

MI Bridges

News You Can Use

Michigan Department of Health and Human Services

October 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

8.234M+
Applications Submitted

3.57M+
Registered Clients

5,300+
Community Partners

MI Bridges statistics as of 8.31.2022



MI Bridges September Release – Enhancements for Residents and Community Partners

On September 24, 2022, MI Bridges completed a system release with some exciting changes for residents and our community partners! Those enhancements and new functionality include:

- *Enhancement* : An organization will now have the option during registration to add a mailing address.
- *Enhancement*: Organization Level of Engagement changes no longer will require approval. The change will be active once saved.
- New proactive referrals for the Breast and Cervical Cancer Control Navigation Program (BC3NP). The application for benefits will present the option to send a referral when qualifying criteria was entered during the application process.
- Community Partners can now use MI Bridges to refer a client to another referral partner. The resident consent has been updated to grant permission.
- Report Changes enhancement when a resident is reporting an address change.
- Enhancement: New Help Me Find Resources topic: Home Visiting Program.

Community Partner Log In Reminder

MI Bridges Community Partners have a separate log in page from the Michigan residents. The log in page is located here: [MI Bridges - Log In \(michigan.gov\)](#) If your session is inactive for a few minutes, you will be logged out and defaults to the resident log in page.

Organization Registration Enhancement

An organization now will have the option to add a mailing address. Current partners may edit their organization information if desired.

The screenshot shows the 'Organization Registration' page on the MI Bridges website. The page has a blue header with the MI Bridges logo and navigation links for Home, Explore Resources, and Partnerships. Below the header is a progress indicator with four steps: Organization Info (checked), Locations & Engagements (active), Authorized Rep., and Organization Users. The main heading is 'Organization Registration'. Below this is a prompt: 'Please choose a Level of Engagement for your organization.' followed by a note: 'Review the information below and choose a level of engagement. Once everything is complete, press Next to continue registration.'

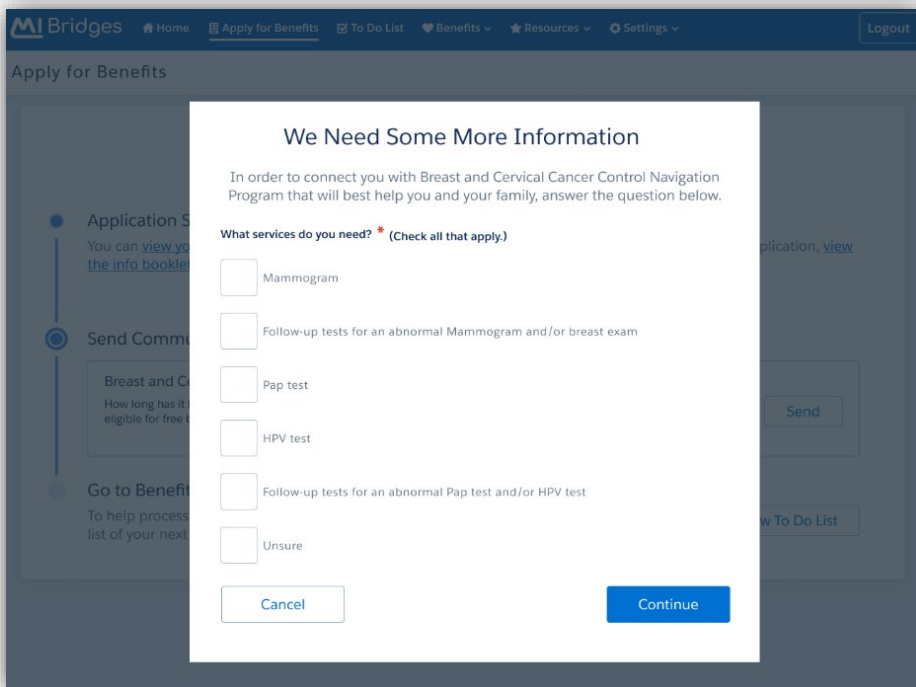
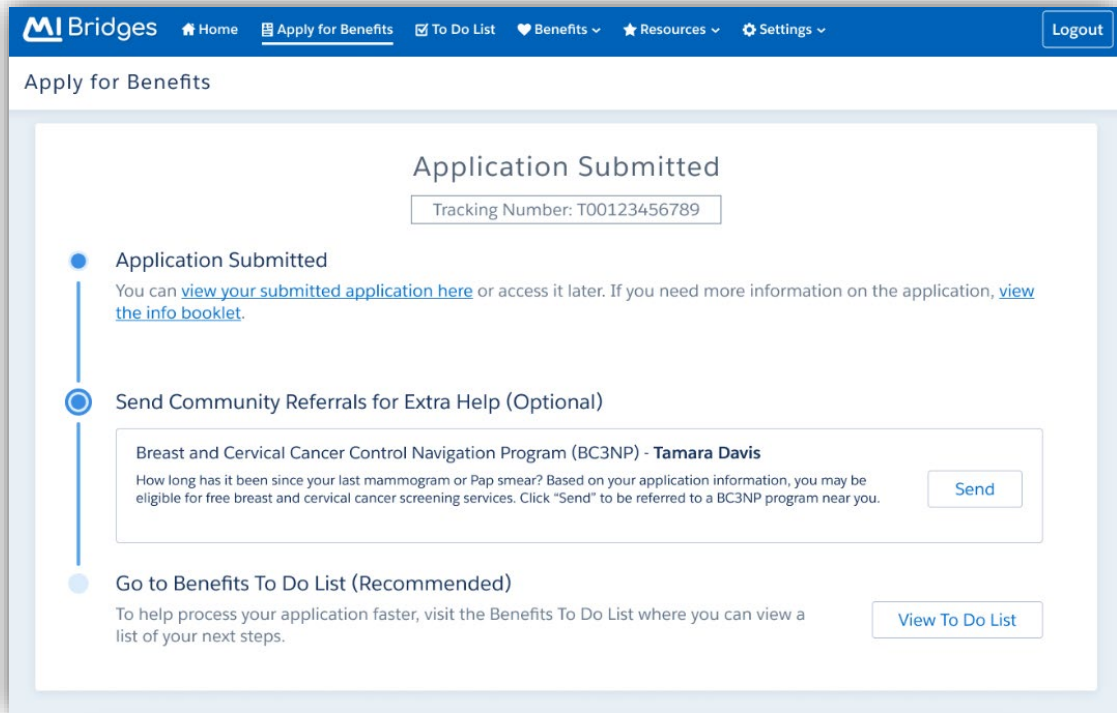
The form contains several sections:

