

MI Bridges

News You Can Use

Michigan Department of Health and Human Services

April 2023



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

9.40M+

Applications Submitted

3.85M+

Residents Registered

5,800+

Community Partner Navigators

MI Bridges statistics as of
March 31, 2023



MI Bridges System Updates

We are excited to share with you the latest updates to MI Bridges. We hope these changes will make MI Bridges easier to use and find information.

MI Bridges Resident Updates:

- [MI Bridges Home Page Redesign](#)
- [New! Guest Application](#)
- [Help Page Redesign](#)
 - [Popular Questions](#)
 - [I am a Guest User](#)
 - [I am a Registered User](#)
 - [Useful Information](#)
- [Add Resource Page Clarification](#)
- [Application Submission](#)
- [View Benefits](#)

MI Bridges Community Partner Updates:

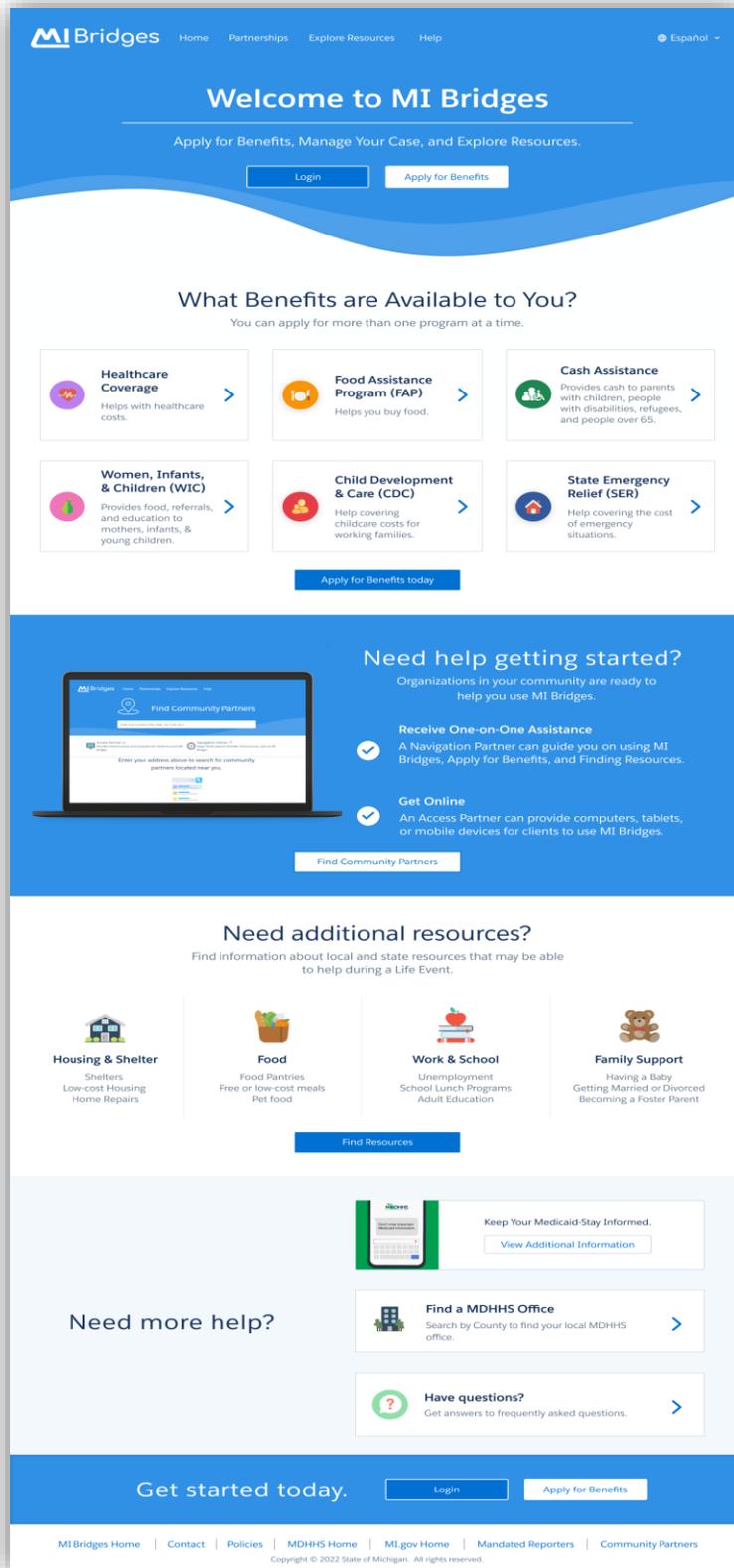
- [Enhanced Messages](#)
- [Referral Export Capability](#)

Phone Assistance Guidance

The temporary exception for client assistance via the phone has been **extended to June 30, 2023**. This will be our final extension as the Public Health Emergency is scheduled to end May 11, 2023. You can read more [here](#).

MI Bridges Home Page Redesign

The MI Bridges home page has been redesigned with new content and layout for a better user experience.



MI Bridges Home Page Redesign

All six application for benefits can display information unique to the program by clicking on the tile. One program may be displayed at a time.

The screenshot displays the MI Bridges Home Page with a dark blue header. The navigation menu includes 'Home', 'Partnerships', 'Explore Resources', and 'Help', along with a language selector for 'Español'. The main heading is 'Welcome to MI Bridges' with the subtext 'Apply for Benefits, Manage Your Case, and Explore Resources.' A modal window is open, titled 'Healthcare Coverage', featuring a heart icon with a pulse line. The modal content includes an overview, a list of eligibility criteria, and three expandable sections: 'How do I know if I'm eligible?', 'Which Medicaid program will I be enrolled in?', and 'How long does it take?'. A 'Close' button is located at the bottom of the modal. In the background, several benefit tiles are visible, including 'Healthcare Coverage', 'Women, Infants & Children (WIC)', 'Childcare', and 'Emergency (SER)'. A 'Apply for Benefits today' button is positioned at the bottom of the page.

MI Bridges Home Partnerships Explore Resources Help 🌐 Español

Welcome to MI Bridges

Apply for Benefits, Manage Your Case, and Explore Resources.

Healthcare Coverage

Overview: Helps with healthcare costs.

How do I know if I'm eligible?

You may be eligible for a healthcare program if any of the following situations apply to you or someone in your household:

- You do not have healthcare coverage.
- You already have health coverage and want to explore lower-cost or free coverage.
- You have children that need healthcare coverage.
- You are on a Medicare plan.

Which Medicaid program will I be enrolled in?

How long does it take?

Close

Healthcare Coverage

Helps with healthcare costs.

Women, Infants & Children (WIC)

Provides food, referrals, and education to mothers, infants, & young children.

Childcare

Help covering childcare costs for working families.

