# MI Bridges
# News You Can Use

**Michigan Department of Health and Human Services**　　　　**December 2022**

## 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](#)

# 8.725M+
Applications Submitted

# 3.71M+
Residents Registered

# 5,530+
Community Partner Navigators

MI Bridges statistics as of 11.30.2022

**MDHHS**
Michigan Department of Health & Human Services

## MI Bridges December Release – Enhancements for Residents and Community Partners

On December 10, 2022, MI Bridges completed a system release with some exciting changes for residents and our community partners! Those enhancements and new functionality include:

- Life Events Emergency Planning name changed to [Personal Safety Services](#)
- New [Log In Message](#) when a resident registers reminding them to use existing MILogin credentials
- Location of [language options](#) relocated
- State Emergency Relief (SER) [Burial Request](#) pre-application questions
- [View Benefits Error Message](#) enhanced
- [Mobile upload document](#) enhancements
- Updates to the document [upload successful](#) message
- Previous Applications tab renamed [Case History](#)
- Updates to Renew My Benefits Assets and Income & Employment [help information](#)
- [Additional content](#) added to a Breast and Cervical Cancer Control Navigation Program (BC3NP) referral
- [Remove Active User](#) confirmation
- Enhanced [Send Resource to <client name>](#) button

No screenshots provided for:

- Referral logic enhancement based on the county or counties an organization serves vs the closest county being displayed to the resident.
- MI Bridges Community Partner search enhanced when a resident only enters a zip code to broaden the search area.

# Personal Safety Services

Clicking **"Explore Resources"** on the MI Bridges Landing page will display resources available without creating a MI Bridges account. The Emergency Planning tile has been renamed to "**Personal Safety Services"**. Here a user will see resource they may find helpful in an emergency, planning for a disaster, emergency preparedness and response, and Poison Control information among other topics.

# Log In Message

A resident will see this message when they click **"Register"**.  The purpose of this message is to reduce the creation of duplicate accounts by reminding the resident to login with their existing MILogin username and password (if they have one) for MI Bridges and other systems such as MiWAM, CARS, and MiChildSupport to name a few.

**Important!**  Only accounts that are linked to a client's case in Bridges will show benefits information.  We strongly recommended to log into the account that is connected to Bridges to view benefits.  If your client has forgotten their username or password, MI Bridges has self-service tools to support account recovery.
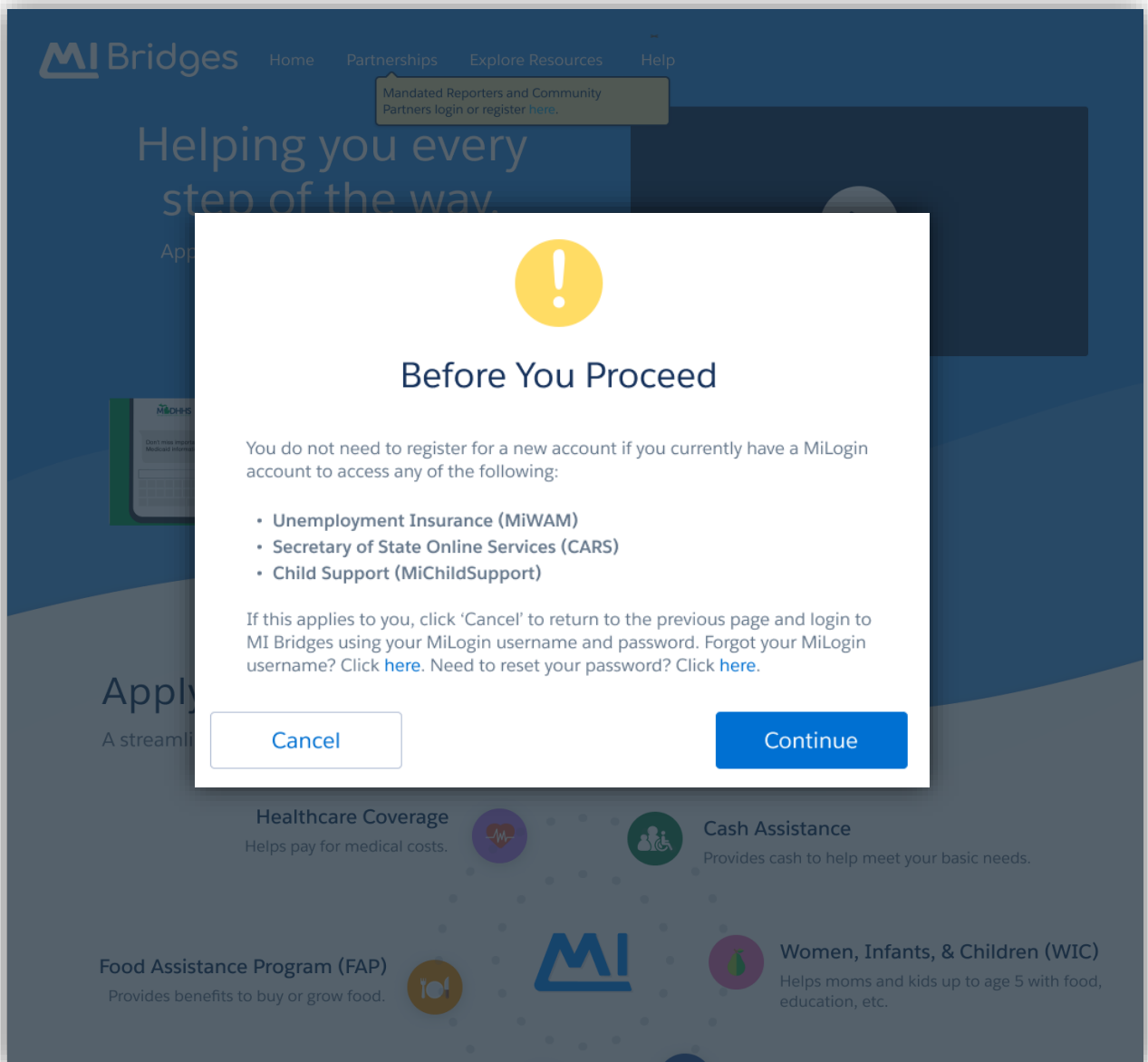
# MI Bridges Language Options

