

Tip: Click on "Contents" on the top left side of the page to display the interactive Table of Contents.



Community Partner User Guide



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Introduction

MI Bridges

MI Bridges is an unprecedented public-private partnership that aims to connect greater numbers of individuals and families in Michigan to a range of state and local resources, as well as MDHHS benefit programs, to promote household stability. Since 2018, MI Bridges has undergone several changes to better serve our shared customers. The Michigan Department of Health and Human Services (MDHHS) has partnered with clients and community partners to enhance the features available through MI Bridges. MI Bridges can be used to apply for benefits and manage their case, but it can now also be used to locate resources in local communities to support a wide range of needs including Food, Housing & Shelter, Utilities, Health, Income & Employment, Transportation, Child Care, Education, Legal, and Clothing and Household Goods. Any Michigan resident can use MI Bridges, not just MDHHS beneficiaries. Functionality has been included for community partners, they can receive referrals sent through MI Bridges, and have greater access to information via a directory of user they are assisting.

MI Bridges Lead Point of Contact (LPOC) Roles and Responsibilities

Permission Description

Permission	Description
Manage Organization	This role may add, remove, edit the details of users in the organization, and the organization information. A maximum of three users may be assigned the 'Manage Organization' role. <i>We suggest your organization have a back-up for the LPOC!</i>
Provide Navigation	This role supports clients applying for benefits, locating resources, and navigating their 'My Resource' page.
Assign Referral	This role assigns referrals sent to your agency from a client to team member with 'Manage Referral' permission to respond to the client.
Manage Referral	This role responds to referrals sent to your organization from clients once assigned to respond to the client.
View Metrics	This role may view metrics about the agency's use of MI Bridges. They may generate reports relating to benefits, referrals, and Navigators in their organization. Access only partners will not have this permission.

- Main MDHHS Contact – The LPOC is the first person MDHHS will contact if they have questions or need more information about the organization. Only one person in the organization can be the LPOC.
- Team contact for MI Bridges questions – The LPOC would be the main contact for staff/team members when they have questions.
- “Super User” – Some organization have individuals who are experienced MI Bridges users and support their team, kind of like a super user. This has been helpful for onboarding new employees or if the team doesn’t use MI Bridges very often and need support on how they should be using the tool.
- Create new MI Bridges users – As your team grows/changes, as the LPOC you will be able to add users to MI Bridges, which includes assigning their roles and permissions.
- Assign roles/permissions – When you add a new MI Bridges user, you will assign them a permission.
- Remove MI Bridges users – If a team member leaves your organization or should no longer have access to MI Bridges, you are expected to remove the team member’s access to MI Bridges.
- Organization locations – You can add/remove/change locations. Your locations can have different levels of engagement (Access, Navigation, Referral).
- Metric/Reports – MI Bridges provides data for you as to how MI Bridges is being used. We hope this is insightful for your operational need.

[Click here to see the features of MI Bridges](#)



Create a New Community Partner Organization

This Job Aid explains how a Lead Point of Contact (LPOC) can register a community partner organization in MI Bridges.

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Important Information

As a Lead Point of Contact, you can register your agency by visiting <http://www.michigan.gov/mibridges> then click on the Community Partner tab to get to the registration page. This is the first step to partnering with MDHHS as a MI Bridges community partner.



Begin Community Partner Agency Registration

As a Lead Point of Contact (LPOC) you will register your organization in MI Bridges. Prior to beginning registration in MI Bridges, there are some important tips and information you should know.

	<p>Tip: Prior to beginning the registration process, it is helpful to complete the below steps, so you have all the information needed to register your organization in MI Bridges.</p> <ol style="list-style-type: none"> 1. Determine if your organization will serve as a Navigation, Referral, or Access Partner –or any combination of the three! More details on expectations and benefits for each partner type can be found here on the MI Bridges Community Partners Website (www.michigan.gov/mibridgespartners). 2. If you are registering as a Referral Partner, confirm your organization is registered with Michigan 2-1-1 and that your agency’s information in the 2-1-1 database is accurate. 3. Document all organization locations that will serve clients, the address of the location, and the type of partners who will reside at that location. 4. Create a list of staff who will serve as MI Bridges partners, including their first name, last name, partner type, and email address. This list can also serve as a guide to registering staff for training. 				
	<p>Referral Partners Only: When registering your organization in MI Bridges, your information must match the information in Michigan 2-1-1. It is recommended to proactively review your organization’s record in Michigan 2-1-1 prior to beginning MI Bridges registration. This way the information in 2-1-1 can be matched to the record in MI Bridges. To find and update your MI 2-1-1 record, please click here.</p> <p>Tip: When searching for an organization using the www.mi211.org “Search Resource Database” functionality, search results for organizations with multiple locations generally display both the name of the organization as a whole and the name associated with a specific site.</p> <p>In example 1 below, the search result for “Capital Area Community Services” is the record of the organization (the main/primary location). In example 2, “Capital Area Community Services – Lansing Service Center” is the name of a site that is part of the organization.</p> <p>Example 1</p> <p><u>CAPITAL AREA COMMUNITY SERVICES</u></p> <table data-bbox="240 1686 1453 1753"> <tr> <td data-bbox="240 1686 641 1732">101 East Willow Street Lansing, MI 48906</td> <td data-bbox="657 1686 1112 1753">(517) 482-1504 Main Head Start (517) 482-6281 Main http://www.cacs-inc.org</td> <td data-bbox="1120 1686 1307 1732">view map</td> <td data-bbox="1315 1686 1453 1711">Ingham County</td> </tr> </table>	101 East Willow Street Lansing, MI 48906	(517) 482-1504 Main Head Start (517) 482-6281 Main http://www.cacs-inc.org	view map	Ingham County
101 East Willow Street Lansing, MI 48906	(517) 482-1504 Main Head Start (517) 482-6281 Main http://www.cacs-inc.org	view map	Ingham County		

Example 2

CAPITAL AREA COMMUNITY SERVICES

1301 Rensen
Lansing, MI 48910

CAPITAL AREA COMMUNITY SERVICES - LANSING SERVICE CENTER

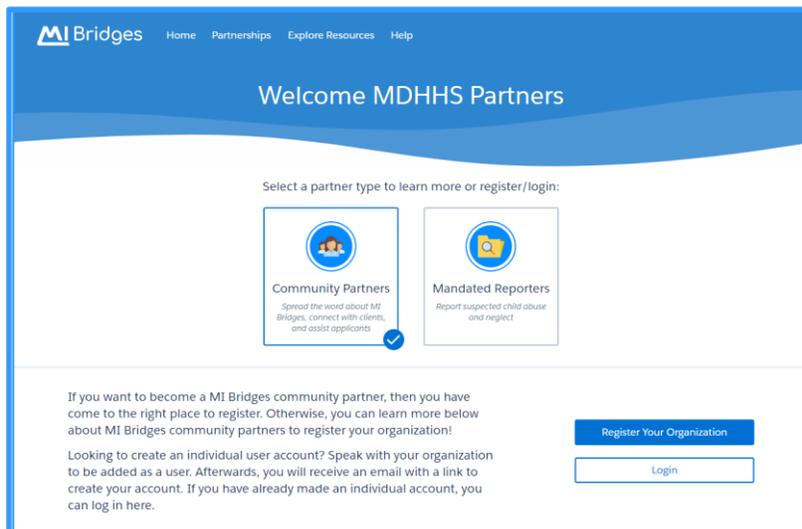
(517) 393-7077 Main
(517) 393-0444 Fax
<http://www.cacs-inc.org>

[view](#)
[map](#)

Ingham County

- Organizations with only one site: (generally displayed in the format of example 1 above), the information from a www.mi211.org search result can all be recorded in the first section of the MI Bridges community partner registration process (the Organization Information section, step 4).
- Organizations with multiple sites: organization information (displayed in the format of example 1) is recorded in the first section of the MI Bridges community partner registration process (the Organization Information section, step 4) and site information (displayed in the format of example 2 above) is entered in the third section of the partner registration process (the Locations and Engagement section, step 14).

1. Navigate to www.michigan.gov/MIbridges. The **MI Bridges Community Partner** page displays.



2. Click **[Register Your Organization]**. The **Organization Registration** page displays.
3. Click **[Start Registration]**. The **Organization Information** page displays.

4. Record your organization's information, including:
 - **Legal Organization Name:** This is the organization name listed on legal documents.

- **Commonly Used Name:** This name may help clients better locate your organization if it is often referred to as a name other than the legal name. Often times this is the name you use when answering your agency’s phone or your organization’s Doing Business As (DBA) name. This is the name that clients will see in MI Bridges.
 - **Organization Address:** If you a referral partner, the address on this page must match the address for the agency’s main location in Michigan 2-1-1.
(Note boxes for **confidential or no physical address.**)
 - **County:** This is the county where your organization’s main location is located.
 - **Counties Served:** You can select multiple counties. Clients will use this information as search criteria when looking for resources.
 - **Organization Type:** You can select multiple options. Clients will use this information as search criteria when looking for resources.
 - **Tax Identification Number**
 - **Does your organization have multiple locations?** Selecting **[Yes]** will allow you to record additional organization locations after step **13**. This is helpful because users are assigned to the organization location where they work later in the registration process.
5. Click **[Next]**. The **Please Verify Your Address** page displays.
 6. Edit the address if needed by selecting **[Re-enter Address]**. Once the address is correct, click **[Confirm]**. The **Authorized Rep.** page displays.

	<p>Tip: An Authorized Representative is a person who is authorized to sign legal documents on behalf of the organization. This is typically an agency director, executive director, manager, supervisor, etc. This individual can also be the lead person of contact. After the organization information is recorded in MI Bridges, the Authorized Representative receives an email to approve the agency as a MI Bridges partner.</p>
---	---

7. Type your Authorized Representative’s information on this page. Click **[Next]**. The **Locations & Engagement** page displays.
 - The LPOC and the Authorized Representative can be the same person.
 - Please have the Authorized Representative check their junk/spam email box if they don’t receive the email as they tend to go to that box (email will be from NoReply@michigan.gov).

Locations & Engagement

Organization Information — Authorized Rep. — Locations & Engagement — Organization Users

Please add your locations below. Once you have finished adding your organization's locations, press "Next" to continue.

**** Required**

Name of Location *	Commonly Used Name ⓘ	
Hackley Community Care Center		
Physical Address *	City *	
2700 Baker St	Muskegon Heights	
County *	State *	Zip Code *
Muskegon	Michigan	49444

Level of Engagement: *

Select all that apply.

Access Partner ⓘ
Provides Internet access and computers for clients to access MI Bridges.

Referral Partner ⓘ
Receives referrals from MI Bridges clients.

Navigation Partner ⓘ
Helps clients apply for benefits, find resources, and use MI Bridges.

My organization may be listed on the public page of MI Bridges ⓘ

Add Location

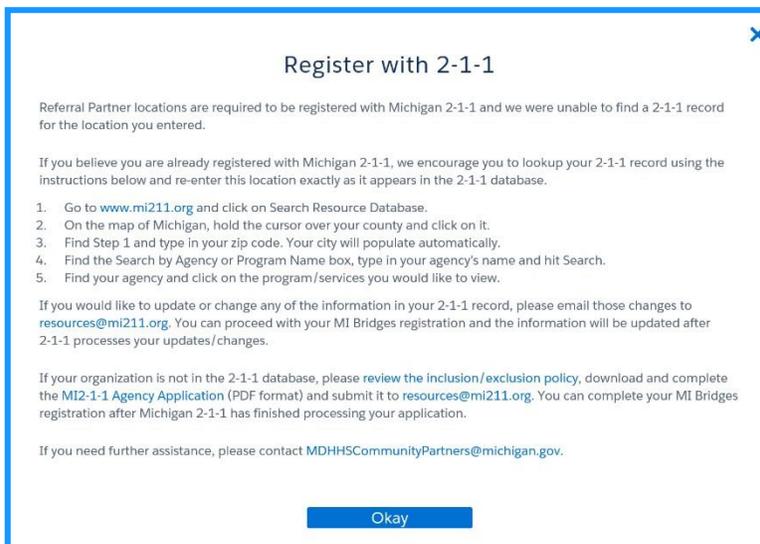
Tip: You can designate your organization as an access partner, referral partner, navigation partner. Each organization can choose to serve in multiple partner roles.