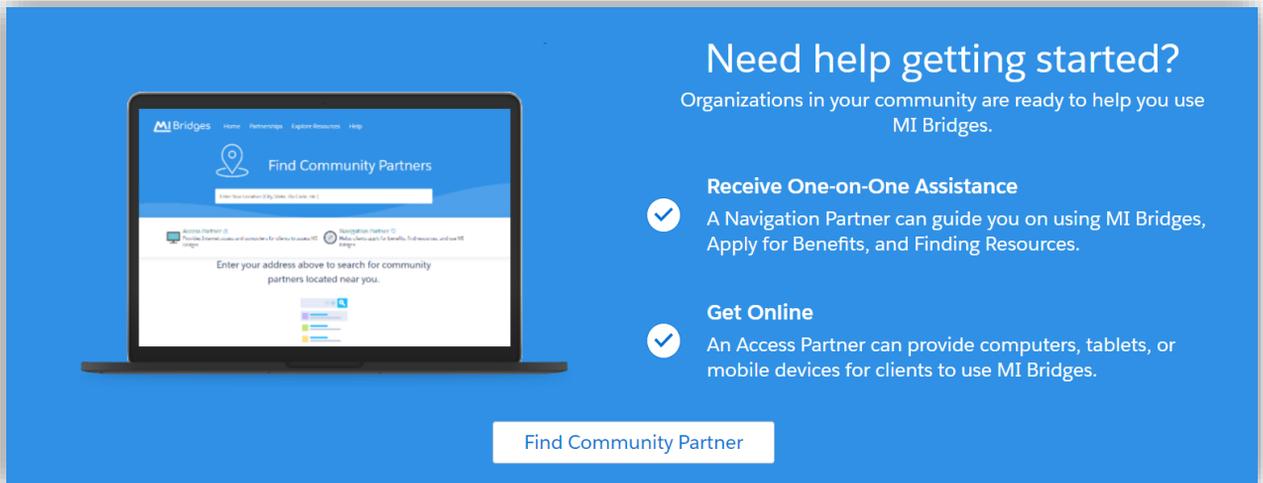
Emergency (SER)

Help covering the cost of emergency situations.

Apply for Benefits today

MI Bridges Home Page Redesign

“The “Find Community Partners” can be found on the home page in the “Need help getting started?” section.

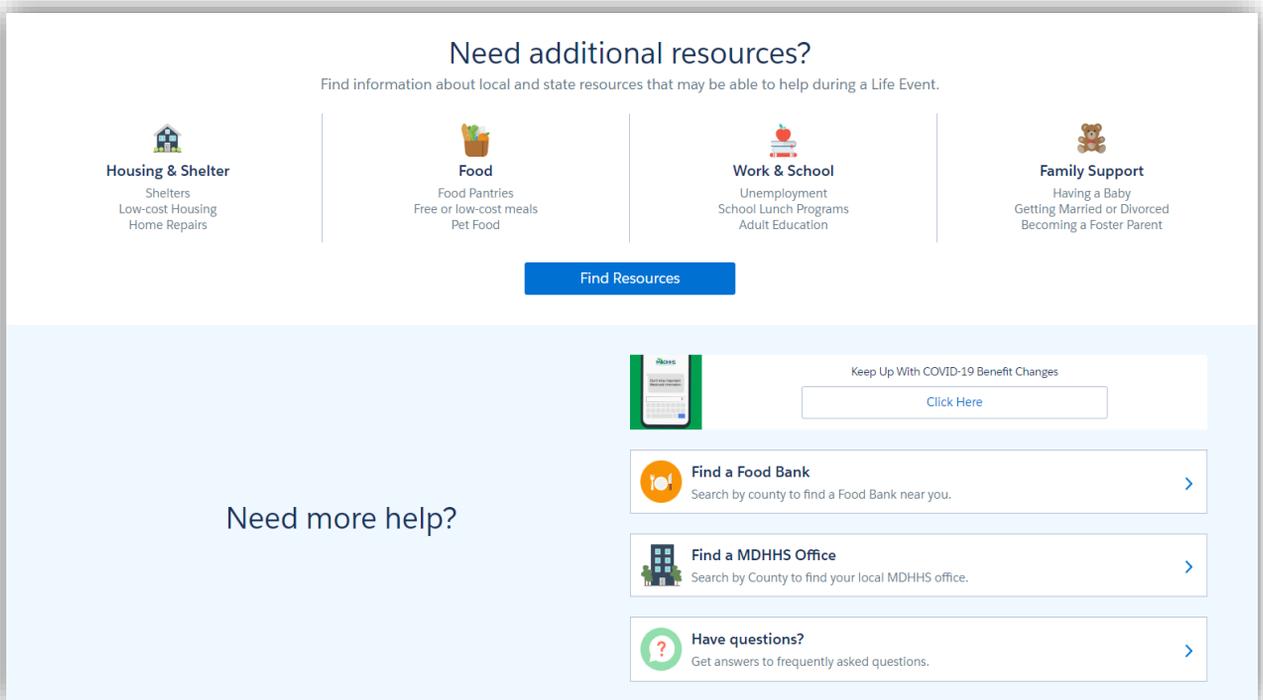


Need help getting started?
Organizations in your community are ready to help you use MI Bridges.

- Receive One-on-One Assistance**
A Navigation Partner can guide you on using MI Bridges, Apply for Benefits, and Finding Resources.
- Get Online**
An Access Partner can provide computers, tablets, or mobile devices for clients to use MI Bridges.

[Find Community Partner](#)

“Need additional resources?” and “Need more help?” are easily located by scrolling down.



Need additional resources?
Find information about local and state resources that may be able to help during a Life Event.

- Housing & Shelter**
Shelters
Low-cost Housing
Home Repairs
- Food**
Food Pantries
Free or low-cost meals
Pet Food
- Work & School**
Unemployment
School Lunch Programs
Adult Education
- Family Support**
Having a Baby
Getting Married or Divorced
Becoming a Foster Parent

[Find Resources](#)

Need more help?

- [Keep Up With COVID-19 Benefit Changes](#)
Click Here
- [Find a Food Bank](#)
Search by county to find a Food Bank near you.
- [Find a MDHHS Office](#)
Search by County to find your local MDHHS office.
- [Have questions?](#)
Get answers to frequently asked questions.

MI Bridges Home Page Redesign

A new screen displays when clicking "Apply for Benefits" on the home page, providing users with more options for applying.

MI Bridges Home Partnerships Explore Resources Help 🌐 Español ▾ [Login](#)
New? Create Account

Apply for Benefits

Create an Account or Login into an existing account

With a MI Bridges account, you can:

-  **Receive notifications** about your application status
-  **View your letters** and appointments online
-  **Upload documents** to your case

[Create an Account](#)

Or

[Login](#)

Continue as a Guest

Don't have a phone number or email?
You can still apply as a guest.