The language options for English, Spanish, and Arabic are now located in the blue MI Bridges top task bar for increased visibility.
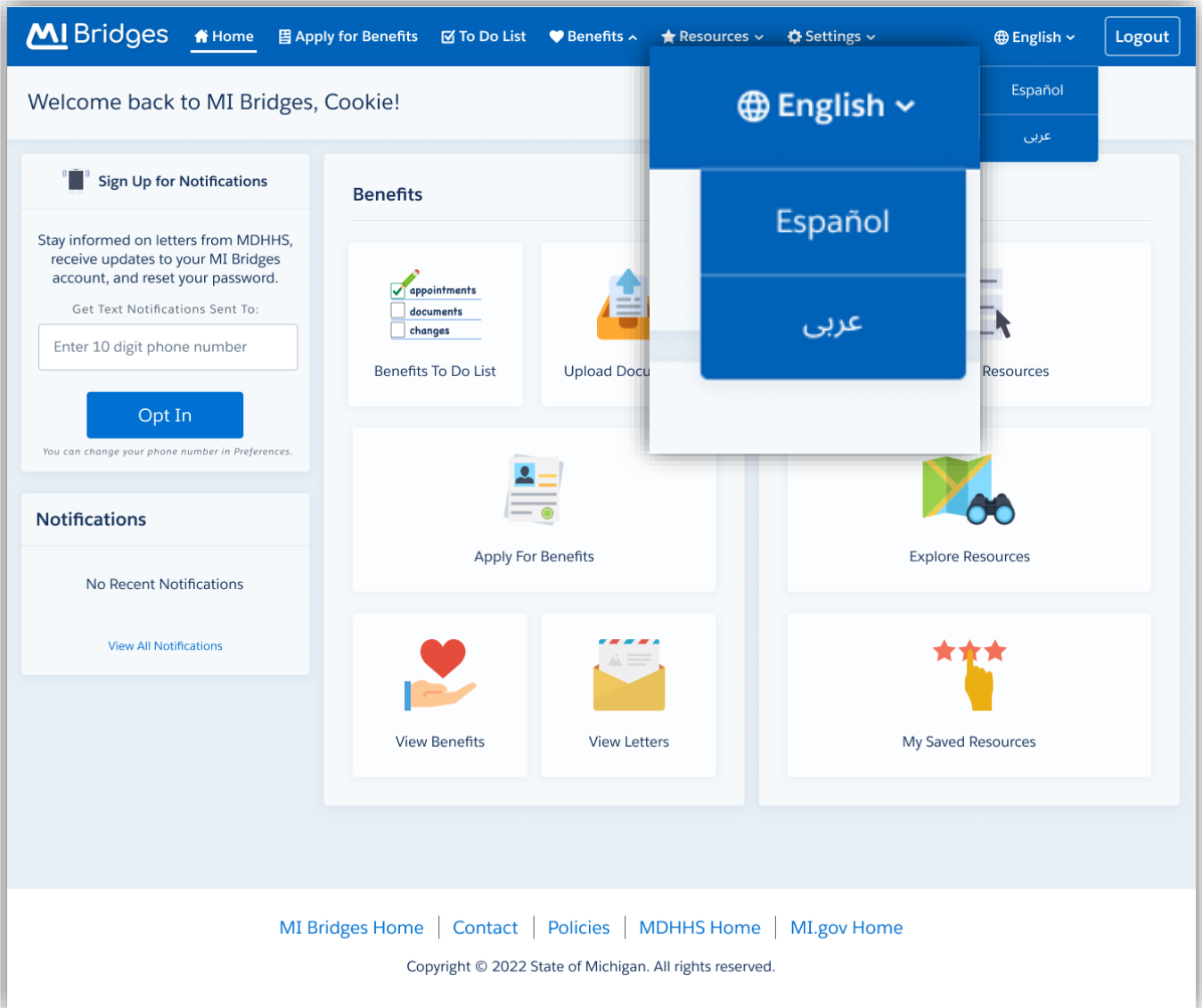
# SER Burial Service Request Pre-Application Question