- Name of Location:** A text input field with 'Test Orgo' entered. A 'Commonly Used Name' field is also present.
- Address Options:** Two checkboxes: 'Confidential Address' and 'No Physical Address'.
- Physical Address:** Fields for 'Physical Address' (106 W Alligan St), 'City' (Lansing), 'County' (Ingham), 'State' (Michigan), and 'Zip Code' (48933).
- Mailing Address:** A section with a heading 'Is your mailing address different than the address above?' and radio buttons for 'Yes' (selected) and 'No'. Below are fields for 'Mailing Address' (Street and number, c/o), 'Mailing Address Line 2' (Apartment, suite, unit, building, floor, etc), 'City', 'State' (Michigan), and 'Zip Code'.
- Level of Engagement:** A heading followed by a note: 'Select all that apply. Your selection will be reflected after MSHS review.' Three options are shown: 'Access Partner' (Provides Internet access and computers for clients to access MI Bridges), 'Referral Partner' (Receives referrals from MI Bridges clients), and 'Navigation Partner' (Helps clients apply for benefits, find resources, and use MI Bridges).
- Display to Public:** Two checkboxes: 'My organization may be listed as an Access Partner on the public page of MI Bridges' and 'My organization may be listed as a Navigation Partner on the public page of MI Bridges'.

At the bottom of the form are two buttons: a 'Back' button and a 'Next' button.

New BC3NP Proactive Referral

MI Bridges users now will be presented the option to send a referral to the Breast and Cervical Cancer Control Navigation Program (BC3NP) after completing an application for benefits. This referral will be triggered based on if an applicant is between the age of 40 and 64, a female, and the self-attested income and household size. Additional questions will be presented to determine the service(s) the resident may need.



Navigator Consent Enhancement!

A client now can provide consent to their Navigator to send a referral on their behalf or forward a referral to a referral partner. This permission will auto-expire after one year unless renewed or removed by the client. The resident will receive a notification from MI Bridges to advise the referral was sent to another MI Bridges Referral partner.

Give Permission for My Navigator to send my information to another organization on my behalf

By checking this box, I agree to allow my Navigator to send my information to another organization via a MI Bridges referral. I agree that this referral can be forwarded on to other organizations that could better assist me. I am aware that I can revoke this permission at any time in my MI Bridges Sharing Preferences.

MI Bridges [Home](#) [Apply for Benefits](#) [To Do List](#) [Benefits](#) [Resources](#) [Settings](#) [Logout](#)

Apply for Benefits

Share Information with FAMILY ENRICHMENT CENTER

If you choose to send your information to FAMILY ENRICHMENT CENTER, we will send your contact and current benefits information. This information helps FAMILY ENRICHMENT CENTER process your referral faster. Once you share your information, someone from FAMILY ENRICHMENT CENTER will contact you in about two business days to help.

- Share My MDHHS Benefits Information
- Share My Household Information
- Give Permission for My Navigator to Talk to My Caseworker about My Benefits

FAMILY ENRICHMENT CENTER will also see your contact information so they can stay in touch with you and the resources you've added to your My Resources page.