As a guest, you will NOT be able to:

- **Review the status** of your application
- **Save your application** to complete later
- **Manage your benefits** to report changes and renew benefits

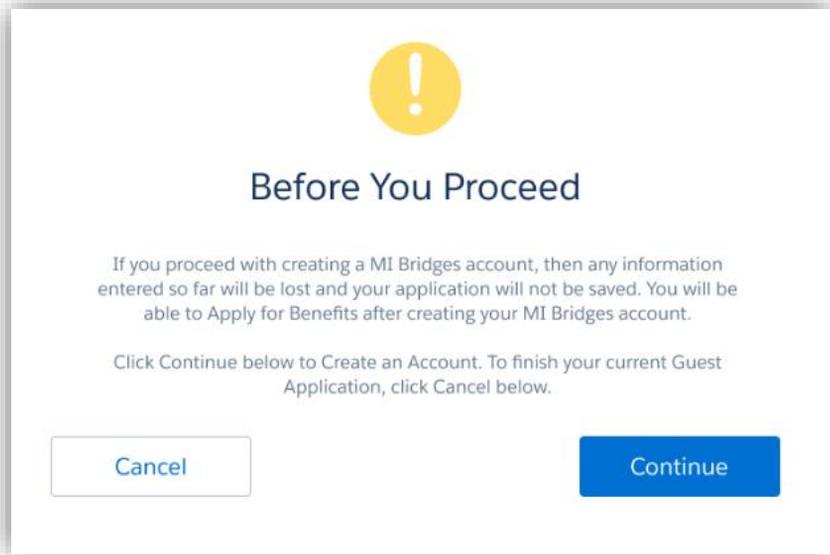
[Continue as a Guest](#)

[MI Bridges Home](#) | [Contact](#) | [Policies](#) | [MDHHS Home](#) | [MI.gov Home](#) | [Mandated Reporters](#) | [Community Partners](#)

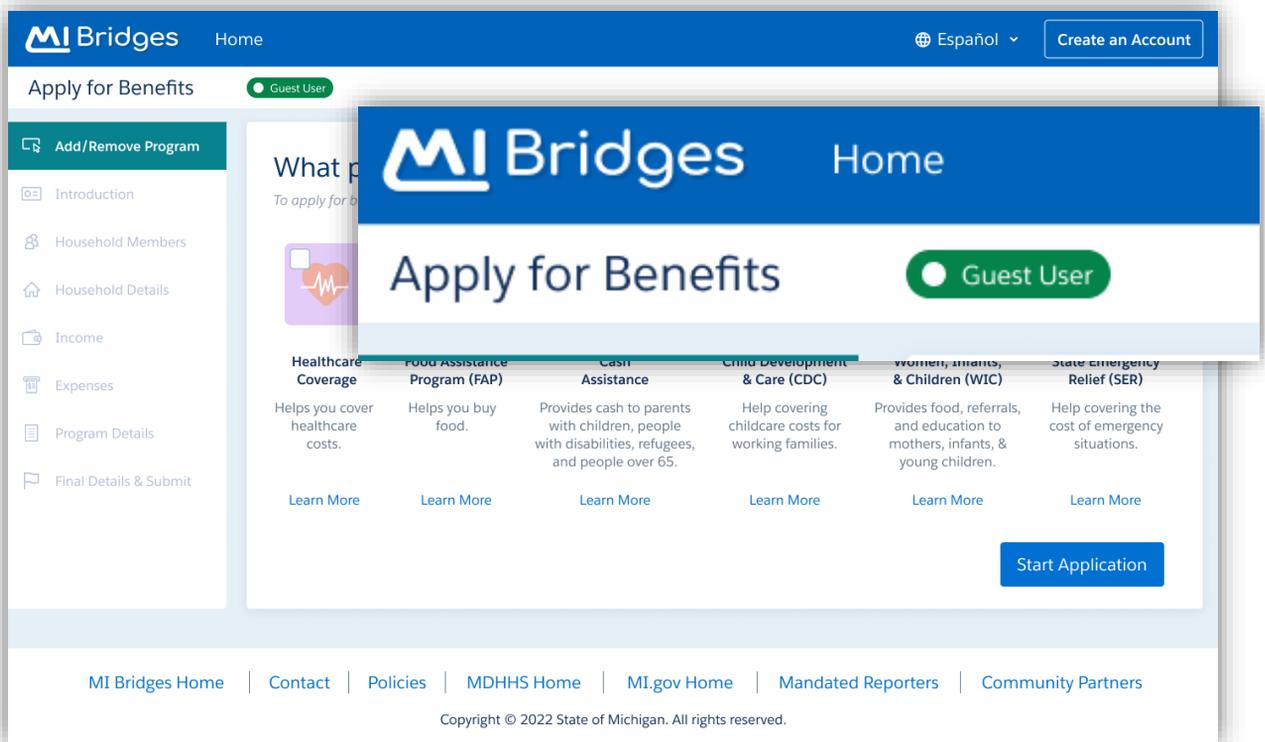
Copyright © 2022 State of Michigan. All rights reserved.

Guest Application

Users will see a “Before You Proceed” message while in the Guest Application for Benefits flow.

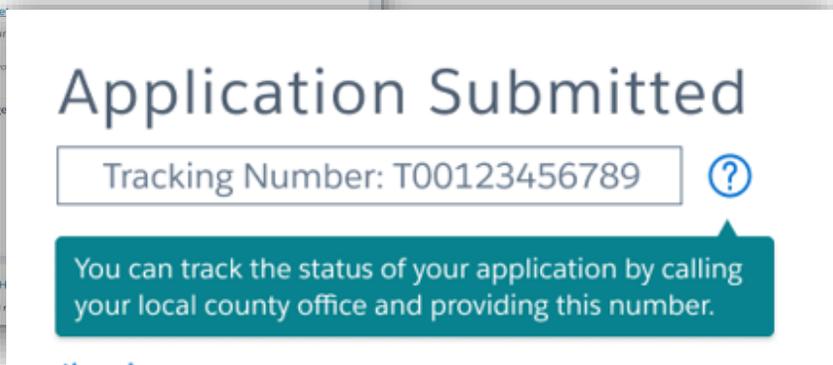
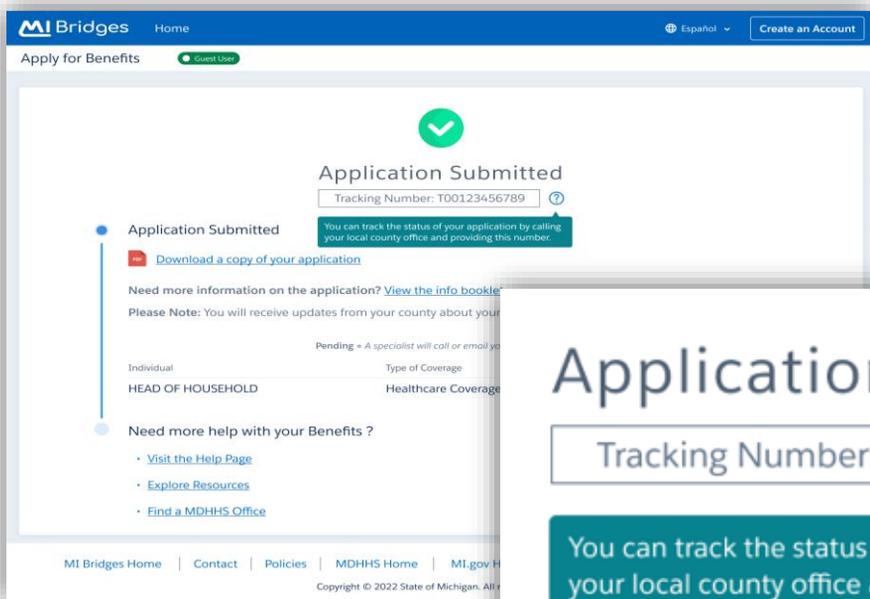


