

MI Bridges

News You Can Use

Michigan Department of Health and Human Services

February 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](#)

9.1M+

Applications Submitted

3.78M+

Residents Registered

5,680+

Community Partner Navigators

MI Bridges statistics as of
January 31, 2023



MI Bridges February Release – Enhancements for Residents and Community Partners

On February 11, 2023, MI Bridges completed a system release with exciting changes for residents and our community partners! The enhancements and new functionality include:

- Phase one of the [MI Bridges Virtual Assistant](#)
- New Home Visiting [Parents as Teachers](#) (PAT) logo

User Log-In Data

We recommend disabling autocompletion on public devices in your organization. Autocompletion is usually enabled by default and can be a privacy concern for users. If needed, please work with your technical teams to verify all public access devices (computers, laptops, tablets, and smart phones) are clearing the cache after a resident user finishes their session and autocompletion is disabled.

MI Bridges Browser

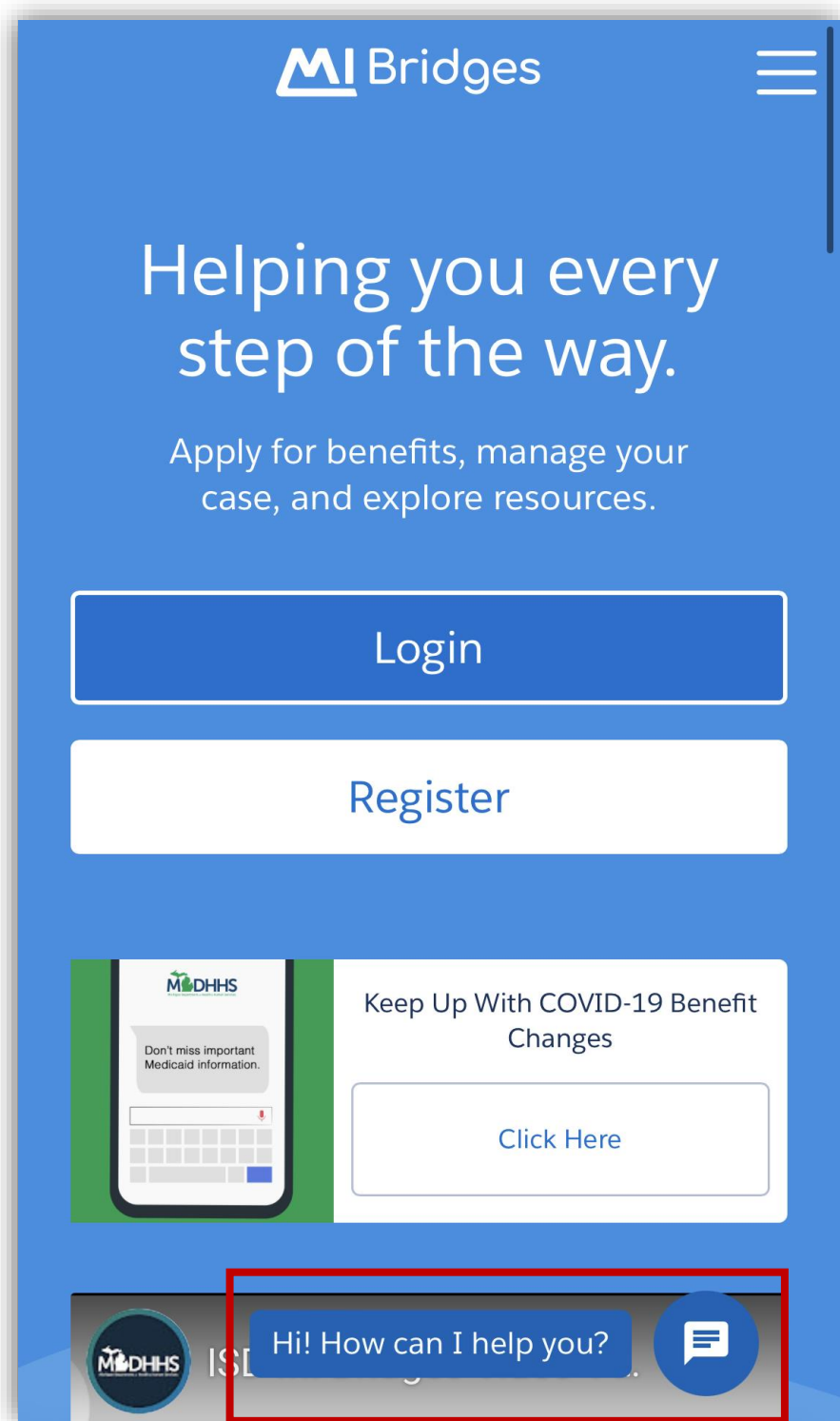
As of June 2022, MI Bridges is not compatible with Internet Explorer. If you, or a resident user, try to access MI Bridges through Internet Explorer, you will receive a message advising the internet browser is no longer supported.