8. Notice the organization information for your agency's main location displays on the page and cannot be edited. If this information is incorrect, use the **[Back]** button to navigate to the **Organization Information** page to edit name or address information.
9. Record your organization's partner role(s):
 - Select if your agency will serve as an Access, Referral, and/or Navigation Partner. Click the help icons next to each role to learn more about that partner type.
 - By checking the **[My organization may be listed on the public page of MI Bridges]** box, your organization will display on the MI Bridges public page. This means the organization information can be viewed by anyone in MI Bridges.
10. Follow the below steps depending on how many locations your organization has:

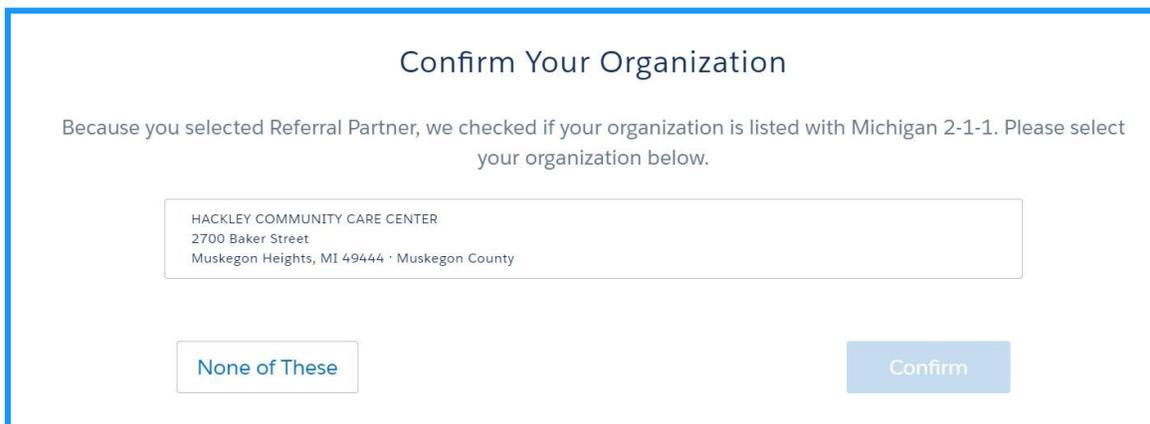
	Next Step
<p>Access and/or Navigation:</p> <p>If your organization has ONE location</p>	<p>Click [Next] and proceed to step 15. The Organization Users page displays.</p>
<p>Access and/or Navigation:</p> <p>If your organization has MULTIPLE locations</p>	<p>Click [Add Location] and proceed to step 13.</p>
<p>If you will be registering as a Referral Partner</p>	<p>Click [Next] and proceed to step 11. The Register with 2-1-1 or Confirm Your Organization page displays.</p> <p>NOTE: If you have MULTIPLE locations, you will have to do this for each location.</p>

11. Referral Partners Only:

- If an organization has selected they would like to be a Referral partner, they must first be registered in Michigan 2-1-1 otherwise they will not be able to complete the registration process in MI Bridges. If you receive a message to register in Michigan 2-1-1, follow the instructions provided in MI Bridges to register your agency in Michigan 2-1-1.
- If you are registered in Michigan 2-1-1 and you are not able to proceed with registering your organization in MI Bridges, contact MDHHS at mdhhscommunitypartners@michigan.gov for assistance.
- If you are also a Navigation and/or Access partner, click **[Okay]** and you will return to **Choose Level of Engagement** screen. **[Unselect]** Referral Partner and continue with agency registration. You can add Referral level of engagement at a later date (once you are in Michigan 2-1-1 database).
- If you are a Referral only partner you will have to complete MI Bridges registration once you have been added to MI 2-1-1 database.



- If your organization is registered with Michigan 2-1-1 and their information matches a record in 2-1-1, MI Bridges will suggest an organization for you to confirm. Select the correct agency and click **[Confirm]**.



12. Follow the below steps depending on how many locations your organization has
- **One Location:** Click **[Confirm]**. The **Organization Users** page displays (on the next page below). Proceed to step **15**.
 - **Multiple Locations:** Click **[Confirm]**. The **Locations & Engagement Summary** page displays.

Locations & Engagement

Organization Information

Authorized Rep.

Locations & Engagement

Organization Users

Please add your locations below. Once you have finished adding your organization's locations, press "Next" to continue.

NAME	COMMONLY USED NAME	ADDRESS	LEVEL OF ENGAGEMENT	REMOVE
Hackley Community Care Center		2700 Baker St, Muskegon Heights	Access, Referrals, Navigation	
+ Add Location				

13. Click **[+ Add Location]**. Additional fields display to record the agency's location information.
14. Record information on the agency's second location. Notice you can now edit the name and address fields. Repeat steps 9-13 for all agency locations. Click **[Next]**. The **Organization Users** page displays.
15. The Lead Point of Contact should add themselves first.

Organization Registration

Organization Info

Locations & Engagement

Authorized Rep.

Organization Users

Start by adding yourself.

You must add at least one user with the Manage Organization permission.

* = Required

First Name *

Last Name *

Email *

Role / User Permissions *

You may only select roles that match the organization's Level of Engagement.

Provide Navigation [?](#)

Manage Referrals [?](#)

Manage Organization [?](#)

View Metrics [?](#)

< Back

Next



Tip: The Lead Point of Contact can remove any previously added locations from this page. The only location that cannot be removed is the main location. If you need to edit a location, you must select the red **[x]** to remove the location, and then re-add the location.

Organization Users



Add the users that will be interacting with MI Bridges.

You must add at least one user with the Manage Agency Users permission. Start by adding yourself and a few users to your organization. (You can always add more later.)

* = Required

First Name * Last Name *

Email *

Role/User Permissions (Select all that apply.)*

- Provide Navigation Manage Referrals
 Manage Organization View Metrics

Add User

< Back

Submit

16. Add the **Name, Email, and Role/User Permissions** for each user in the organization who will be using MI Bridges. A user can be assigned multiple permissions. Remember, each user will receive their own account. It is important to correctly type the user's email because users will receive a link to register at the email address you record. Click **[Add User]**. The **Organization Users Summary** page displays.

- **Best Practice:** Add the LPOC as the first user and provide the 'Manage Organizations' permission.

Permission	Description
Provide Navigation	This role helps clients apply for benefits, locate resources, and navigate their My Resources page.
Manage Referrals	This role responds to referrals sent to your agency from clients.
Manage Organization	This role has the ability to add, remove and edit the details of users in your organization. This role can also edit organization information. It is recommended this role be assigned to a small number of users. A maximum of 3 users can be assigned the 'Manage Organization' user role. <i>Remember it's important to have a back-up LPOC!</i>
View Metrics	This role can view metrics about the agency's use of MI Bridges. They will also be able to generate reports relating to benefits, referrals, and navigators in their organization. Access only partners will not have this permission.



Tip: As you add users, the **Organization Users Summary** page displays the different users. Each user can have different permissions. If you don't add all your users here, you will be able to add more users after your organization is approved.

To edit a user, select the red **[x]** to remove the user, and then re-add the user.

17. Repeat step 15 until all agency users who will serve as a partner are recorded in MI Bridges. Click **[Submit]**. The **Lead Point of Contact** pop-up window displays.

Lead Point of Contact

Please select your Lead Point of Contact. Your Lead Point of Contact will also have the Manage Users permission.

Select an Option ▼

Select an Option

Perez, Jason

Blue, John

Green, Jane

Yellow, Christiana

Teal, Alyssa

Orange, Mike

< Back
Submit



Tip: The Lead Point of Contact is the first person MDHHS will contact if they have questions or need more information about the organization. Only one person in the organization can be the LPOC.

18. All users display in the drop-down list. Select the LPOC. Click **[Confirm]**. The **Organization Created** page displays. This is the last step for the LPOC. An email is triggered to the Authorized Representative prompting them to confirm that their organization can serve as a MI Bridges partner.

Organization Created

To complete your registration, the authorized representative you indicated must approve your organization. Once approved, it takes MDHHS 1 to 2 business days to activate your organization. Then, the users you listed will receive an email to complete their own registration.

As a reminder, all staff are required to attend MI Bridges training. The Lead Point of Contact (LPOC) will receive training information.

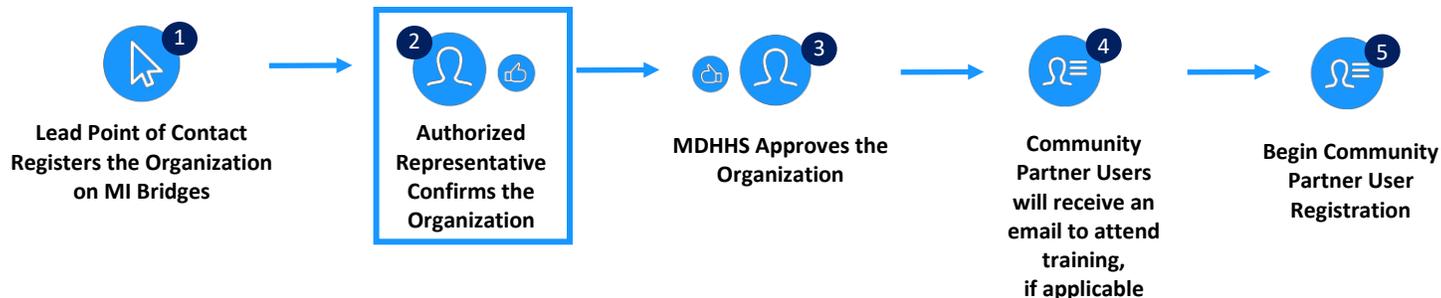
If you have questions, you can contact MDHHS at mdhhscommunitypartners@michigan.gov

Return to Home Page

19. Click **[Next]**. The **Confirm Your Organization** page displays.

Authorized Representative Approval

After the Lead Point of Contact registers the organization, the individual listed as an Authorized Representative is sent email to certify that the organization can serve as a MI Bridges partner.

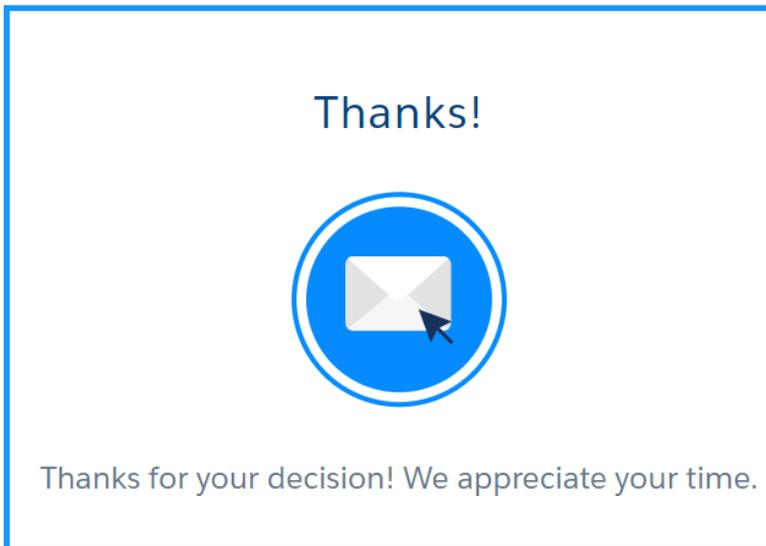


	<p>Tip: Please alert the Authorized Representative to check their email. An email is sent to the address recorded on the Authorized Representative page. The email is titled 'Authorized Representative Approval' and is sent from 'Do Not Reply'. Please have the Authorized Representative check their junk/spam email box if they don't receive the email as they tend to go to that box (email will be from NoReply@michigan.gov).</p>
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20. Review the email titled 'Authorized Representative Approval'. Click **[Review and Certify]**. An **Authorized Representative Approval** webpage opens.

	<p>Tip: If any information is incorrect, the Authorized Representative is prompted in the email to contact the Lead Point of Contact. The LPOC's email address is listed at the bottom of the email.</p> <p>Note: The Authorized Representative does not need to create a MI Bridges account to certify the organization.</p>
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21. Carefully review the information on the **Authorized Representative Approval** webpage. Click **[Accept]**. The **Thanks** page displays.



	<p>Tip: Congratulations! You have successfully created a MI Bridges account. Your organization’s registration has been sent to MDHHS for approval. Once MDHHS approves your organization you will receive an automated email that your organization has been approved. After your organization has been approved users in your organization will receive an email to create their account!</p>
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Remember, if you have any questions on registration, you can always contact MDHHS by emailing mdhhscommunitypartners@Michigan.gov or visit www.Michigan.gov/mibridgespartners for the latest MI Bridges information!