Indicator the Application for Benefits is being completed as a “Guest User”.



Guest Application

Confirmation the Application for Benefits submitted as a “Guest User” and how to track the status of the application with the “Tracking Number”.



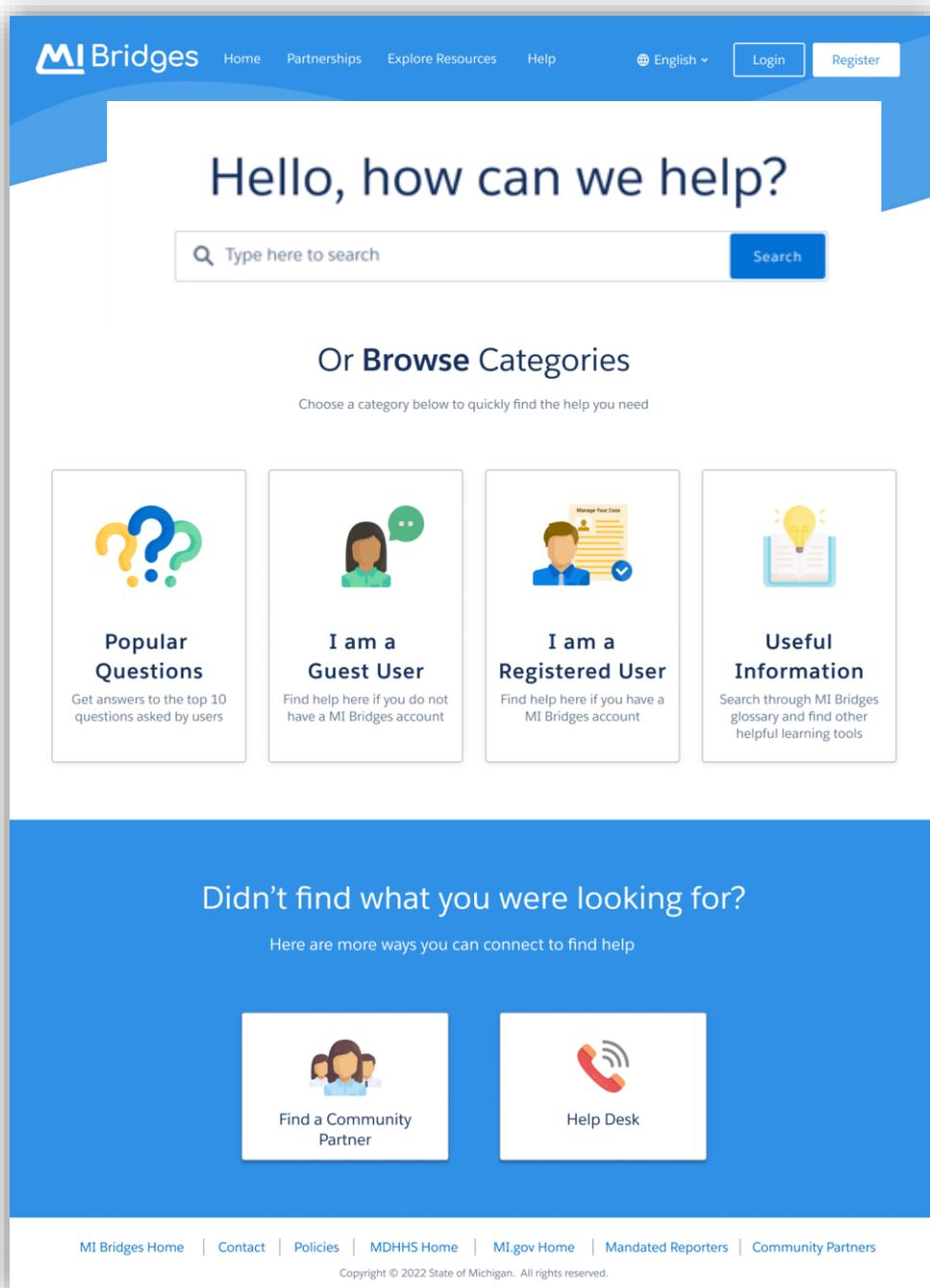
A new indicator on the Application for Benefits PDF that is generated post “Guest Application” for Benefits flow.

The screenshot shows a PDF form titled 'Assistance Application' with a 'Guest Application' indicator. The form includes a logo for HCC (Hills County Council) and the MI Bridges logo. The 'Programs Requested' section shows 'HCC'. The 'Date' is '01/06/23', 'Time' is '04:42 PM EST', and 'T Number' is 'T50534386'. The 'Introduction' section is followed by the 'Primary Applicant' section, which contains several input fields: 'Preferred Spoken Language', 'Preferred Written Language', 'What communication assistance do you need?', 'First Name' (Patty), 'Middle Name', 'Last Name' (Mayonnaise), 'Suffix', 'DOB' (12/11/1985), 'SSN' (444-44-4444), 'Home Phone #', and 'Cell Phone #'. The form is partially filled out with these values.

Help Page Redesign

The Help page has been redesigned to provide better assistance to MI Bridges users including a search function to make it easier to find the assistance needed.

Users can now click on topics specifically for registered users like "Popular Questions", "I am a Guest User", "I am a Registered User" and the "Useful Information" tile.



Popular Questions

When a user clicks on the “Popular Questions” tile, a list of the top 10 questions with answers will display.



