it also interfaces with Great Start to Quality to search for childcare providers.. Clients can view information on each organization such as address, hours, eligibility criteria, fees, and a description of services. Both state programs and community resources may be suggested.
  - Clients can select 'Show More Like These' to view more resources
  - MI Bridges suggests up to 10 resources based on a 100 mile radius
  - If there are no resources which meet the requested need, MI Bridges will suggest the client contact Michigan 2-1-1 for additional assistance
  - There are times clients may see the same resources in a need category or in different categories on this page. This is because that organization may offer multiple services. When this happens, click on 'View More' to view additional detail about the services provided

- **Referrals**: If an organization is registered as a Referral partner, the client can choose to electronically send their information to the referral organization so that partner can contact the client. This information shows as a pop-up after a client adds the resource to their profile.

Apply for Benefits

- **Programs:** MI Bridges combines five MDHHS programs into one application: Healthcare Coverage, Food Assistance Program (FAP), Cash Assistance (Family Independence Program (FIP) (This includes: Refugee Cash Assistance (RCA) and Temporary Assistance for Needy Families (TANF), Child Development and Care (CDC), and State Emergency Relief (SER).
- The new MI Bridges assistance application varies in length, depending on what programs the client is applying for, as clients are only asked questions related to the programs that they are requesting.
- **Application Structure:** There is a green bar on left of the page. This is the left navigation pane, and it shows the path and main topics included in the application. Each section of the application begins with a transition page that explains the topics in that section. Questions on the application are grouped into categories so similar questions (i.e. all questions on income), are asked together.
  - There are' Questions' pages for each section where a client should carefully review the questions to determine if any of the circumstances apply to their household. Each time a client answers yes to a question on a 'Question' page, another page displays so they can add additional detail on the topic. Fields with a red asterisk are required.
- **Language:** The application is available in English, Spanish, and Arabic.
- **Head of Household:** The first person recorded on the application will be listed as the Head of Household, and will be the initial person the MDHHS caseworker will view as the applicant. For applications with multiple adults, instruct the client to record the Head of Household as the first individual.
- In some places in the application, a person's age displays next to their name. This is helpful for multigenerational households which include multiple people with the same name.
- **Saving the Application:** The application is automatically saved each time the client moves to a new page.
- **It is important that ONLY the client sign and submit the application, it is not something Navigators can do on their behalf.**

View Benefits

- **Who Can View Benefits:** Clients who have existing MI Bridges cases AND confirm their identity. Clients can view benefits by (1) Logging into their account and selecting 'View My Current Benefits' from their Dashboard or (2) Selecting 'Benefits' from the Menu bar located top of the page.
- **How to answer questions on benefits:** Select the [?] next to each field to view help text, or refer to the view benefits presentation shared during training.

MI Bridges Note Sheet: Answering Client Questions

View Letters

- **Who Can View Letters:** Clients who have existing MI Bridges cases AND confirm their identity.
- **How Long Are Letters Available:** Letters sent from MDHHS during the previous 12 months are available. In the old MI Bridges clients could only view the past 60 days.
- **Letter Description:** A description may display next to the letter. If this is blank this is not an error. Only certain letters have descriptions.

Report Changes

- **Who can Report Changes:** Only clients that have completed ID Proofing and have an active or previous MDHHS case will see this option on their Dashboard.
- When reporting changes, some information from the client's existing MDHHS case will default on the MI Bridges pages.
- When reporting changes, it is important to associate the change with the correct person on the case, this can impact eligibility for benefits for that person. It's also important because if that person leaves the household, all income, assets, vehicles, etc. associated with that person are no longer included when determining the client's eligibility for benefits.

Upload Documents

- **Browsers:** When uploading documents if is **strongly** recommended to use either Google Chrome or Mozilla Firefox. The functionality works best with these browsers.
- **Verification Checklist:** Clients cam view what documents have been requested by MDHHS and also add any document to their case they think their caseworker may find helpful when processing the case.
- **File Formats of Documents:** Clients can upload any file that is a png, jpg, jpeg, tif, or pdf file formats and can upload up to 4.5 MB of data at one time. Clients can upload an existing document, or easily take a picture with their mobile device.

Update Preferences

- **Feedback:** Clients can provide feedback directly to MDHHS as free text simply by clicking Feedback on the bottom of any page. They can share enhancement suggestions, feedback on their Navigator, or anything else they may want MDHHS to know related to improving MI Bridges.
- **Navigator Consent:** Clients can connect with a Navigator at anytime by clicking 'Connect with a Navigator' at the bottom of any page. Clients can update the information they wish to share with their navigator or referral partners by clicking Settings > Share Information
- **Update Language:** Clients can update their language or opt in to receive notifications by clicking Settings > Preferences.
- **Update Contact Info:** Clients can update their name, address, or phone number by clicking Settings > Profile.