Community Partner Log-In

Here is the link to login as a community partner: **(be sure to bookmark this page so it is easy to access)**

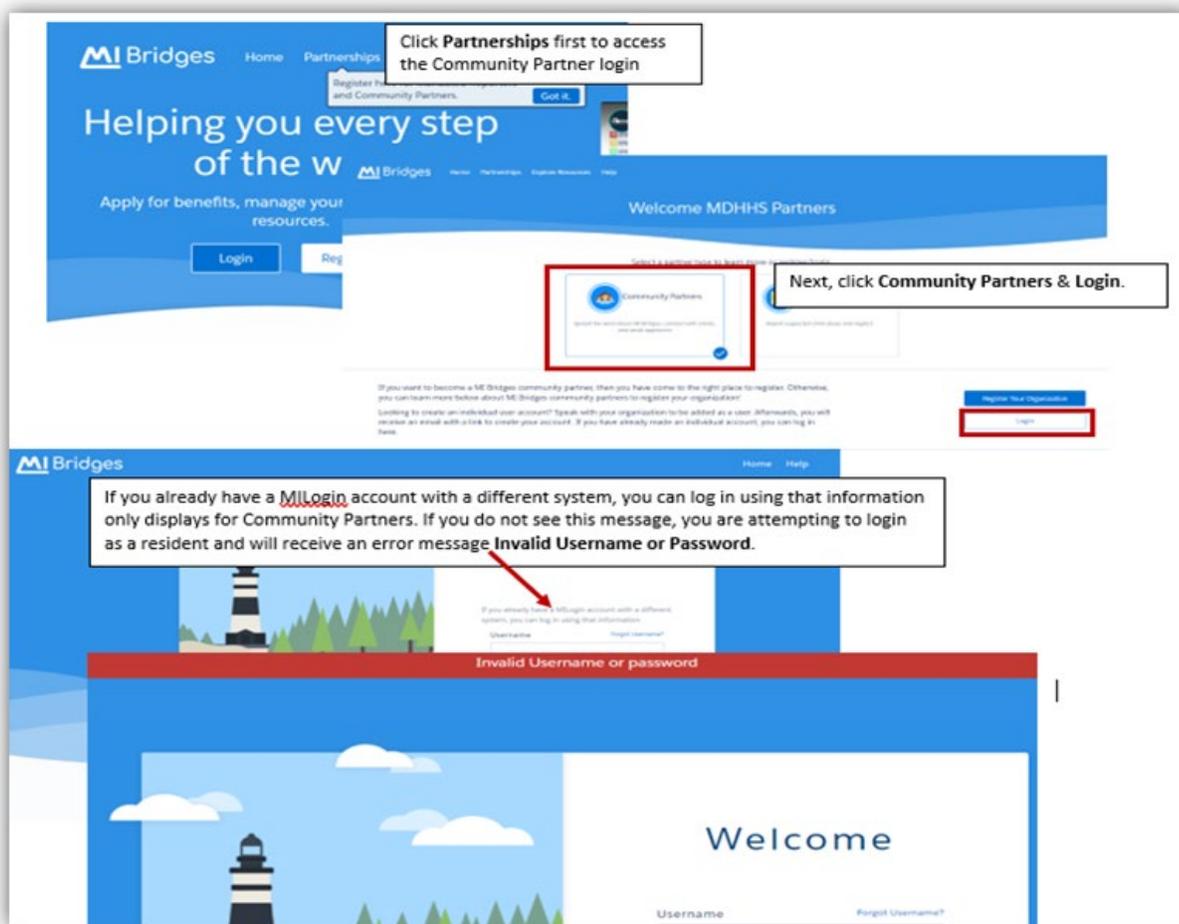
<https://newmibridgeslogin.michigan.gov/tpeai/login/authenticate?key=ModCCU7RE7%2BZcFZIGOAKrQ%3D%3D>

Please note: *Your account will timeout after 5 minutes of inactivity and defaults to the resident login page.*

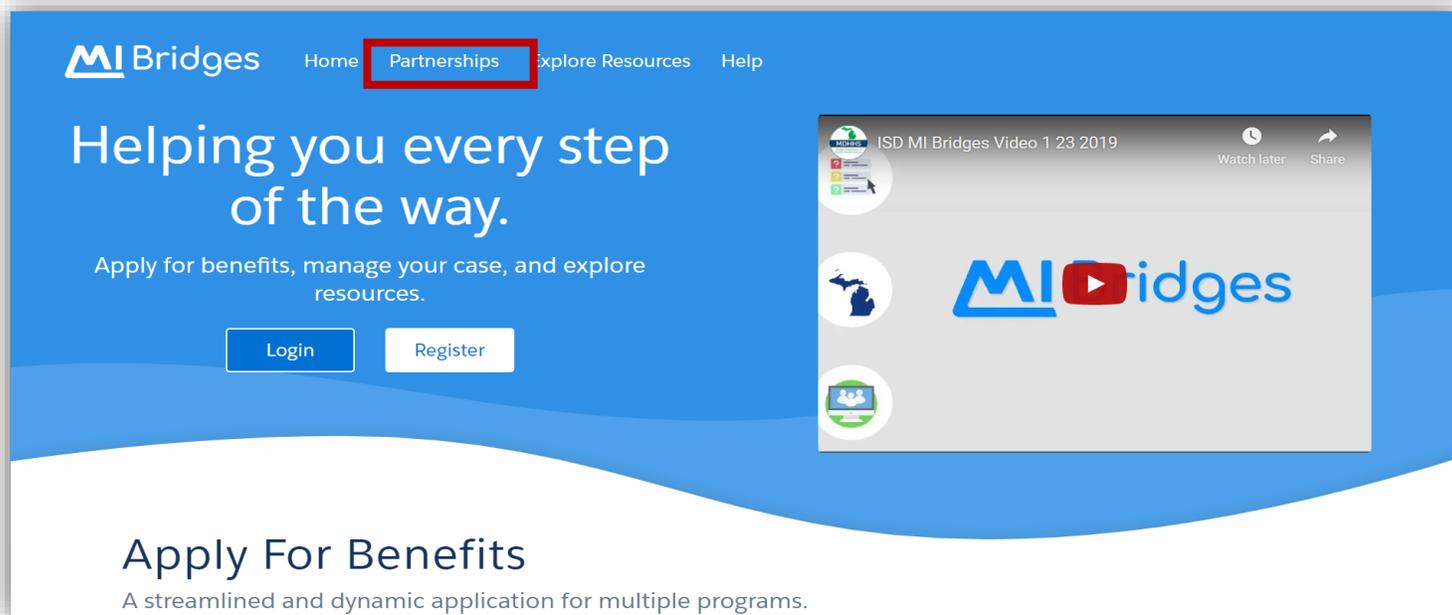
If you are receiving an error message (username/password incorrect) while attempting to log in, you may be attempting to login as a resident user.

You should make sure to log in on the Community Partner page.

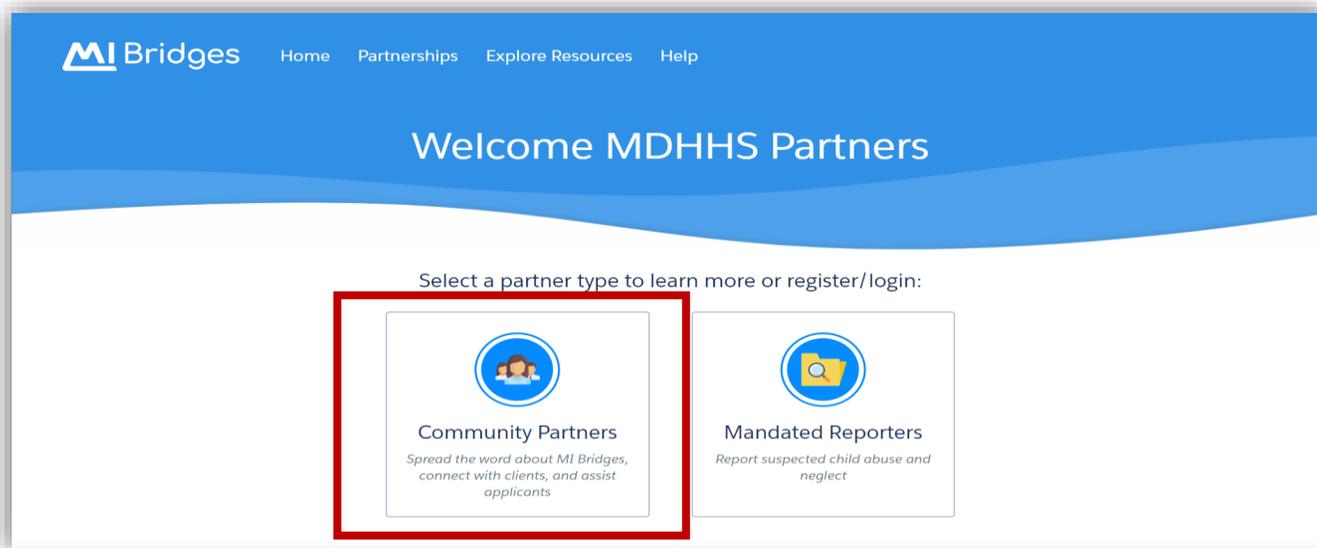
1. On the MI Bridges log in page, Click Partnerships
2. Click Community Partners
3. Click Login
4. When you log in, you will see a message above the Username box "If you already have a MILogin account with a different system, you can log in using that information".



1. Click **“Partnerships”** to log in the your Navigator account.



2. Next, click on the **“Community Partners”** tile.



Please verify the login URL shows **“tpeai”** after the Michigan.gov:

<https://newmibridgeslogin.michigan.gov/tpeai/login/authenticate?key=ModCCU7RE7%2BZcFZIGOAKrQ%3D%3D>

3. Click **“Login”**.

Select a partner type to learn more or register/login:



Community Partners
*Spread the word about MI Bridges,
connect with clients, and assist
applicants*





Mandated Reporters
*Report suspected child abuse and
neglect*

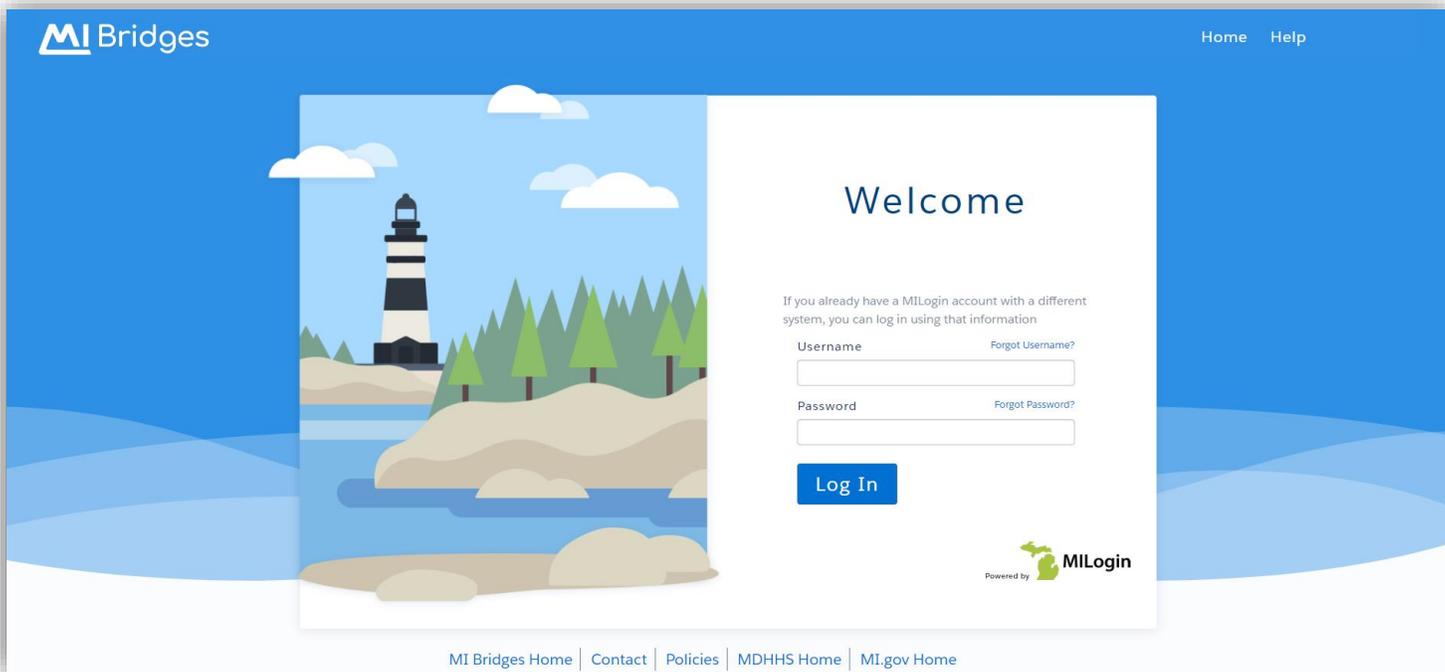
If you want to become a MI Bridges community partner, then you have come to the right place to register. Otherwise, you can learn more below about MI Bridges community partners to register your organization!