Popular Questions
Get answers to the top 10 questions asked by users



I am a Guest User
Find help here if you do not have a MI Bridges account



I am a Registered User
Find help here if you have a MI Bridges account



Useful Information
Search through MI Bridges glossary and find other helpful learning tools

Popular Questions

Click on one of the top 10 questions below to learn more.

Who do I call if I face technical issues in MI Bridges?



How do I make changes to my case?



I need help in another language, can MI Bridges Help Desk still assist me?



I am currently receiving benefits, but I don't see my benefits information in MI Bridges. What can I do?



Can I complete my renewal in MI Bridges?



I have submitted an application but I don't see my benefits in MI Bridges. When will I see my benefits?



I need to report a change to my case but I can't access MI Bridges, who should I contact?



What case information can I see?



Where is my local MDHHS office?



What kinds of letters am I able to see in MI Bridges?



I am a Guest User

When a user clicks on the “I am a Guest User” tile, then the “Creating An Account” tile, they will see a comparison table of the features available as a MI Bridges Registered User and Guest User. Clicking “Finding Resources” directs the user to resource topics available to a Guest User.



Popular Questions
Get answers to the top 10 questions asked by users



I am a Guest User
Find help here if you do not have a MI Bridges account



I am a Registered User
Find help here if you have a MI Bridges account



Useful Information
Search through MI Bridges glossary and find other helpful learning tools

As a Guest User I need help with:



Creating An Account



Finding Resources

Creating An Account

Benefits of Creating an Account are listed below

Features Available	Registered User	Guest User
 Receive Notifications  Upload Documents	✓	✗
 View your Letters	✓	✗
 Connect with Community Partners	✓	✗
 Apply for Benefits without a phone number or email	✗	✓

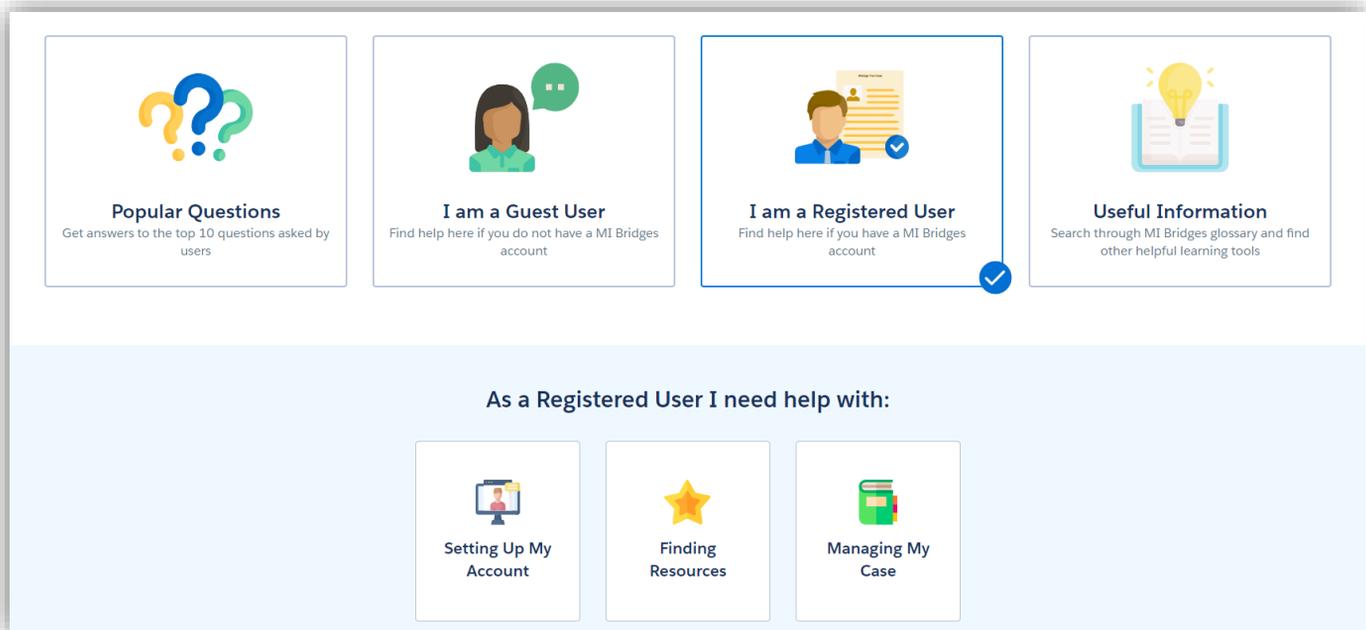
Create an Account

Continue as a Guest

I am a Registered User

Clicking the “I am a Registered User” tile, a user will see these options:

- “Setting Up My Account”
- “Finding Resources”
- “Managing My Case”

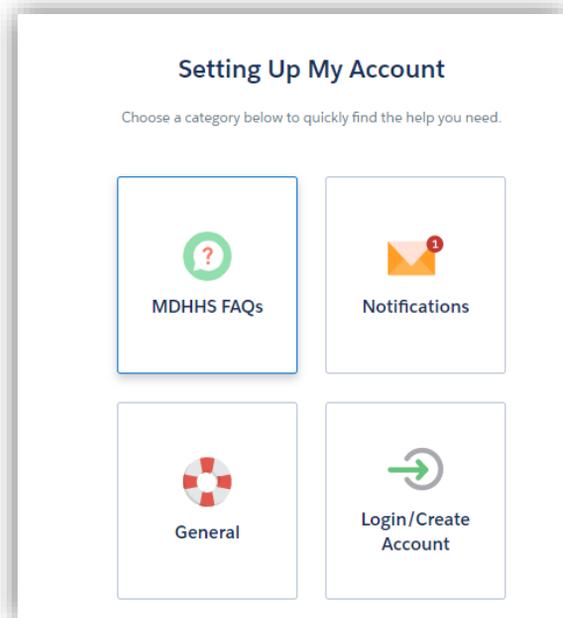


The main navigation menu consists of four tiles. The 'I am a Registered User' tile is highlighted with a blue border and a checkmark icon. Below the menu is a section titled 'As a Registered User I need help with:' containing three tiles: 'Setting Up My Account', 'Finding Resources', and 'Managing My Case'.