A resident applying for SER, if they answer, 'Yes' to the question **"Are you applying for Burial Service Request?"** the message below will display. The resident will click **'Continue'** and the message will close and proceed to the Pre-Application Question screen.
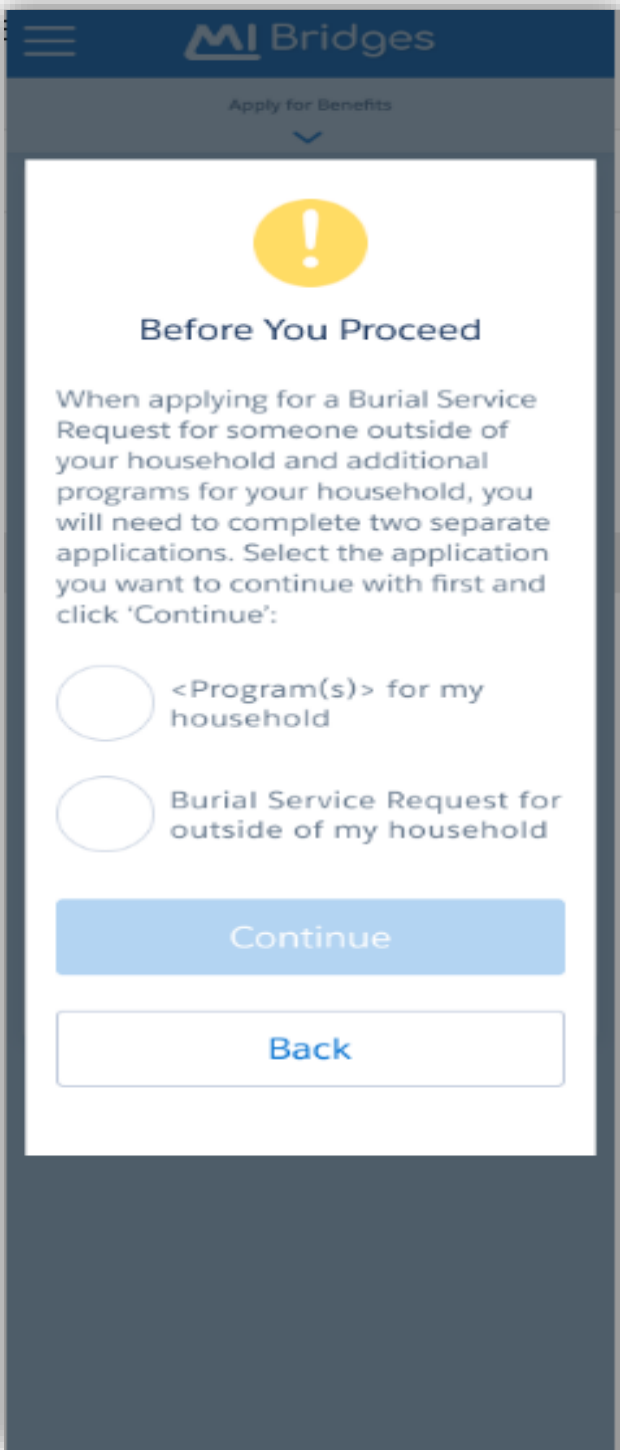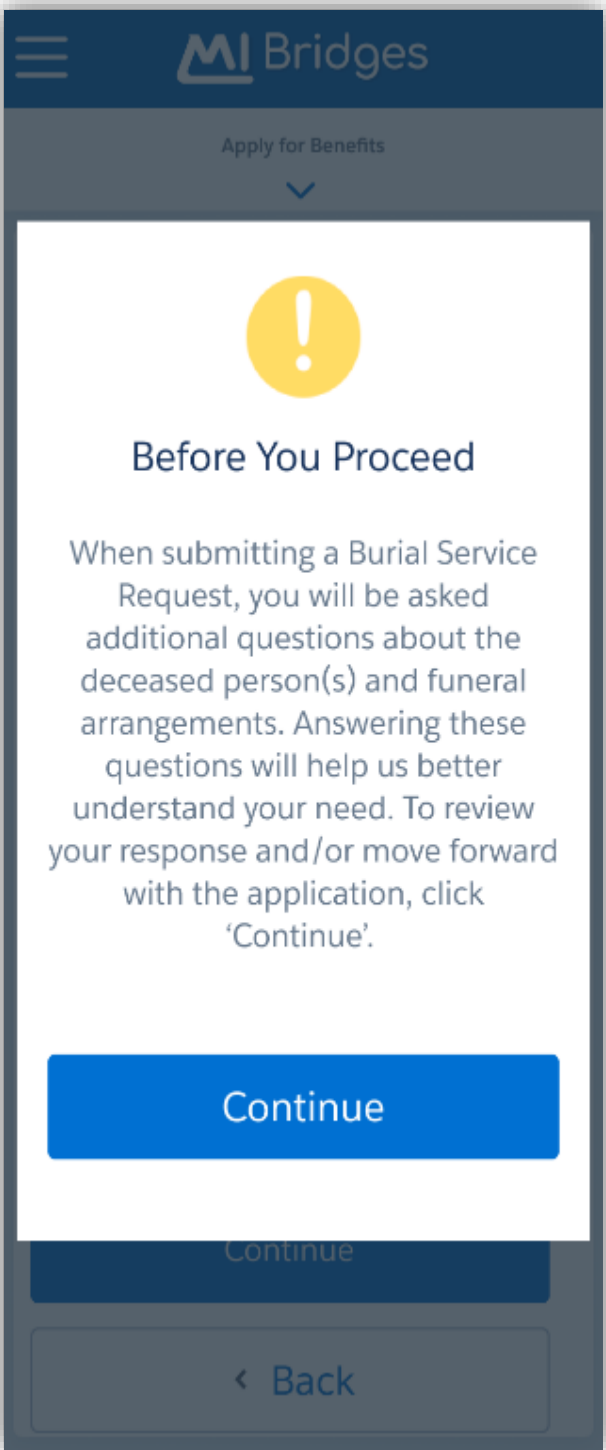
# View Benefits Error Message