Looking to create an individual user account? Speak with your organization to be added as a user. Afterwards, you will receive an email with a link to create your account. If you have already made an individual account, you can log in here.

Register Your Organization

Login

4. Enter your Username and Password.



The login page features a blue header with the MI Bridges logo on the left and 'Home' and 'Help' links on the right. The main content area is white and contains a large illustration of a lighthouse on a rocky shore with trees and water. To the right of the illustration, the word 'Welcome' is displayed in a large font. Below it, a message states: 'If you already have a MILogin account with a different system, you can log in using that information'. There are two input fields: 'Username' with a 'Forgot Username?' link, and 'Password' with a 'Forgot Password?' link. A blue 'Log In' button is positioned below the password field. At the bottom right, there is a 'Powered by MILogin' logo. The footer contains a navigation bar with links for 'MI Bridges Home', 'Contact', 'Policies', 'MDHHS Home', and 'MI.gov Home'.

MI Bridges Home Partnerships

Register here for mandated reporters and Community Partners. [Got it.](#)

Helping you every step of the way

MI Bridges Home Partnerships Explore Resources Help

Apply for benefits, manage your resources. [Login](#) [Register](#)

Welcome MDHHS Partners

Select a partner type to learn more or register/login:

- Community Partners**
Spread the word about MI Bridges, connect with clients, and assist applicants.
- Report suspected child abuse and neglect

First, click **Partnerships** first to access the Community Partner

Next, click **Community Partners**.

Third, click **Login**.

Finally, when you log in you will see the message below Welcome: If you already have a MILogin account with a different system, you can log in using that information only displays for Community Partners,

MI Bridges Home Help

[Register Your Organization](#)

[Login](#)

Welcome

If you already have a MILogin account with a different system, you can log in using that information

Username [Forgot Username?](#)

Invalid Username or password

If you do not see this message, you are attempting to login as a resident and will receive an error message **Invalid Username or Password**.

Welcome

Username [Forgot Username?](#)

berthab0107

Password [Forgot Password?](#)

.....

[Log In](#)

Don't have an account? [Register Now](#)

Powered by MILogin



How to Manage Your Organization

The Job Aid explains how partners can use MI Bridges to manage their organization. Partners and MDHHS staff can use the information in this Job Aid to assist partners with managing their organization.

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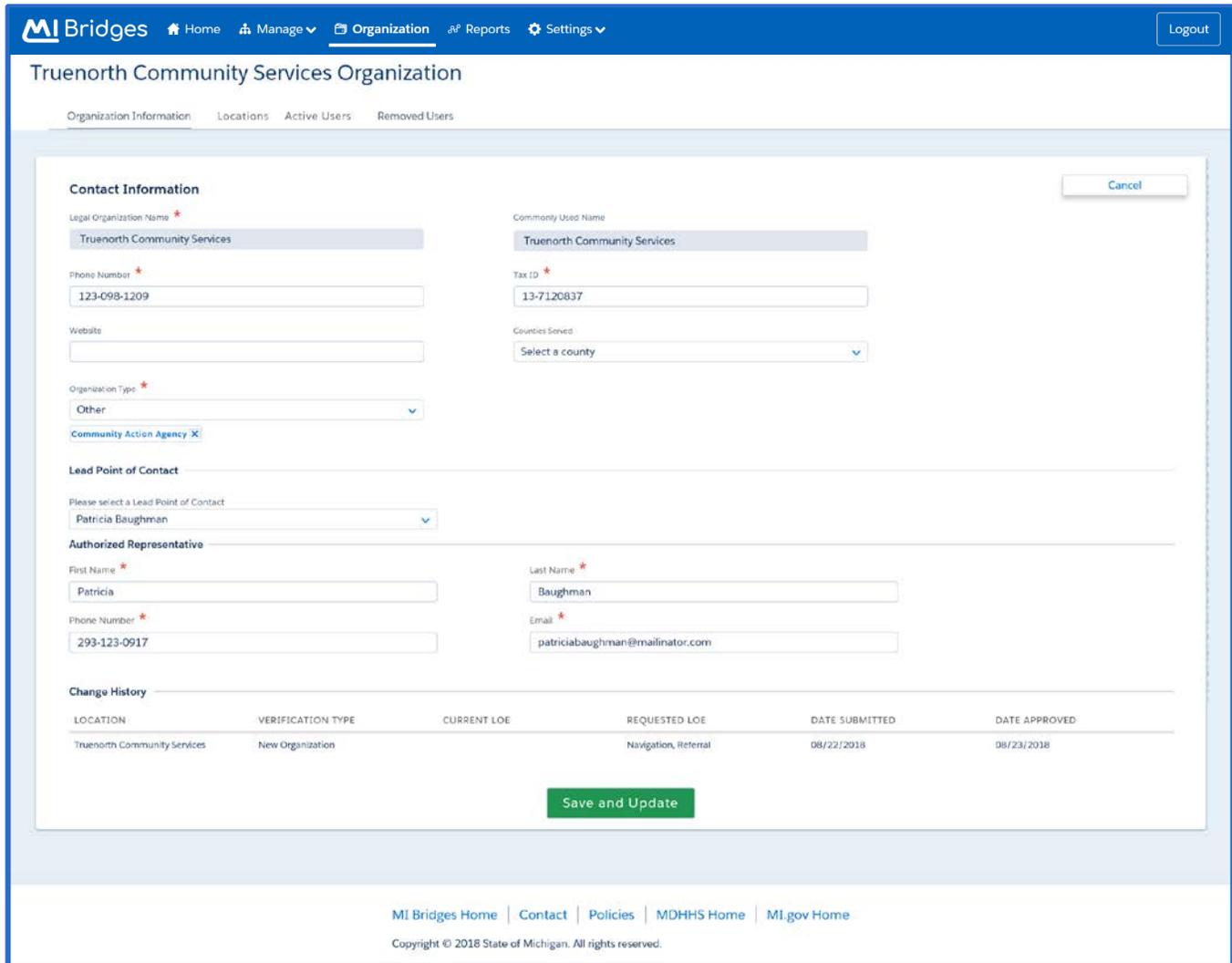
Important Information

With MI Bridges, there are many features built specifically for partners who have the manage organization permission, such as:

- **Organization Information:** Partners have the ability to edit their organizations phone number, tax id, organization type, lead point of contact, authorized representative, etc. from their manage organization menu.
- **Add A Navigator:** Partners who have the Manage Organization permission have the ability to add a new navigator to their organization.
- **Add A New Location:** Partners who have Manage Organization permission can add a new location to their organization if they have multiple locations.
- **Partner Preferences:** Partners can customize their settings from the partner settings menu.
- **Add, Remove or Reassign a Client:** Partners who have the Manage Organization permission can add, remove or reassign a client to navigators within their organization on the Active Users page.

Manage Organization

1. From the Navigation Bar, click **[Organization]**. The **Manage Organization** page displays.



MI Bridges Home Manage Organization Reports Settings Logout

Truenorth Community Services Organization

Organization Information Locations Active Users Removed Users

Contact Information Cancel

Legal Organization Name * Truenorth Community Services

Community Used Name Truenorth Community Services

Phone Number * 123-098-1209

Tax ID * 13-7120837

Website

Counties Served Select a county

Organization Type * Other

Community Action Agency X

Lead Point of Contact

Please select a Lead Point of Contact Patricia Baughman

Authorized Representative

First Name * Patricia

Last Name * Baughman

Phone Number * 293-123-0917

Email * patriciabaughman@mailinator.com

Change History

LOCATION	VERIFICATION TYPE	CURRENT LOE	REQUESTED LOE	DATE SUBMITTED	DATE APPROVED
Truenorth Community Services	New Organization		Navigation, Referral	08/22/2018	08/23/2018

Save and Update

MI Bridges Home | Contact | Policies | MDHHS Home | MI.gov Home

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2. To edit organizational information, click **[Edit]**. The fields on this page become active.
3. After editing information click **[Save and Update]**. The edits save.

Locations

1. Click the **[Locations]** tab. The **[Locations]** page displays.

MI Bridges Home | Contact | Policies | MDHHS Home | MI.gov Home

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2. Click **[Add New Location]**. The **New Organization** fields display.
3. Type a **Name of Location, Physical Address, City, County, State, Zip Code**, and **Level of Engagement**.
4. Click **[Save and Update]**. The new location saves.

Active Users

1. Click the **[Active Users]** tab. The **[Active Users]** page displays.

MI Bridges [Home](#) [Manage](#) [Organization](#) [Reports](#) [Settings](#) [Logout](#)

Truenorth Community Services Organization

Organization Information | Locations | **Active Users** | Removed Users

Manage, edit and view current users and their information. ● **Lead Point of Contact**

CPID	NAME	PERMISSIONS	NO. OF CLIENTS	LOCATION	TRAINED
PENDING	Pending User	Navigator	0	6308 S Warn...	Not Trained
● 174580-002	Patricia Baughman	Navigator, Referral, Users, Metrics	6	6308 S Warn...	Trained: 08/02/2018

[+ Add New User](#)

1

[MI Bridges Home](#) | [Contact](#) | [Policies](#) | [MDHHS Home](#) | [MI.gov Home](#)
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2. Click **[Add New User]**. The **New User** fields display.

MI Bridges [Home](#) [Manage](#) [Organization](#) [Reports](#) [Settings](#) [Logout](#)

Truenorth Community Services Organization

Organization Information | Locations | **Active Users** | Removed Users

Manage, edit and view current users and their information. ● **Lead Point of Contact**

CPID	NAME	PERMISSIONS	NO. OF CLIENTS	LOCATION	TRAINED
PENDING	Pending User	Navigator	0	6308 S Warn...	Not Trained
● 174580-002	Patricia Baughman	Navigator, Referral, Users, Metrics	6	6308 S Warn...	Trained: 08/02/2018

First Name Last Name

Email

Role/User Permissions
You may only select roles that match the organization's Level of Engagement.