 Popular Questions Get answers to the top 10 questions asked by users	 I am a Guest User Find help here if you do not have a MI Bridges account	 I am a Registered User Find help here if you have a MI Bridges account	 Useful Information Search through MI Bridges glossary and find other helpful learning tools
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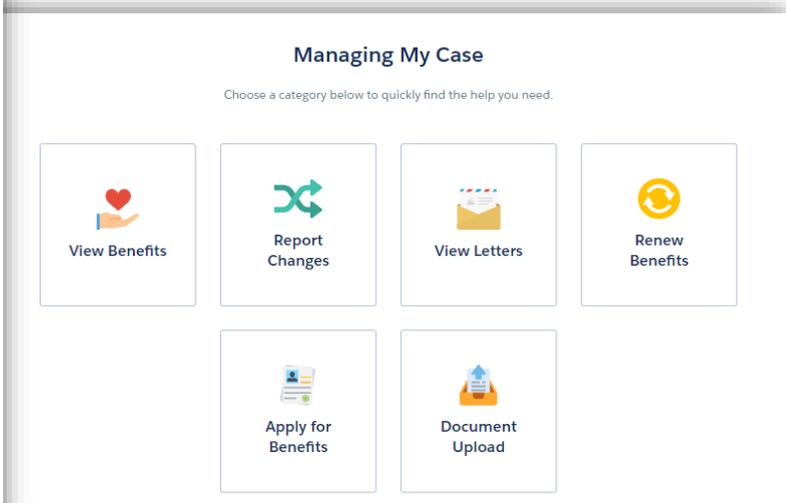
As a Registered User I need help with:

 Setting Up My Account	 Finding Resources	 Managing My Case
---	---	--



The 'Setting Up My Account' sub-menu contains six categories: MDHHS FAQs, Notifications, General, and Login/Create Account.

 MDHHS FAQs	 Notifications
 General	 Login/Create Account



The 'Managing My Case' sub-menu contains eight categories: View Benefits, Report Changes, View Letters, Renew Benefits, Apply for Benefits, and Document Upload.

 View Benefits	 Report Changes	 View Letters	 Renew Benefits
 Apply for Benefits	 Document Upload		

Useful Information

When a user clicks on the “Useful Information” tile, a “Glossary” and “Learning Tools” will display.

Popular Questions
Get answers to the top 10 questions asked by users

I am a Guest User
Find help here if you do not have a MI Bridges account

I am a Registered User
Find help here if you have a MI Bridges account

Useful Information
Search through MI Bridges glossary and find other helpful learning tools

Useful Information
Choose a category below to quickly find the help you need.

Glossary

Learning Tools

[Home](#) > [Learning Tools](#)

Learning Tools

Play a video below to learn more about each topic

Remember!

- The case history page includes all applications, reported changes, and benefit renewals submitted in your MI Bridges account.
- All case history documents are sorted by the date you submitted them.
- Applications, renewals, or reported changes submitted in a different MI Bridges account will not show up here.
- Any paper applications or renewals you may have submitted will also not show up here.

Case History

Why is your Dashboard important

- You can use your dashboard to obtain important information about your case and complete tasks that your case worker needs from you. This will help you keep track of what your case worker needs from you, so you don't lose benefits due to not sending in the correct information.

Dashboard

Remember!

If you choose to verify your identity in MI Bridges, you will be able to:

- View benefits
- View letters from MDHHS
- Report changes for your case
- Renew your benefits

You can still apply for benefits and submit documents for your case without verifying your identity.

ID Verification

When can I View My Benefits?

Viewing your benefits is helpful to find important information about the programs you have applied, such as:

- Healthcare Coverage
- Food Assistance Program (FAP)
- Cash Assistance
- Family Independence Program (FIP)
- Child Development and Care (CDC)
- State Emergency Relief (SER)

View Benefits

Glossary

Use the filter below to search for commonly used terms in MI Bridges or look through the list

1 2 >

Account Locked - Temporary lock on the account due to too many failed log in attempts.

Benefit Processing Times - Benefit Processing Times are available in the application for benefits. You can find an online version here: [MDHHS-1171 \(michigan.gov\)](https://mdhhs-1171.michigan.gov/)

Community Partner - Community Partners can help you apply for benefits and connect with resources in your community. There are 3 types of Community Partners: Navigation, Referral, and Access.

[Find a Community Partner here:](#)

Add Resources Page

When a user is adding resources/organizations to their MI Bridges account from Explore or Help Me Find Resources, the "Report Inaccurate Information" message is now bolded with the message **"Michigan 2-1-1 receives the information and can not provide information or assistance for a Michigan Department of Health and Human Services case."**

The screenshot displays the 'Add Resources' page interface. On the left, there is a list of three organizations, each with an 'MI Bridges Partner' badge, a name, address, and distance. Each entry includes a 'Save' button (star icon) and a 'Show Details' link. Below the list is a 'Show More Resources Like These' link. On the right, there is a detailed view for the 'EAST LEONARD CHRISTIAN REFORMED CHURCH'. This view includes sections for 'Services Offered' (Food Pantries), 'Eligibility' (Must reside in northeast Grand Rapids zip codes 49503 and 49505, within an approximate 2 mile radius of the church), 'Fees' (No fees), 'Application Process' (Walk in), and 'Documents Required' (Picture ID - Social Security card or copy, for all members of household - Proof of address). A red box highlights the 'Report Inaccurate Information' link and the following note: 'Note: This section is not for requesting help or benefits. If you are requesting information or assistance for your MDHHS case, please contact 844-464-3447 or County Offices (michigan.gov) for support.' Below this, there is a 'Resource Organization Information Change Request' section with a form to update information for the church, including fields for Address, Website, Phone Number, and Hours.

Report Inaccurate Information ^

! Note: This section is not for requesting help or benefits.

If you are requesting information or assistance for your MDHHS case, please contact **844-464-3447** or [County Offices \(michigan.gov\)](#) for support.

Application Submission

When a registered MI Bridges user is applying for benefits and selects the "Food Assistance Program", "Cash Assistance", and/or "Child Development and Care" or any combination with these three programs, the user will see the option to submit an unfinished application.

An unfinished application may result in longer processing and more correspondence from the Michigan Department of Health and Human Services.

MI Bridges Home Apply for Benefits To Do List Benefits Resources Settings Logout

Apply for Benefits

Add/Remove Program

Introduction

Household Members

Household Details

Assets

Income

Expenses

Program Details

Final Details & Submit

Submit Unfinished Application

MI Bridges Home

Get expedited food assistance in 7 days or less.