Cell Number * Home Number *

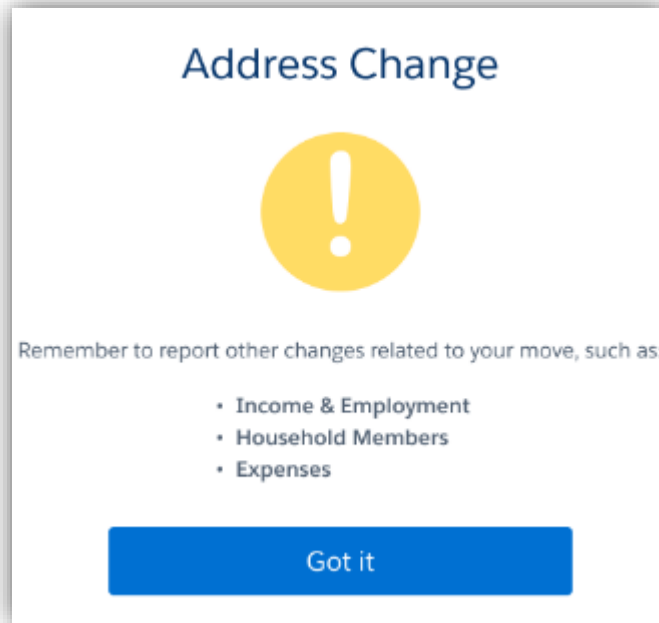
I authorize this organization to forward my information to another organization that can help me and/or send a referral on my behalf.

Getting assistance from this organization and sharing information is voluntary. However, if you choose not to share any of your information, we cannot complete this referral. If you choose to stop getting assistance from FAMILY ENRICHMENT CENTER or sharing information you can update your MI Bridges preferences at any time.

[< Back](#) [Continue](#)

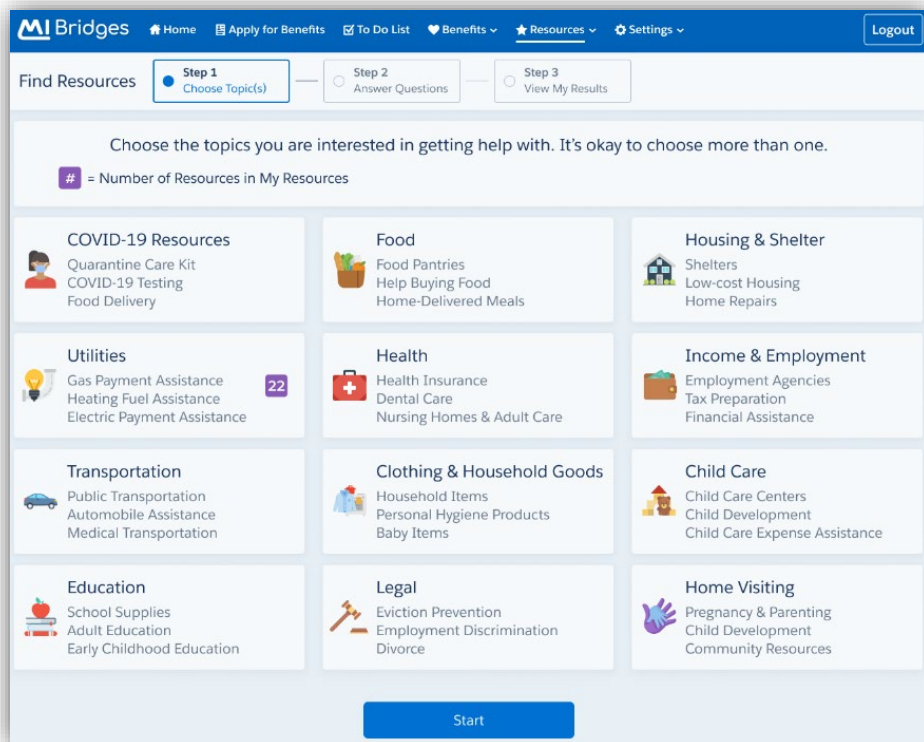
Report Changes

When a resident reports an Address Change, they will receive a MI Bridges Report Changes reminder to report other changes related to the move if applicable.



Help Me Find Resources New Topic

The Home Visiting program is now a topic option for the Help Me Find Resources survey.



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 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 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 MDHHCCommuniytPartners@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.

[Wednesday, October 12, 2022 – 1:00 pm to 3:00 pm](#)

[Tuesday, October 25, 2022 – 1:00 pm to 3:00 pm](#)

[Tuesday, November 15, 2022 – 1:00 pm to 3:00 pm](#)

[Tuesday, November 29, 2022 – 1:00 pm to 3:00 pm](#)

[Wednesday, December 14, 2022 – 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 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 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 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.