When a resident attempts to view their benefits and there is a technical reason why they cannot be viewed in MI Bridges, an updated error message will display. The MI Bridges Help Desk number has been removed as the counselors are not able to support a technical resolution.
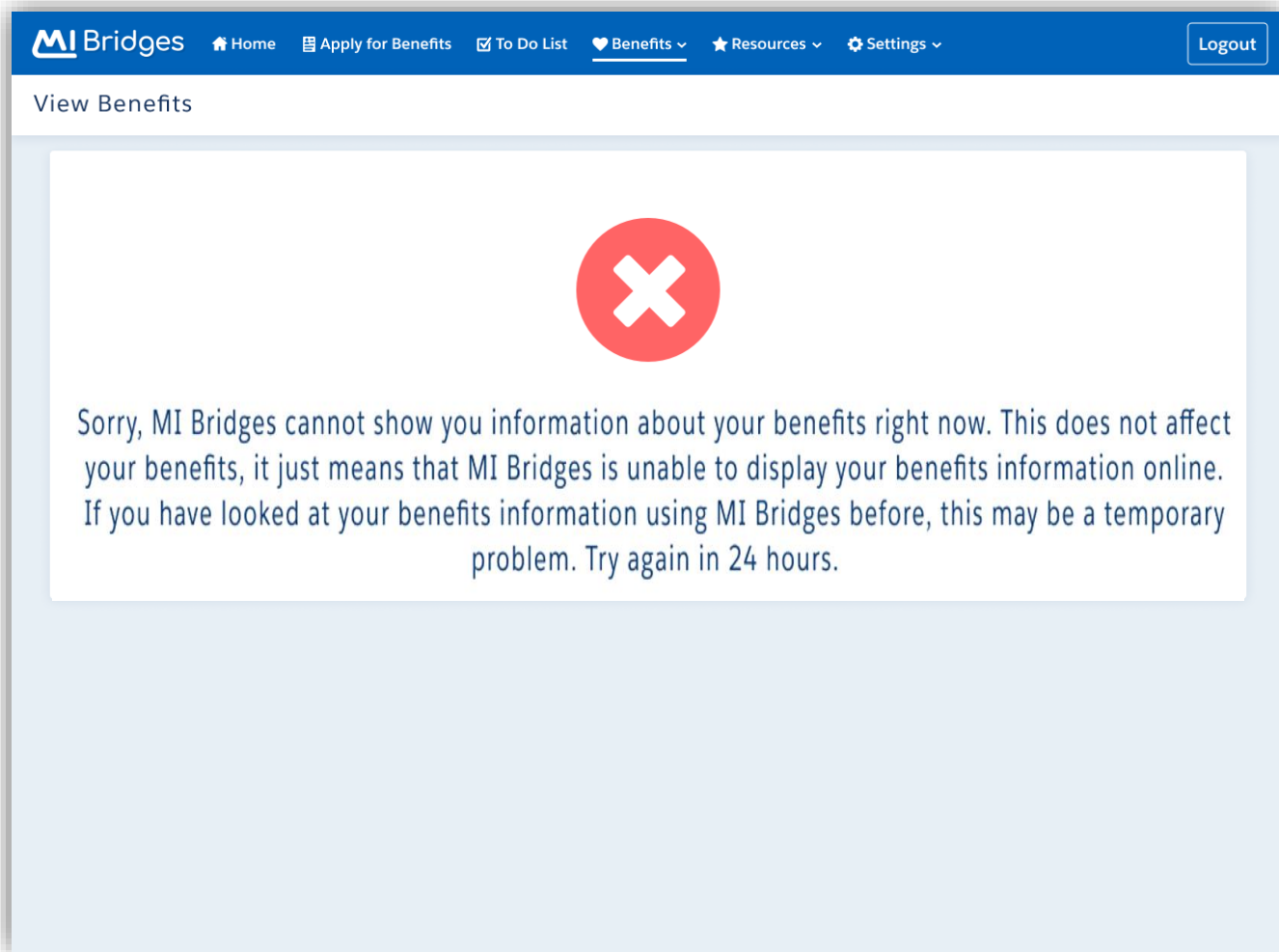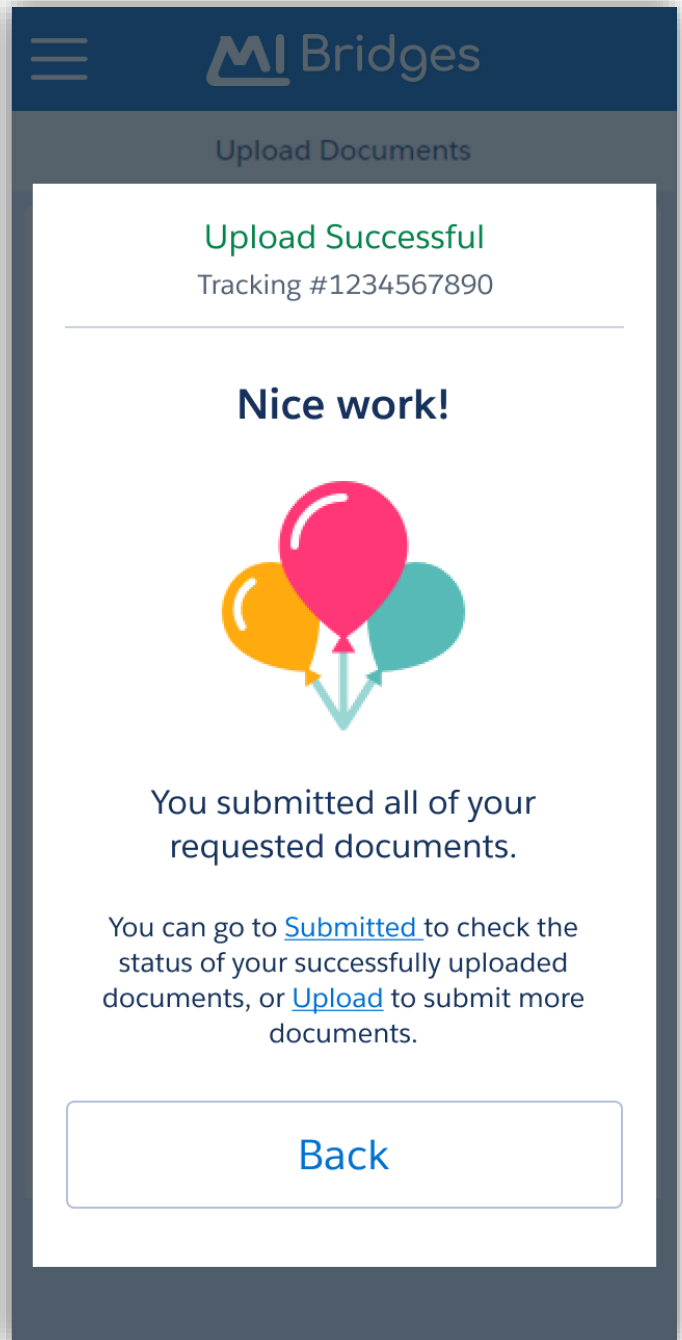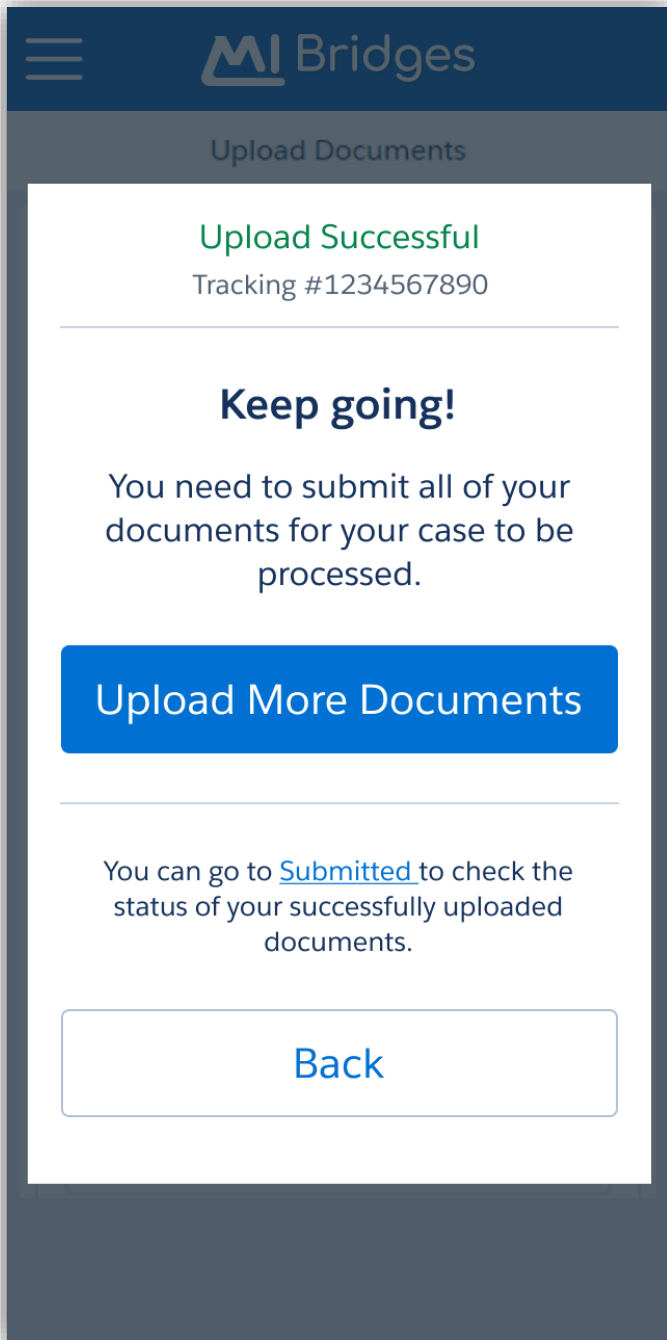
# Mobile Device Document Upload