Phone Assistance Guidance

The temporary exception for client assistance via the phone is anticipated to expire March 31, 2023. We will have formal communication as soon as we learn more. You can read more [here](#).

MI Bridges Virtual Assistant

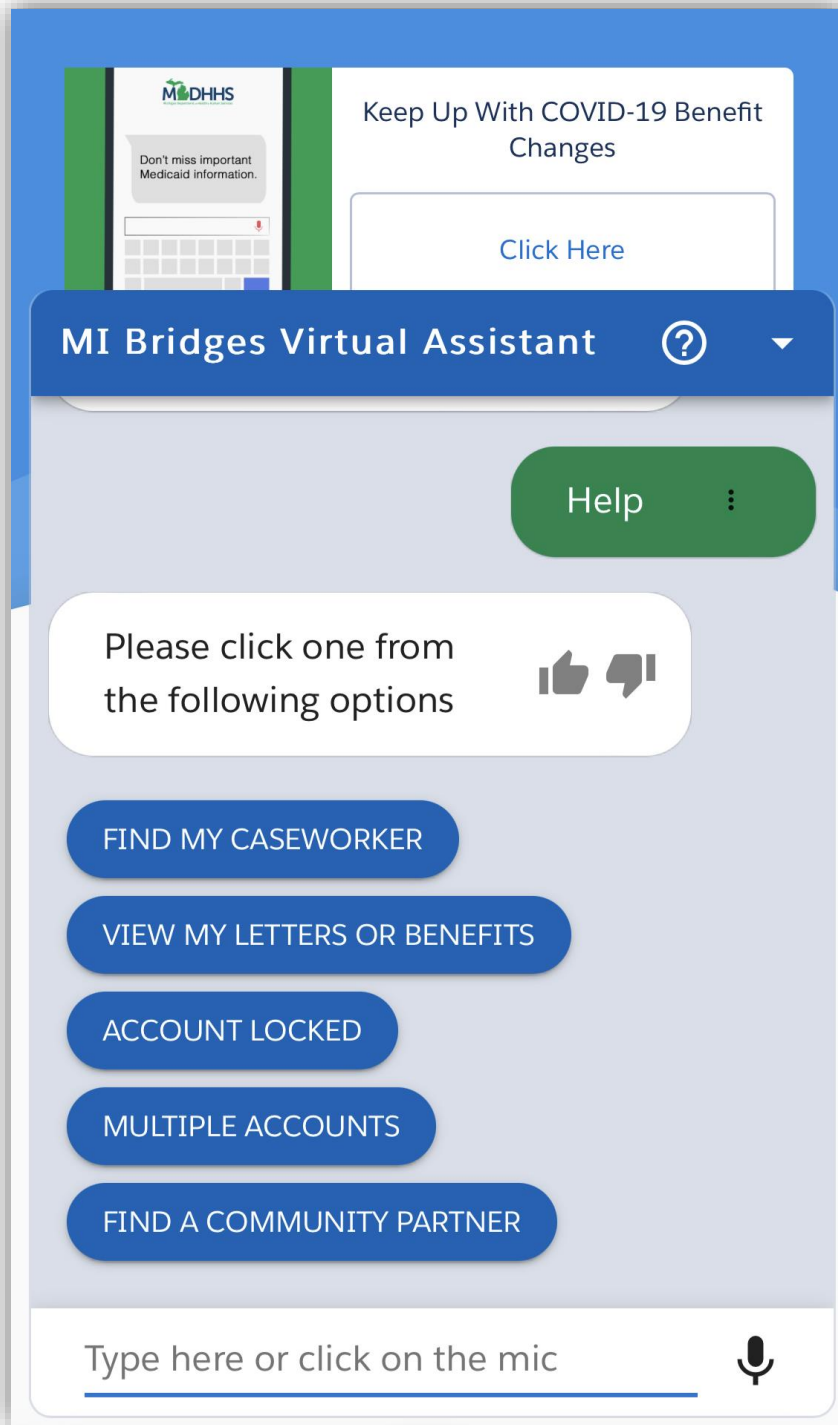
MI Bridges Virtual Assistant phase one! When a user is on the MI Bridges landing page, the chat icon and tooltip will display in the lower right-hand corner to inform them they can click on the icon to have a conversation with the MI Bridges Virtual Assistant.