Provide Navigation
 Manage Referrals
 Manage Organization
 View Metrics

[Cancel](#) [Add User](#)

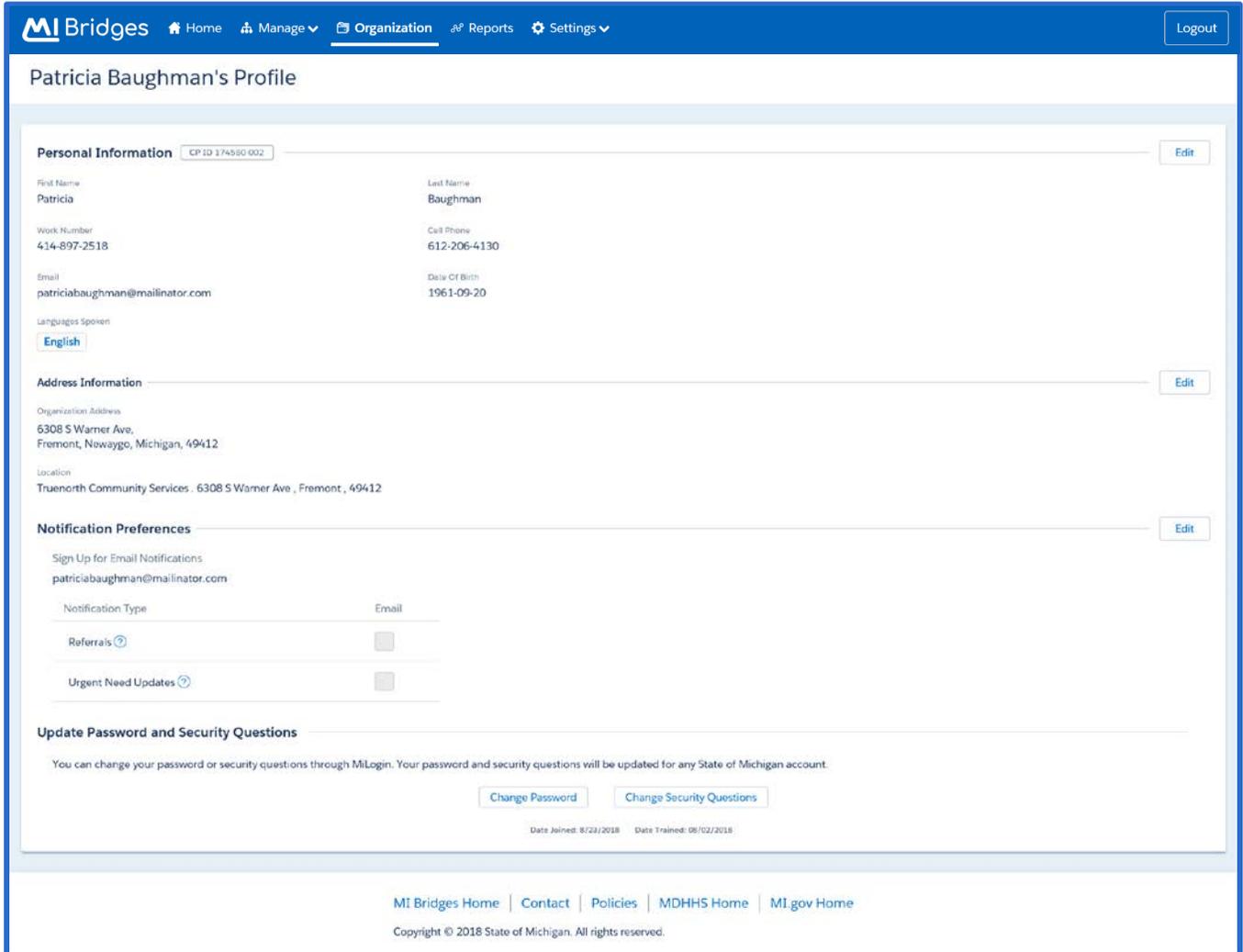
1

[MI Bridges Home](#) | [Contact](#) | [Policies](#) | [MDHHS Home](#) | [MI.gov Home](#)
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3. Enter the new user's **First Name, Last Name, and Email**.
4. Check the **box** next to the permissions you want your new user to have.

Partner Preferences

1. From the partner dashboard, click  the **Preferences** page displays.



MI Bridges Home Manage Organization Reports Settings Logout

Patricia Baughman's Profile

CP ID 174580 002 Edit

Personal Information

First Name Patricia	Last Name Baughman
Work Number 414-897-2518	Cell Phone 612-206-4130
Email patriciabaughman@mailinator.com	Date Of Birth 1961-09-20

Languages Spoken
English

Address Information Edit

Organization Address
6308 S Warner Ave,
Fremont, Nowaygo, Michigan, 49412

Location
Truenorth Community Services - 6308 S Warner Ave , Fremont , 49412

Notification Preferences Edit

Sign Up for Email Notifications
patriciabaughman@mailinator.com

Notification Type	Email
Referrals ?	<input type="checkbox"/>
Urgent Need Updates ?	<input type="checkbox"/>

Update Password and Security Questions

You can change your password or security questions through MiLogin. Your password and security questions will be updated for any State of Michigan account.

Change Password Change Security Questions

Date Joined: 8/23/2018 Date Trained: 08/02/2018

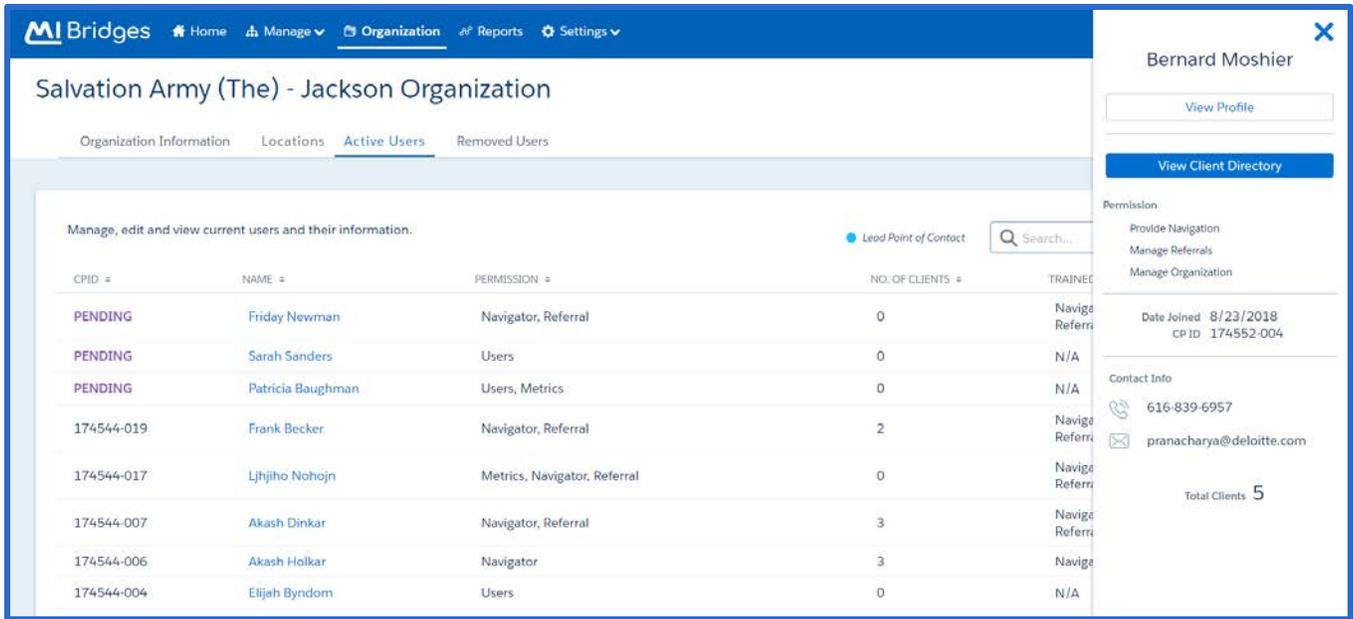
MI Bridges Home | Contact | Policies | MDHHS Home | MI.gov Home

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2. Click **[Edit]**. The Personal Information, Address Information, and Notification Preferences fields activate.
3. Click **[Save and Update]**. The new information saves.

Add, Remove or Reassign a Client

1. From the partner dashboard select **[Organization]**.
2. Select **[Active Users]**.
3. Select the name of a navigator with a CPID.



MI Bridges Home Manage Organization Reports Settings

Salvation Army (The) - Jackson Organization

Organization Information Locations **Active Users** Removed Users

Manage, edit and view current users and their information. Lead Point of Contact

CPID	NAME	PERMISSION	NO. OF CLIENTS	TRAINED
PENDING	Friday Newman	Navigator, Referral	0	Navigation Referrals
PENDING	Sarah Sanders	Users	0	N/A
PENDING	Patricia Baughman	Users, Metrics	0	N/A
174544-019	Frank Becker	Navigator, Referral	2	Navigation Referrals
174544-017	Ljhijho Nohojn	Metrics, Navigator, Referral	0	Navigation Referrals
174544-007	Akash Dinkar	Navigator, Referral	3	Navigation Referrals
174544-006	Akash Holkar	Navigator	3	Navigation Referrals
174544-004	Elijah Byrdom	Users	0	N/A

Bernard Moshier

[View Profile](#)

[View Client Directory](#)

Permission

- Provide Navigation
- Manage Referrals
- Manage Organization

Date Joined 8/23/2018
CP ID 174552-004

Contact Info

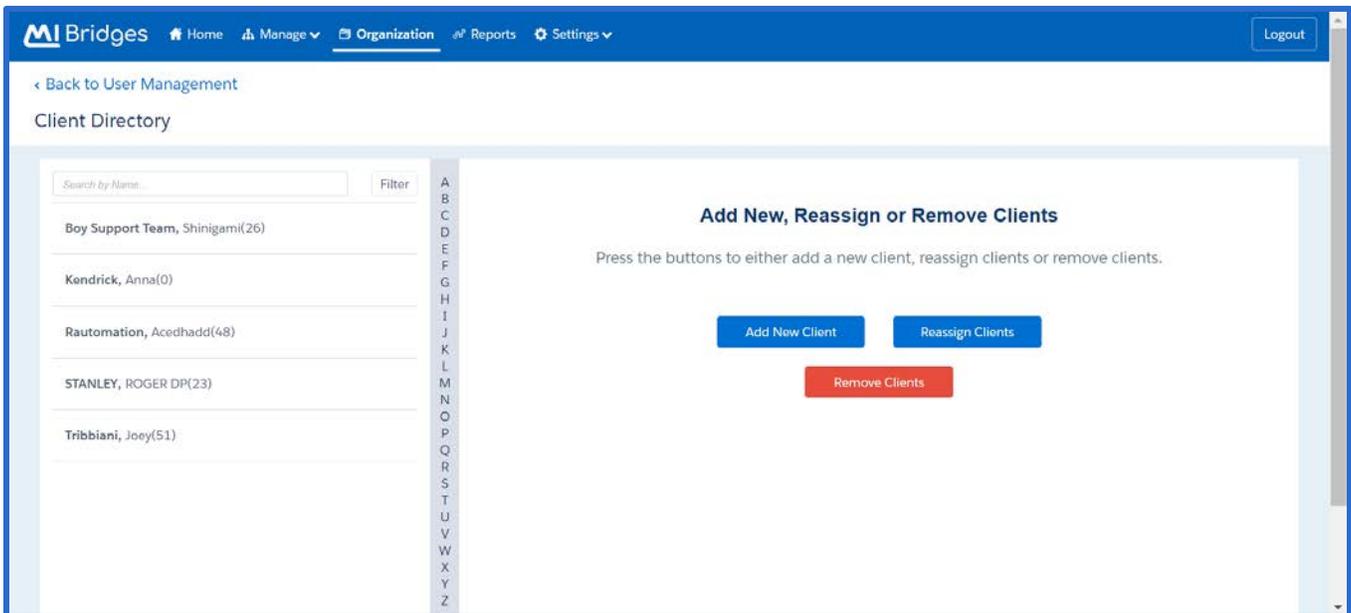
616-839-6957
pranacharya@deloitte.com

Total Clients 5

4. Click on **[View Client Directory]**.

Add a Client

1. Follow steps one through four of the "Add, Remove, or Reassign a Client" job aid section.
2. To add a client, select **[Add New Client]**.



MI Bridges Home Manage Organization Reports Settings Logout

< Back to User Management

Client Directory

Search by Name: Filter

- Boy Support Team, Shinigami(26)
- Kendrick, Anna(0)
- Rautomation, Acedhadd(48)
- STANLEY, ROGER DP(23)
- Tribbiani, Joey(51)

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Add New, Reassign or Remove Clients

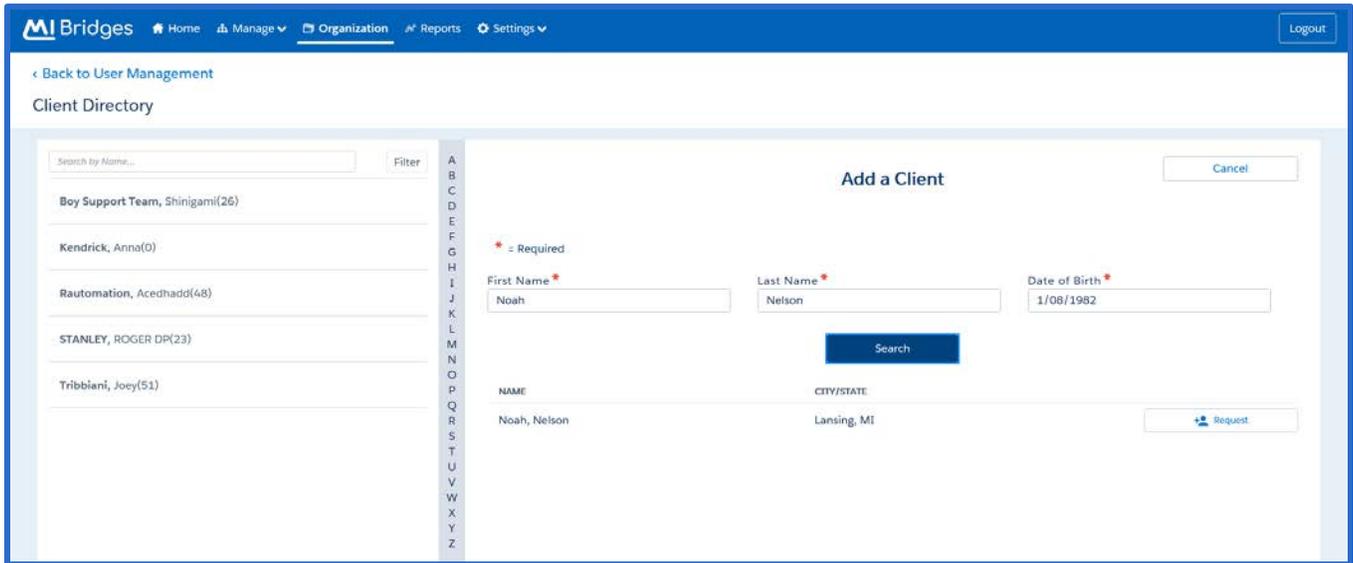
Press the buttons to either add a new client, reassign clients or remove clients.