When a resident clicks on their **"To Do List"** on a mobile device, there is now a more visible link for "**Upload Document"**.
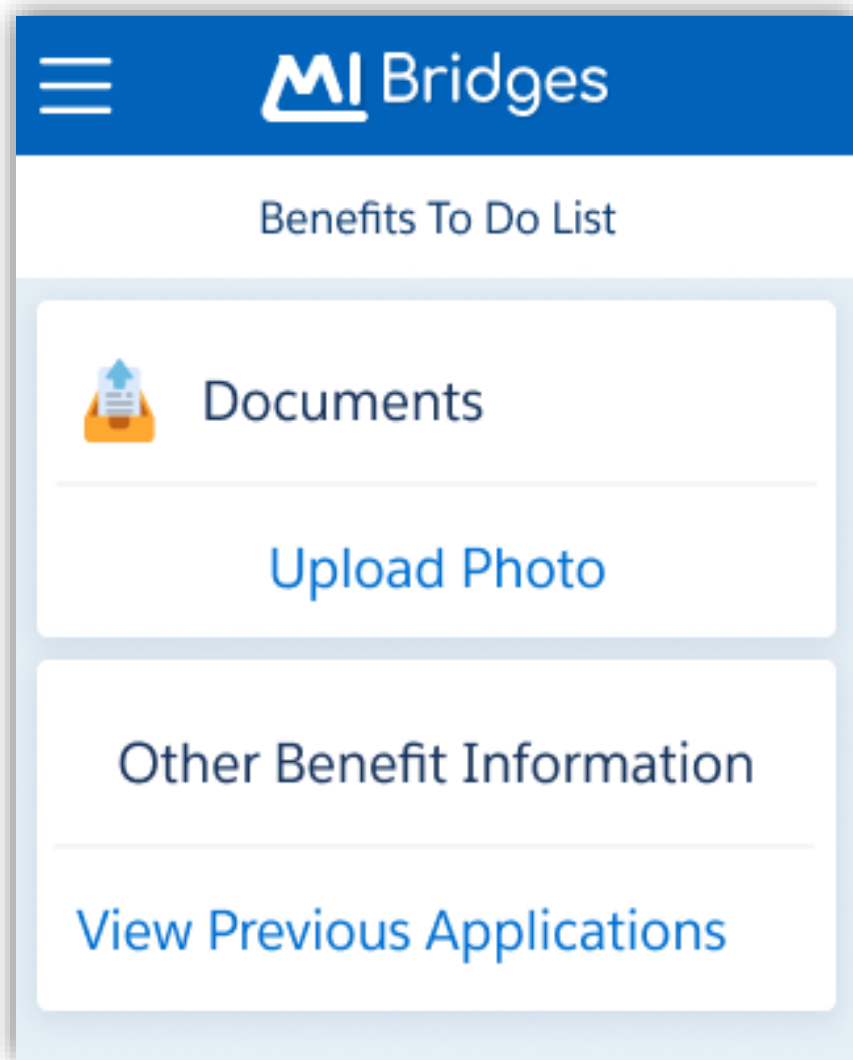
# Mobile Document Upload