MI Bridges Virtual Assistant

A MI Bridges user clicking the Chat icon will be presented with a welcome message. There are five different topics: Find My Caseworker, View My Letters or Benefits, Account Locked, Multiple Accounts, and Find a Community Partner.




The MI Bridges Virtual Assistant can listen to what you say when you click on the microphone icon, or you can type your question.



New Parents As Teachers (PAT) Logo

When a resident applies for benefits and based on the information they provide, a referral for the Home Visiting program may be suggested, the new PAT logo will display.

Selected programs will be active at
SALVATION ARMY (THE) - SALVATION ARMY
SOCIAL SERVICES

<input type="checkbox"/>	 Office of Head Start	Early Head Start Home Based (EHS-HB) Early Head Start supports you to better understand how your child learns and grows.	▼
<input type="checkbox"/>	 Family Spirit	Family Spirit (FS) Family Spirit is the only program for and by American Indian Communities. Family Spirit helps you be a strong and healthy parent.	▼
<input type="checkbox"/>	 Healthy Families Michigan	Healthy Families America (HFA) Healthy Families America supports you to build a positive bond between you and your children.	▼
<input type="checkbox"/>	Infant Mental Health	Infant Mental Health (IMH) Infant Mental Health supports you to bond with your baby and overcome challenges in meeting your infant or toddler's needs.	▼

<input type="checkbox"/>	 parents teachers	Parents As Teachers (PAT) Parents As Teachers supports you in developing a good relationship with your child.	▼
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<input type="checkbox"/>	 parents teachers	Parents As Teachers (PAT) Parents As Teachers supports you in developing a good relationship with your child.	▼
<input type="checkbox"/>	 Baby Scholars	Play and Learning Strategies-Infant (PALS-I) Play and Learning Strategies-Infant supports you in learning ways to help your child learn and grow. Play and Learning Strategies helps you have a strong bond with your child.	▼

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 **March 31, 2023**.

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.

[Thursday, February 23, 2023 – 1:00 pm to 3:00 pm](#)

[Thursday, March 2, 2023 – 9:00 am to 11:00 am](#)

[Wednesday, March 22, 2023 – 1:00 pm to 3:00 pm](#)

[Thursday, April 6, 2023 – 1:00 pm to 3:00 pm](#)

[Tuesday, April 18, 2023 – 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. 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 **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 [MI Login 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 the default is the resident log in page.