[Add New Client](#) [Reassign Clients](#)

[Remove Clients](#)

3. Type in the client's first name, last name, and birthday.

4. Select **[Search]**.

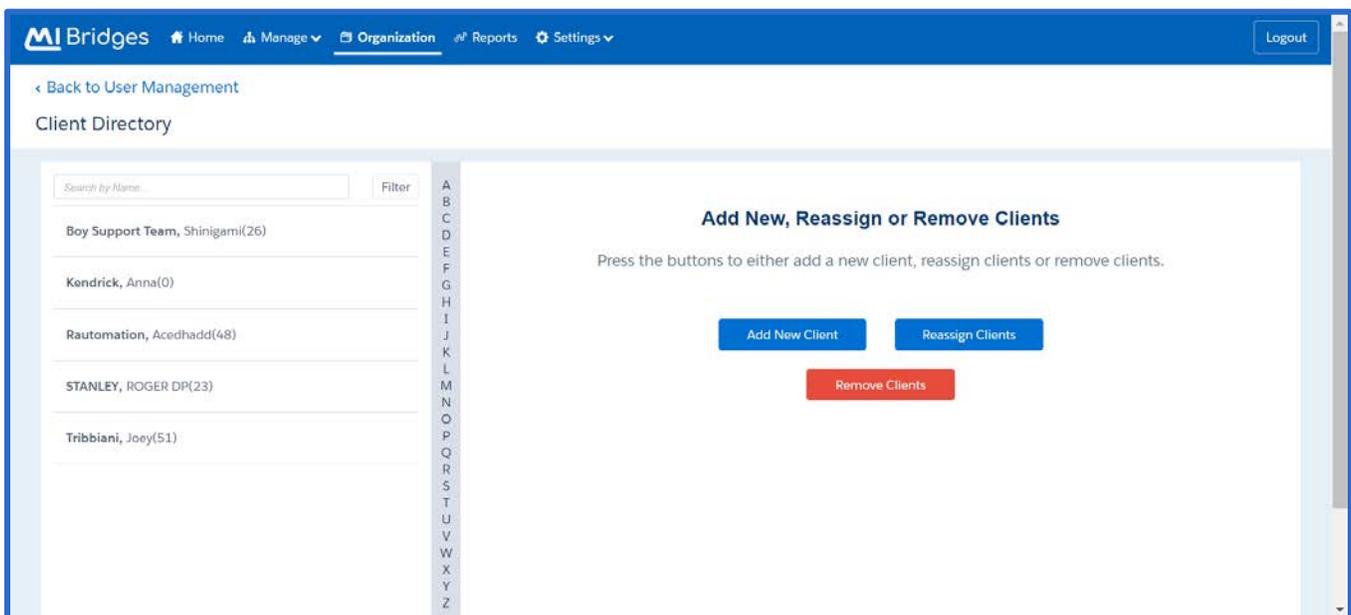


5. Click [ Request] . A request will be sent to add the new client.

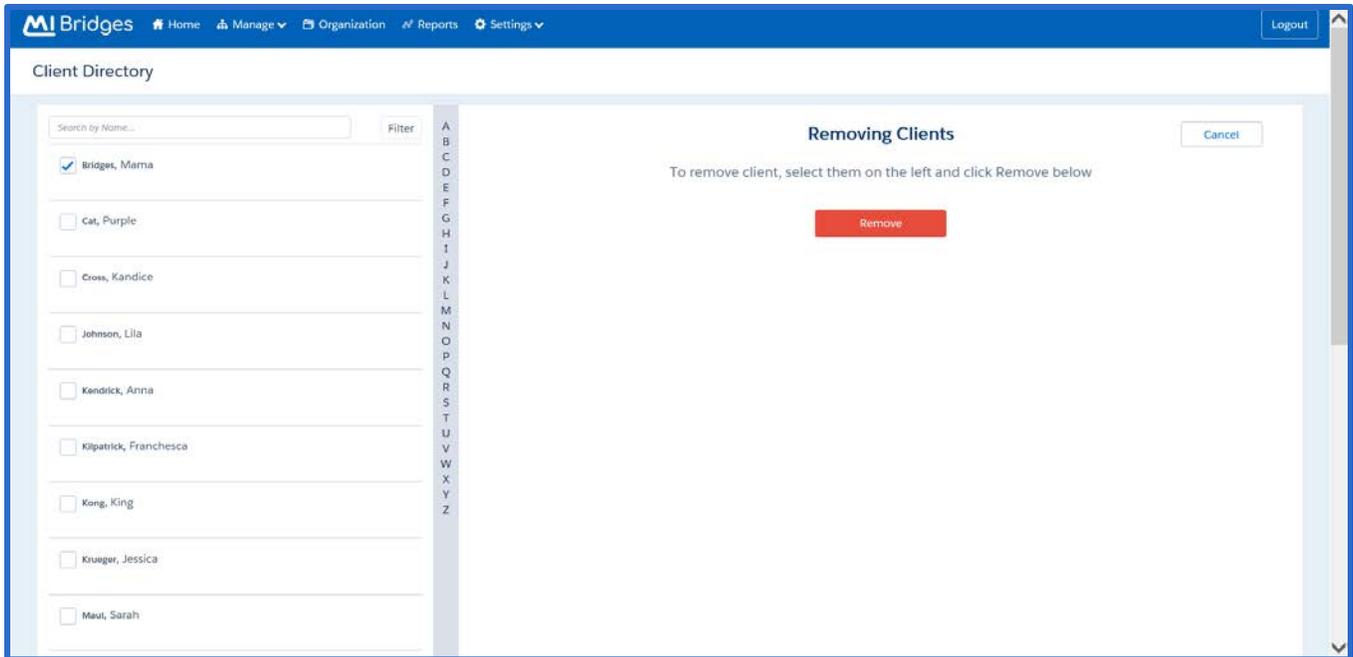
[Click here to access "Add A Client" Microlearning](#)

Remove Client

1. Follow steps one through four of the "Add, Remove, or Reassign a Client" job aid section.
2. Select **[Remove Client]**.



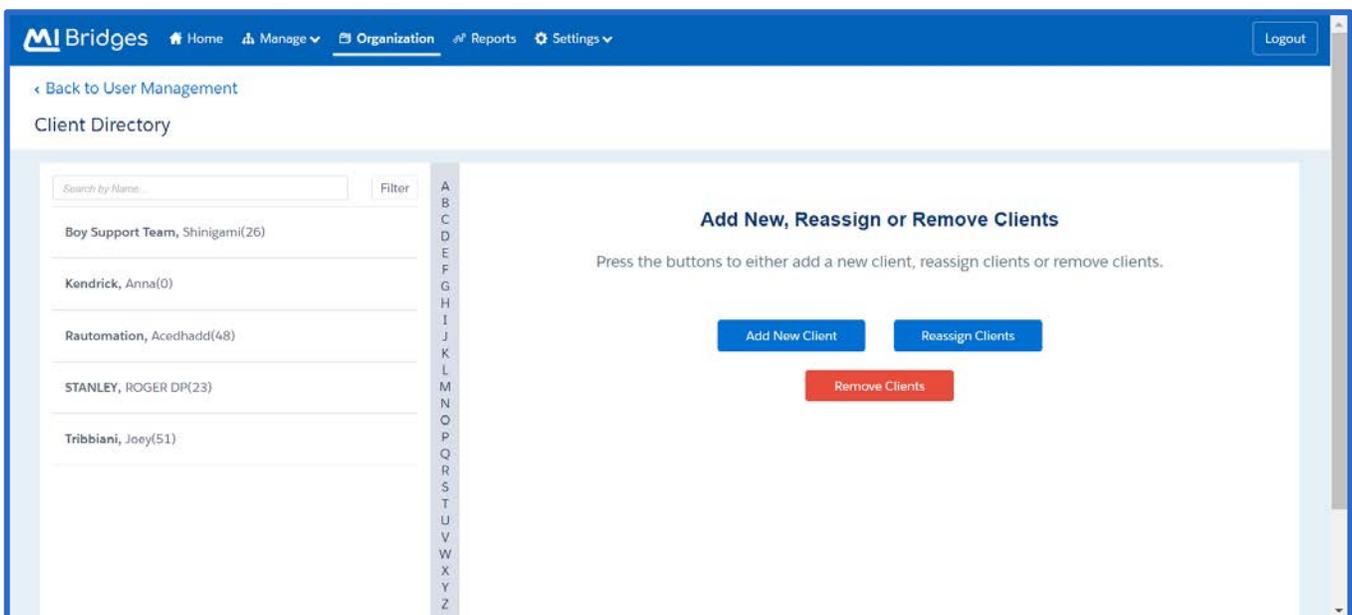
3. Click the **box** next to the client you want to remove.
4. Click **[Remove]**. The client will be deleted from the client directory.



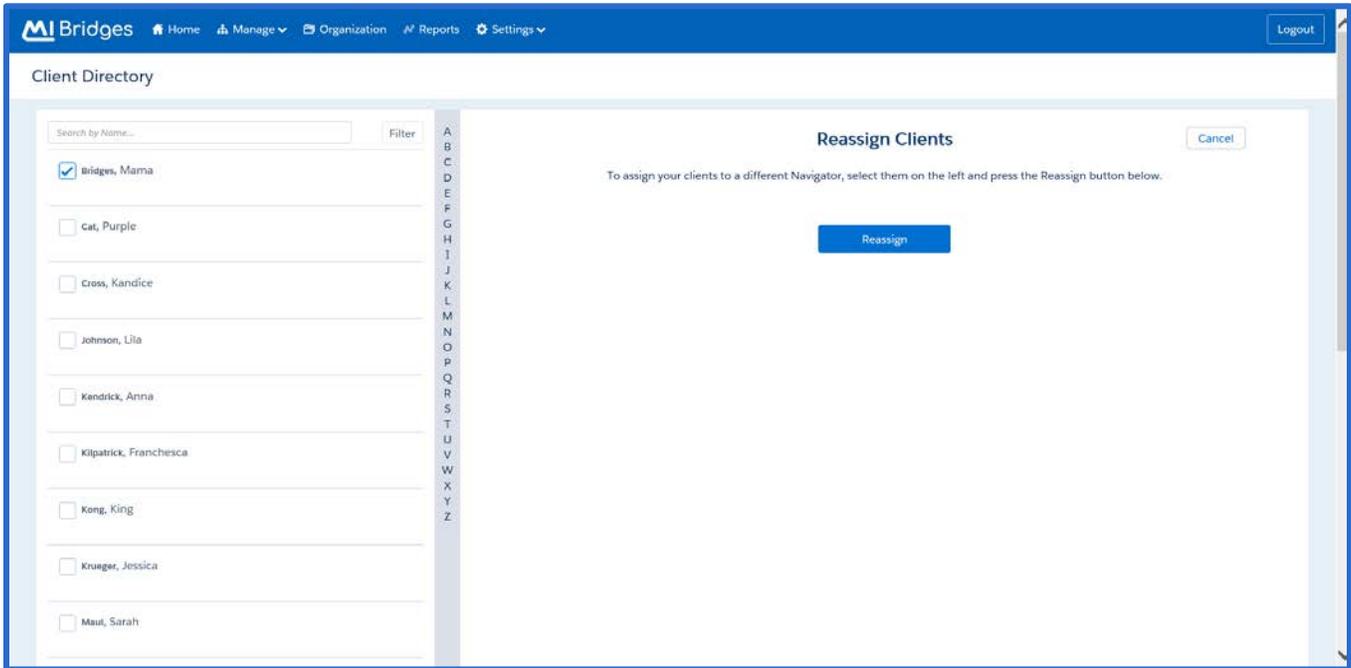
[Click here to access "Remove A Client" Microlearning](#)