To see if you qualify, select any that apply

My monthly income is less than \$150 and I have \$100 or less in cash/accounts right now

My household's combined monthly income and cash/accounts are less than my household's combined monthly rent/mortgage and utilities

I am a migrant or seasonal farmworker whose income has stopped and I have \$100 or less in cash/accounts right now

< Back

Continue



Before You Proceed

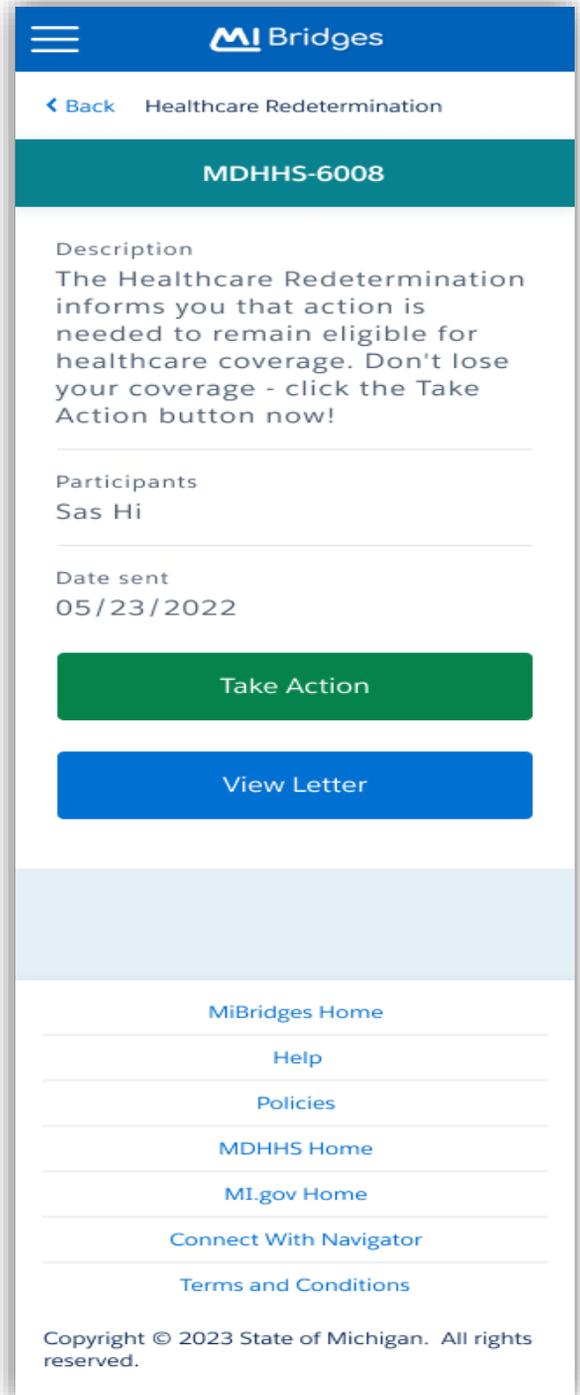
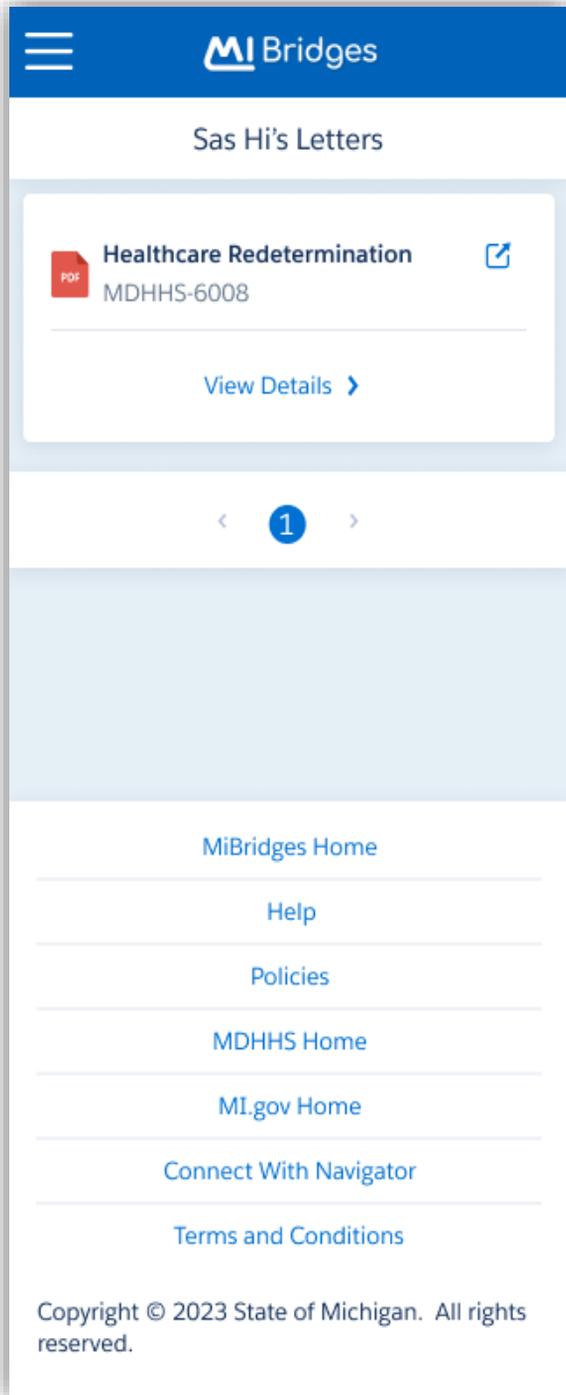
You have selected to submit an Unfinished Application for FAP, CDC, and/or Cash Assistance. Submitting an Unfinished Application may result in delays due to MDHHS needing additional information.

Yes, Sign and Submit

No, Return to Application

View Benefits

Users will now see in “View Letters “ if correspondence for “Healthcare Redetermination” or MDHHS-6009 was sent from the Michigan Department of Health and Human Services. The option to “Take Action” or “View Letter” is available.



MI Bridges Community Partner Enhanced Messages

When an organization may already be registered as a MI Bridges Community Partner, they will see this message.

Your organization may already exist. Contact the MI Bridges Community Partner Team at mdhhscommunitypartners@michigan.gov.

Users will now see a unique error message when logging in after being removed or deactivated from their Lead Point of Contact and how to contact them.

Removed User



The organization your account is associated with has removed you as an approved user. Contact <name of LPOC> at <LPOC's email> with <name of organization> for further assistance.

Deactivated User



The organization associated with this account has been deactivated by MDHHS. Contact <name of LPOC> at <LPOC's email> with <name of organization> for further assistance.

New! MI Bridges Community Partner Referral Export

MI Bridges Community Partners with Assign and Manage Referral permission can now export one or all referrals into one spreadsheet on the Manage/Assign Referrals pages. Once the referral(s) have been selected to export, the Export Referrals green box will be enabled.

The screenshot displays the 'Assign Referrals' page in the MI Bridges system. The top navigation bar includes 'MI Bridges', 'Home', 'Client Action Needed', 'Manage', 'Organization', 'Reports', 'Settings', and 'Logout'. The page title is 'Assign Referrals', with sub-tabs for 'Unassigned (1)', 'Assigned (12)', and 'Completed'. A 'Forwarded Referrals' section contains an 'Assign (0)' button and an 'Export Referrals' button. A table lists referrals with columns: ASSIGN, DATE OF REFERRAL, NAME, OVER AGE 80?, CLIENT COUNTY, ORGANIZATION LOCATION, REFERRAL SOURCE, REFERRAL TOPIC, REFERRAL NEED, and EXPORT (Select All). One referral is shown: assigned on 09/14/2022 to Kennedy, Johnan in Kent County, with a confidential address, applying for benefits, and an employment and training need. Below the table are another 'Assign (0)' and 'Export Referrals' button, and a pagination control showing page 1 of 1.