A resident will see updates to the upload successful message in upload documents to encourage them to upload more documents if requested on the Verification Check List (VCL) and they have not been already been uploaded. The first image indicates the VCL requested more than one document. Image two verifies all requested documents have been submitted.

**MI** Bridges

Upload Documents

### Upload Successful
Tracking #1234567890

## Keep going!

You need to submit all of your documents for your case to be processed.

**Upload More Documents**

You can go to Submitted to check the status of your successfully uploaded documents.

**Back**

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**MI** Bridges

Upload Documents

### Upload Successful
Tracking #1234567890

## Nice work!

You submitted all of your requested documents.

You can go to Submitted to check the status of your successfully uploaded documents, or Upload to submit more documents.

**Back**

# Benefits Tab Update

When a resident is logged into their account and has benefits to view, the Previous Application tab was renamed to **"Case History"** in the Benefits tab and **"Other Benefit Information".**
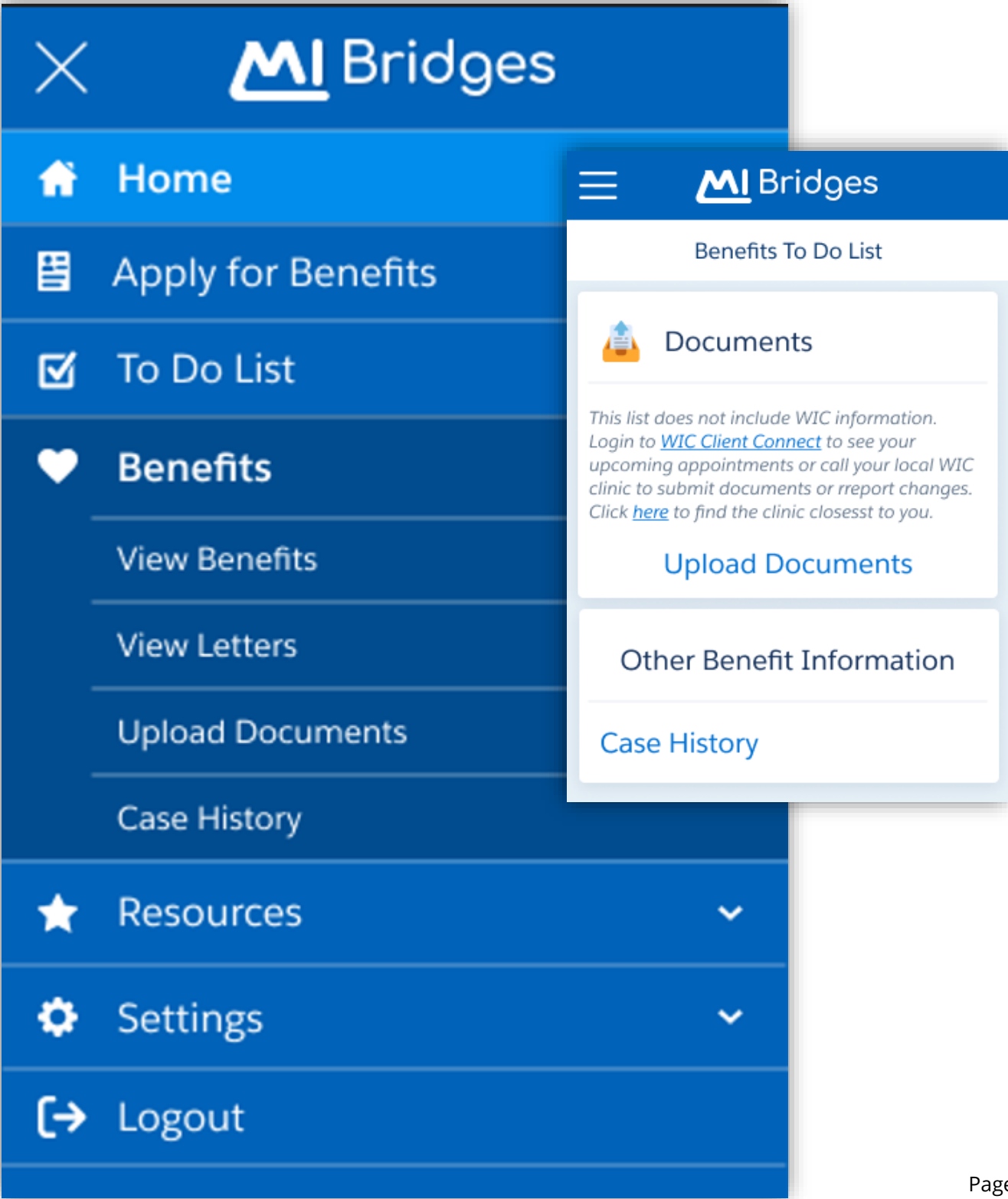
# Renew My Benefits

A resident completing a Semi-Annual Review (form 1046) will see an update to the help text on the **Assets** page and **Income & Employment** *"What am I required to report?"*.

## Assets

**MI Bridges**

Renew My Benefits

Assets

* = Required

Does your household have more than $15,000 in cash assets? *ⓘ

"For all FAP groups, you must report all lottery or gambling winnings of $4,250 or more by the 10th of the following month after receipt.

No

Continue

‹ Back

## Income & Employment

**MI Bridges**

Renew My Benefits

Income & Employment

Here are the income and employment records you previously reported. Ensure all information below is up to date.

What am I required to report?

You are required to report and send proof of:

Change in total monthly employment or self-employment income by more than $125 since you last reported a change.

Change in income because of stopping, starting, or changing a job or selfemployment.

Proof includes earnings your household received for the past 30 days. If someone's job has ended and was not previously reported, you will need to provide proof of the job ending.

Change in total additional monthly income by more than $125 since you last reported a change, such as Social Security, a pension, Unemployment Benefits, child support, and/or orther income not earned through employment.
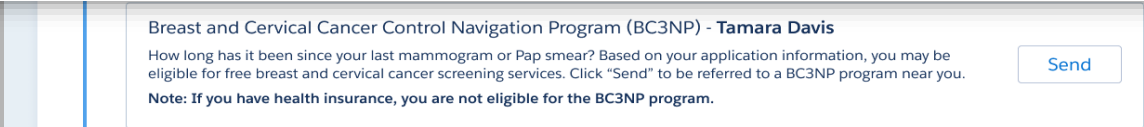
# BC3NP Referrals