Reassign Client

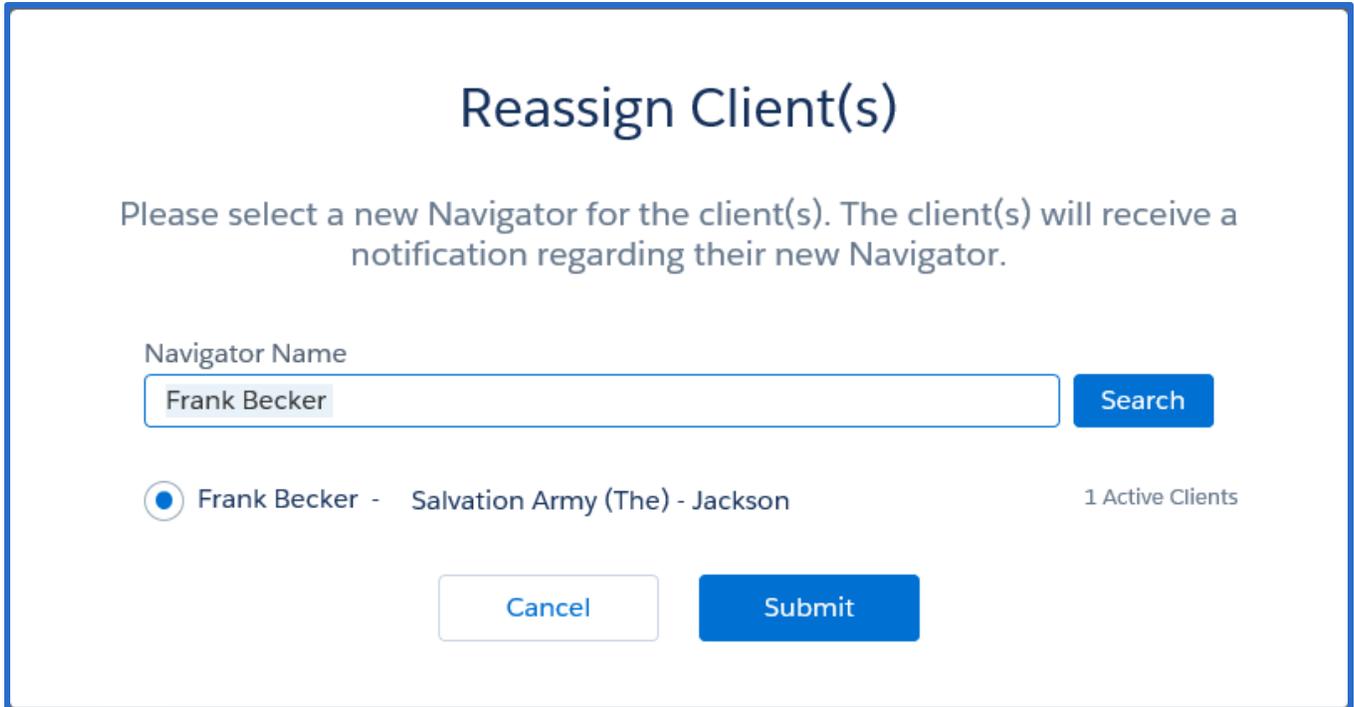
1. Follow steps one through four of the "Add, Remove, or Reassign a Client" job aid section.
2. Select **[Reassign Client]**.



3. Click the **box** next to client you want to reassign.
4. Click **[Reassign]**.



5. Type in the navigator's name you want to reassign the client to and click **[Search]**.
6. Select the correct navigator.



7. Click **[Submit]**. A notification will be sent to the client.

Frequently Asked Questions

	<p>Q. Who in my organization can make these changes</p> <p>A. Only navigators that have the “Manage Organization” permission can make these changes. A total of 3 users in your organization can have the “Manage Organization” permission.</p>
	<p>Q. What notifications can I get as a navigator?</p> <p>A. If you are a referral organization you can receive a daily email notifying you of any new referrals sent to your organization. If you are a navigator you can receive a notification each time your client is triggered in MI Bridges as having an urgent need.</p>



Create a New Community Partner User

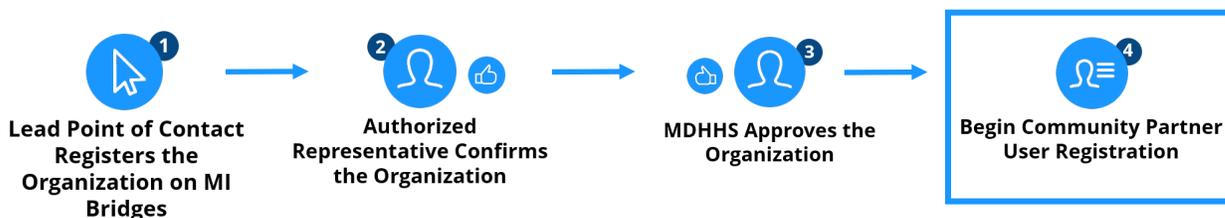
The Job Aid explains how a partner can create a new community partner user account in MI Bridges.

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Important Information

After your organization has been registered in MI Bridges by your Lead Point of Contact and approved by MDHHS, you will receive an invitation to register as a community partner user. In MI Bridges each user will receive their own unique account.



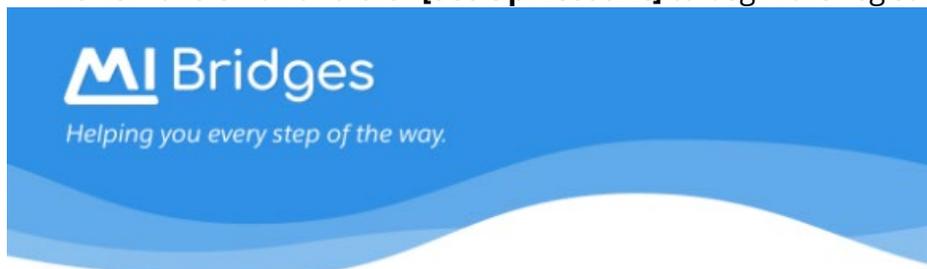
Beginning your User Account Registration

As a Community Partner user, after the Lead Point of Contact from your agency has added you as user in MI Bridges for your organization’s MI Bridges Partnership, you will receive an email from MI Bridges prompting you to register your account.



Tip: Check your junk/spam folder as this email sometimes gets filtered there. The email is from ‘Do Not Reply’, noreply@michigan.gov

1. You will receive an email with the subject line "Set Up Your MI Bridges Account". Review this email and click **[Set Up Account]** to begin the registration process.



Hi <CP First Name>!

<First Name Last Name> has indicated that you will be working in MI Bridges on behalf of <Organization Name>. Start by setting up your Community Partner account.

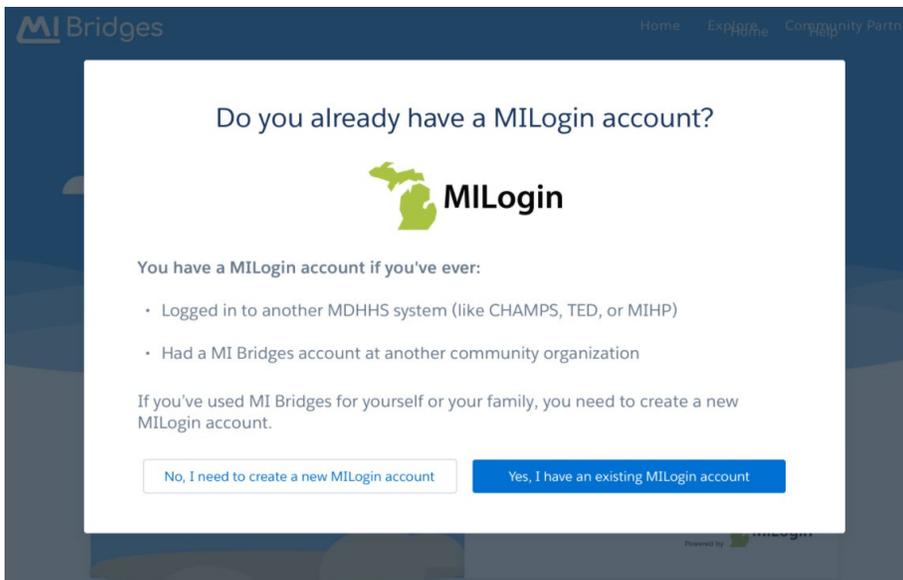
[Set Up Account](#)

Welcome to the MI Bridges Community Partner team! If you have questions, please reach out to Anne Li at anneli@salvationarmy.org.

Thanks,
MI Bridges Team

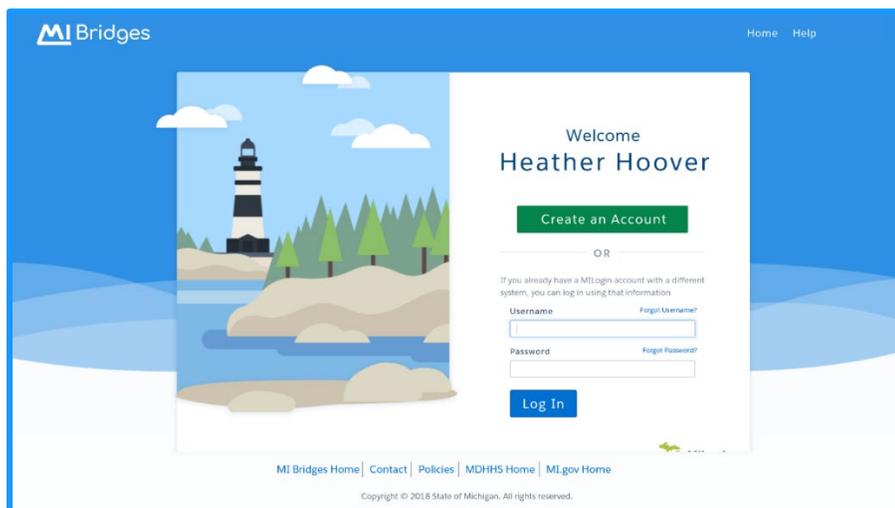
This message, including any attachments, is intended solely for the use of the above named recipient and may contain confidential and/or privileged information. Any unauthorized review, use, disclosure, or distribution of any confidential and/or privileged information contained in this e-mail is expressly prohibited. If you are not the intended recipient, please contact MDHHSPrivacySecurity@michigan.gov and destroy any and all copies of the original message.

- You will be taken to a page asking if you already have a MILogin account. MI Bridges utilizes MILogin, so if you already have one you will need to use this username and password to set up your MI Bridges account.



- After clicking either button the MI Bridges log-in page opens. Your name displays at the top of the page.

Tip: If you have an existing MILogin, you can enter your existing username and password here to begin the process and continue to Step 14. If you cannot remember your username and/or password, go to page 12.



- Click **[Create an Account]**. The **Account Registration** page displays.

- Type your text capable mobile phone number, your work number, and your personal (home) address.