ASSIGN	DATE OF REFERRAL	NAME	OVER AGE 80?	CLIENT COUNTY	ORGANIZATION LOCATION	REFERRAL SOURCE	REFERRAL TOPIC	REFERRAL NEED	EXPORT (Select All)
<input type="checkbox"/>	09/14/2022	Kennedy, Johnan		Kent	Confidential Address	Apply for Benefits	Applicant Self-Referral	Employment and Training: Currently collecting unemployment	<input type="checkbox"/>

New! MI Bridges Community Partner Referral Export

While viewing the referral, the option appears to export the referral.

The screenshot displays the MI Bridges web application interface. At the top, a blue navigation bar contains the MI Bridges logo, a home icon, a 'Manage' dropdown menu, and links for 'Organization', 'Reports', and 'Settings'. A 'Logout' button is located in the top right corner. Below the navigation bar, a breadcrumb trail shows '< Back to Manage Referrals'. The main content area is titled 'Tamara Davis - For Self, Lisa Davis' and features a prominent green 'Export Referrals' button in the top right. The referral details are organized into several sections: 'Referral Reason' with a table of fields (Referral Date, Source, Topic, Need, Referral Status, Completed By); 'Services Information' (Services Needed: Mammogram); 'Contact Information' (Cell Number, Home Number, Email, Preferred Spoken Language, County); and a status indicator 'Can contact via text message'. A 'Resources Requested' section includes 'Home Visiting' (4) and 'Food Assistance', with a search bar and 'Explore Resources' and 'Help Me Find Resources' buttons. The 'Referral History' section lists completion and assignment dates. A 'Notes' section provides a text area for user input. Finally, a 'Navigator' section shows two profile cards for 'Janet Jenkins' at 'Cherry Hill Clinic'.

MI Bridges Home Manage Organization Reports Settings Logout

< Back to Manage Referrals Export Referrals

Tamara Davis - For Self, Lisa Davis

Referral Reason

Referral Date	Source	Topic	Need	Referral Status	Completed By
06/05/2021	Apply for Benefits	Applicant Self-Referral	BC3NP Assistance Referral	Completed	Jane Doe

Services Information

Services Needed
Mammogram

Contact Information

Cell Number	Home Number	Email	Preferred Spoken Language	County
123-123-1234	123-123-1234	tamaradavis@email.com	Spanish	Clinton

✓ Can contact via text message

Resources Requested [View All](#)

Home Visiting 4 Food Assistance

Find and share resources directly with <First Name>. Explore Resources Help Me Find Resources

Referral History

- Completed by Jane Doe on 04/22/2022.
- Assigned to <Worker Name 1> by <Worker Name 2> on <Date>.

Notes

This space is provided for your own use. Type in any thoughts or reminders that are relevant.

Navigator

Janet Jenkins
Cherry Hill Clinic

Janet Jenkins
Cherry Hill Clinic

DID YOU KNOW?

MI Bridges Resources: We have a resource page dedicated for you, our MI Bridges Community Partners! We encourage you to look. The answer to your question may just be there! [Here](#) you can find more information such as:

- [MI Bridges User Guide](#)
- [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 MI Login 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 MI Login for Third Party/MI Bridges 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.** Your Lead Point of Contact (LPOC) can contact the MI Bridges Community Partner team MDHHCommuniytPartners@michigan.gov for the "Create Your Account" email to be resent.

MI Bridges Training

As a continued effort to stay safe during the pandemic, MDHHS MI Bridges Trainings continue to as 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, April 18, 2023 – 1:00 pm to 3:00 pm](#)

[Tuesday, May 9, 2023 – 1:00 pm – 3:00 pm](#)

[Wednesday, May 24, 2023 – 1:00 – 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 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.

MI Bridges Partner Information to Share

Women's Health Partnership Campaign Website

[Women's Health Partnership Campaign \(michigan.gov\)](https://www.michigan.gov/women)

Cancer and heart disease are the leading causes of death for Michigan women, and to tackle this issue the Cancer Prevention and Control Section of the Michigan Department of Health and Human Services (MDHHS) has screening programs for women. The Breast and Cervical Cancer Control Navigation Program (BC3NP) provides breast and cervical cancer screening to eligible women. The WISEWOMAN Program provides screening for heart disease risk factors and health coaching to make lifestyle changes. To promote these programs the Cancer Section of MDHHS began the **Women's Health Partnership Campaign**.

Promote the Women's Health Partnership Campaign

Visit [Women's Health Partnership Campaign \(michigan.gov\)](https://www.michigan.gov/women) and select "Promote the Women's Health Partnership Campaign" to find patient and provider flyers in different languages and a social media ambassador toolkit. These materials are ready to use for promotion of the BC3NP and WISEWOMAN Programs. See the attached flyers available in English as examples.

Sign up to be a Women's Health Partnership Campaign Partner

Send an email to MDHHS-WomensHealthPartner@michigan.gov for more information and to request being added to the monthly email updates.

University of Kansas Center for Public Partnerships and Research

Members of the University of Kansas Center for Public Partnerships and Research team will be hosting a two-hour virtual focus group in Michigan. Participants will be asked to share their experiences with accessing, attempting to access, OR not accessing TANF benefits in Michigan. Participants will receive a \$50 ClinCard for participation.

Participants Requirements:

- Be 18+ years old
- Have access to Zoom software
- Have at least one child under the age of 18
- If you have experienced one of the following:
 - Accessed TANF/FIP benefits
 - Were unable to access TANF/FIP benefits
 - May qualify, but have not applied to TANF/FIP benefits
- Speak and understand English as a primary or secondary language

Please share with your clients who may be interested.

[KU Research Flyer](#)

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 and they cannot see their benefits. What can I do?

Benefits can be linked to only **one account** in MI Bridges. 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. It is strongly 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 a 2005 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 for Third Party 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 location's 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.

9. I received a red banner error message when I attempted to log in as a MI Bridges Community Partner.

MI Bridges Community Partners have a separate log in page from the Michigan residents. If you log in on the resident MI Bridges page, you will receive the error message "**Invalid Username or Password**". The MI Bridges Community Partner log in page is located here: [MI Bridges - Log In \(michigan.gov\)](#). If your session is inactive for a bit, you will be logged out and the default is the resident log in page.