When a BC3NP referral is suggested for a cancer screening they may qualify for, a new note has been added about eligibility and a description of a Mammogram will present additional information for the resident.
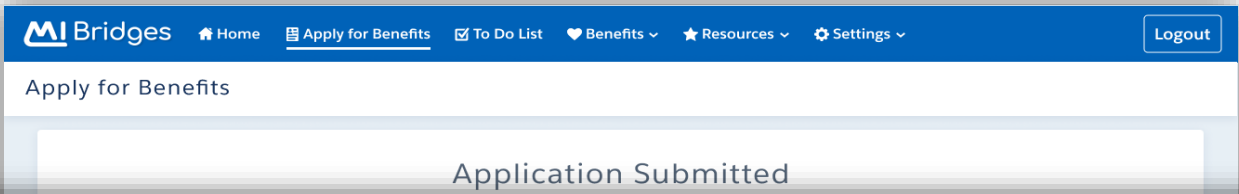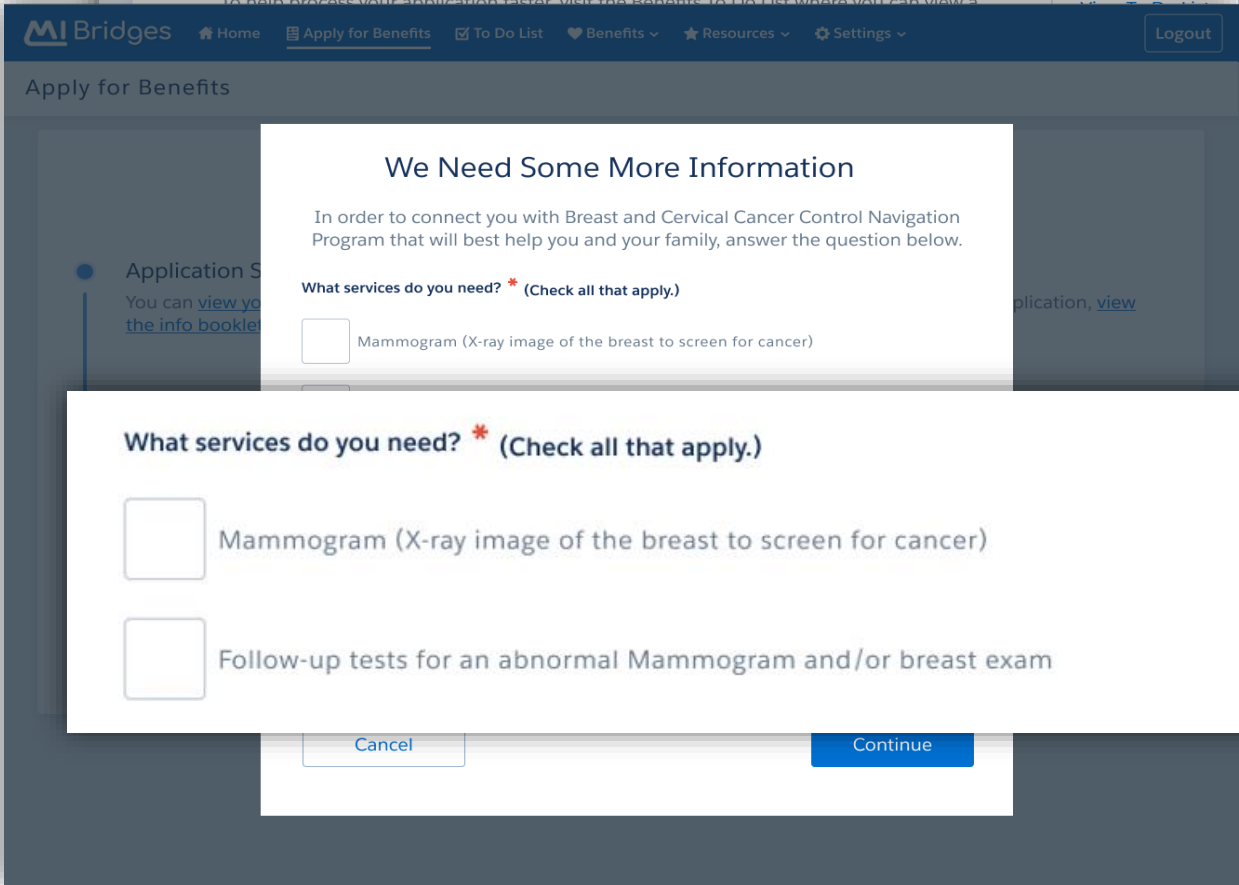
# Remove Active User Confirmation

When a Lead Point of Contact or a team member with Manage Organization permission is on the Active User tab and clicks on the Remove User button, a pop-up prompt to "**Cancel"** or **"Remove"** the user will display. The user removed will display on the Removed User tab for the organization.

# Send Resource/Referrals Update

When a Navigators selects the **'Help Me Find Resources'** button in their referral details or client directory, when they save resource(s) in the **'Add Resources'** page, then the blue button **"Send Resources/Referrals for <client name>"** displays.

**Please Note:** This option will only be changed for users who have the forwarding/sending referrals consent checkbox checked by their client. A Navigator can refer a client to another organization provided the Client authorizations elected before September 24, 2022, are edited to activate this function.

# DID YOU KNOW?

- **Phone Assistance Guidance:** To assist community partners with working remotely, the temporary exception for phone assistance guidance to assist clients is extended through **December 31, 2022.**

- **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 MILogin 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 MILogin 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, January 10, 2023 – 1:00 pm to 3:00 pm
Tuesday, January 24, 2023 – 1:00 pm to 3:00 pm
Thursday, February 9, 2023 – 1:00 to 3:00 pm
Thursday, February 23, 2023 – 1:00 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.  Trainings fill up fast! We suggest you register early.

**MI Bridges Referral and Access Training:**

The MI Bridges Referral and Access Training have 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.

## 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 cannot see my benefits. What can I do?

Benefits can be linked to only to **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. Therefore, 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 MILogin 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 locations 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 default is the resident log in page.