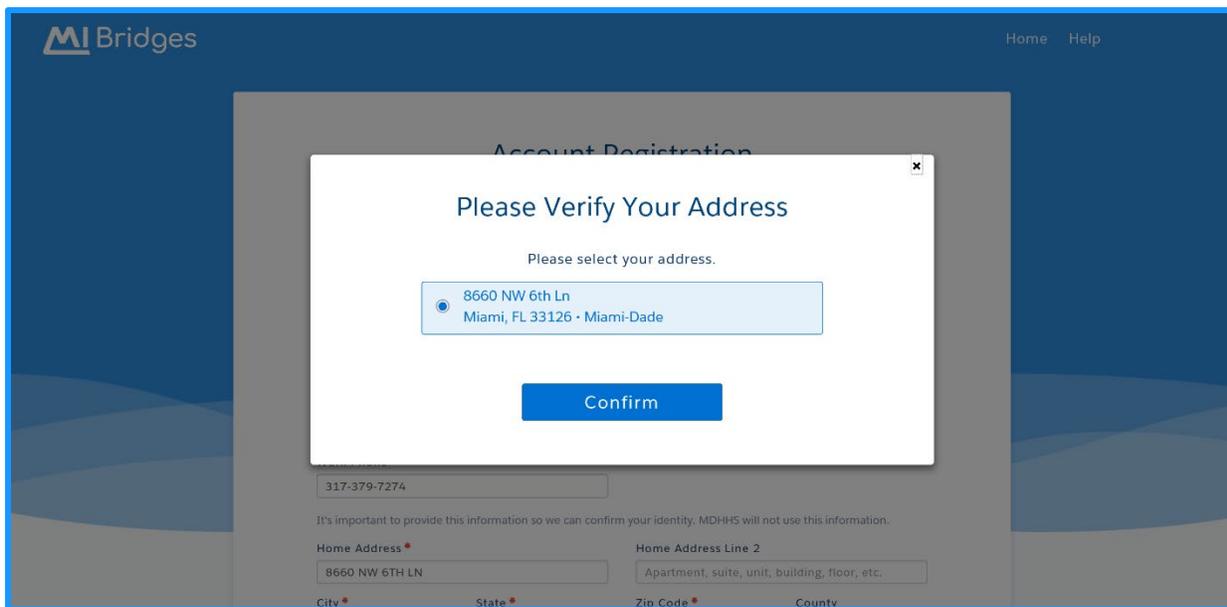
Tip: When selecting a mobile phone, be sure to type a number that receives text messages. This is the phone number that will be used each time you complete the Multi-Factor Authentication (MFA) process. If you do not have a work cell phone, you can enter your office number again in Cell Phone, but you will not be able to utilize the text option for MFA. (MFA is explained on page 9)



Tip: When typing your address, be sure to type your personal home address. This is verified through the Postal Service. You will use your personal address (NOT work address), because this information is used to confirm your identity later in the registration process. This information is NOT saved in MI Bridges.

- Answer the last question on the page. This is a question to protect against fraudulent accounts being created.

7. Check the box next to **[I agree to the terms and conditions]**. The **Address Verification Dashboard** displays.

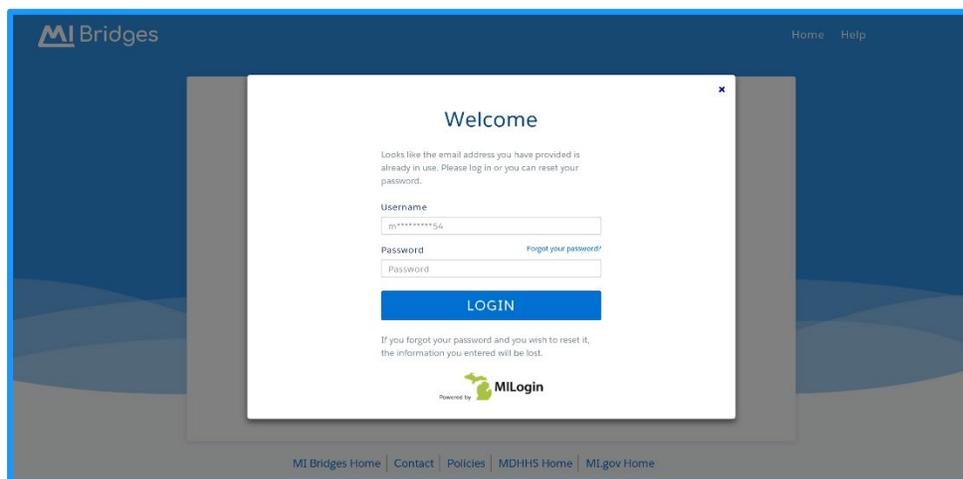


8. Select your address and click **[Confirm]**. The **Username and Security Questions Dashboard** displays.

Tip: If you have an existing MI Login account and MI Bridges recognizes your name or email address, MI Bridges will attempt to recover your account.

1. A list of possible usernames will display. If one of the usernames listed belongs to you, select the radio button next to your username and click **[Next]**. The **Welcome Dashboard** displays.

- Select **None of the usernames are mine** if the usernames do not belong to you.



2. If you know your **Username** and **Password**:
 - Type your **Username** and **Password**. Click [**Login**]. Proceed to the “Verify Your Device” section (Step 14).
 - If you do not know your previously created **Username** and **Password**, review the “Recover a Forgotten Username or Password” section (On Page 13).
 - If your name and email in MI Login doesn’t match with your name and email in MI Bridges you will get the error code 2005. You will need to update your name or email in MI Login to match MI Bridges.
 - i. If you are still having trouble please call the MI Bridges Help Desk at 1-844-799-9876 from Monday – Friday, 8:00am – 5:00pm.

9. Type a **[last name, first initial (no space)]** followed by any **4 digits**. This is mandatory username format for community partners.

	<p>Tip: The Username field changes from white to green if the username recorded meets the guidelines and is available. Notice the “username is available” that appears after a name is recorded.</p>
--	---

10. Type a password that follows the guidelines under the Password Guidelines.

	<p>Tip: You must type the password twice to confirm it is accurate. This field changes from white to green if the password meets guidelines. The Retype Password field displays red if the two fields do not match.</p>
--	--

11. Select 3 security questions and provide answers in the boxes. Click **[Next]**. The **Account Registration** page displays.

	<p>Tip: After creating your account, if you ever forget your password you can use these security questions to reset your password. The partner security questions are the same questions used when creating a client account. Some questions that you might find easy to answer include:</p> <ul style="list-style-type: none"> • In what city were you born? • What is your mother’s maiden name? • What was the name of your first elementary school?
--	---

12. Select **[Continue]**. The **Account Registration Successful** page displays.

13. Click **[Next]**. The **Confirm Your Identity** page displays.

Confirm Your Identity

With MI Bridges, clients can consent for community partners to view their benefit information and letters sent from MDHHS. Because of the increased personal client information that partners can view – there is increased security needed for partners. Partners must complete the ‘Confirm Your Identify’ process, also called ID Proofing, when creating a new account.

14. Record your **[Date of Birth]** and click **[Next]**. The **Confirm Your Identity** page displays.

The screenshot shows the 'Verify Your Identity' page on the MI Bridges website. The page has a blue header with the MI Bridges logo and 'Home Help' links. The main content area is white with a blue border. The title 'Verify Your Identity' is centered at the top. Below the title is a sub-header: 'Check your information for accuracy and provide as much additional information as you can so that we can verify your identity.' There are two columns of form fields. The first column includes: 'Legal First Name' (Heather), 'Date of Birth' (MM/DD/YYYY), 'Home Address' (RR 4, BOX 274), 'City' (Ellsworth), and 'Cell Phone' (317-379-7174). The second column includes: 'Legal Last Name' (Hoover), 'Social Security Number' (XXX-XX-XXXX), 'Home Address Line 2' (Apartment, suite, unit, building, floor, etc.), 'State' (Maine), 'Zip Code' (04605), and 'County' (Select a County). A 'Next' button is located at the bottom right of the form. At the bottom of the page, there are links for 'MI Bridges Home', 'Contact', 'Policies', 'MDHHS Home', and 'MI.gov Home'. A copyright notice 'Copyright © 2018 State of Michigan. All rights reserved.' is at the very bottom.



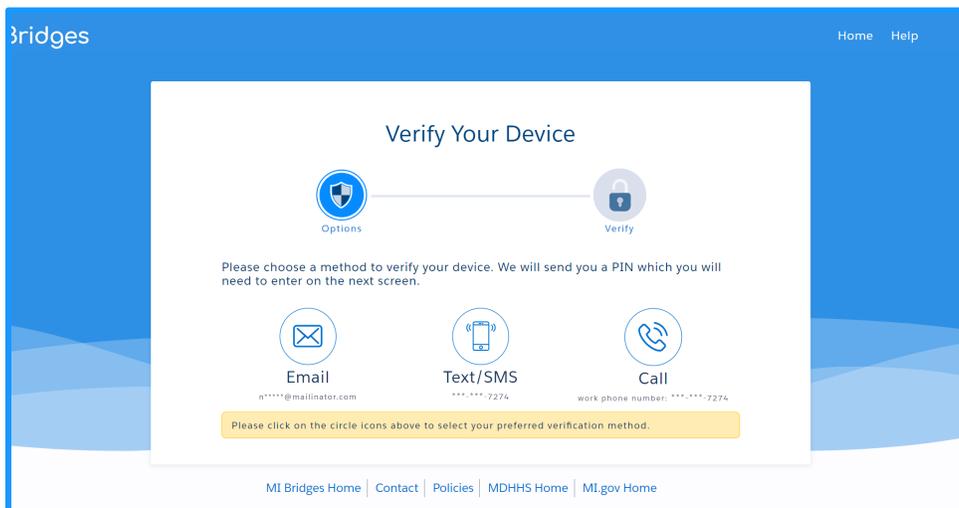
 **Tip:** If you are unable to complete ID proofing on the first attempt, you can always try a second time. Partners can attempt to confirm their identity in MI Bridges twice in 48 hours. If you are unable to pass on your second attempt, you can wait 48 hours to try again, or email MDHHSCommunityPartners@michigan.gov for assistance.

15. Select appropriate responses to the security questions to confirm your identity. Click **[Submit]**. The **Verify Your Device** page displays.

Verify Your Device

 **Tip:** The Multi Factor Authentication (MFA) process is new to MI Bridges. Community Partners are required to do this in order to be sure information is being shared with the correct person. Partners will complete the MFA process when logging into MI Bridges once every 24 hours.

The MFA PIN sent to the partner is only valid for 5 minutes. Please enter the PIN as promptly as possible.

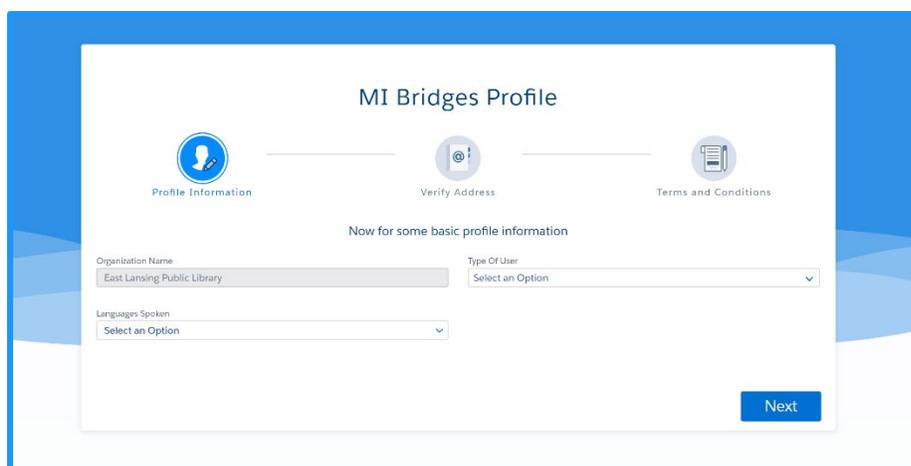


16. Select **Email**, **Mobile (Text/SMS)**, or **Call** as a method to verify your device. Click **[Next]**.
17. Type the PIN in the box. Click **[Submit]**. The **MI Bridges Profile** page displays.

Creating Your Profile

The first time you log into your account you will be prompted to confirm your profile information.

1. Your **'Agency Name'** displays and cannot be edited. Select *Type of user* from the drop-down list (Staff or Volunteer) and select *Languages Spoken* from the drop-down list. You can select multiple languages. Click **[Next]**. The **Verify Address** page displays.



- The *I work at this location* field defaults to Yes. Click the **[Yes/No]** switch to **[No]** if you work at another location.
- If you select **[No]**, the *Please Select Location* field appears. Select the correct location from the drop-down list. Click **[Next]**. The **Terms and Conditions** page displays.

	<p>Tip: Your Organization Address automatically defaults to the main address of the organization. If you do not work at the main location, you can select the correct location from the <i>Please Select Location</i> drop-down list.</p>
--	--

- Review the Terms and Conditions and check the boxes next to each term or condition to complete your registration. Click **[Submit]**. The **Account Registration Successful** page displays. **Congratulations you have successfully created your account!**

Find Your Community Partner ID (CP-ID)

After creating your account, you can find your CP-ID on your MI Bridges dashboard. This is the ID you will give to clients to connect with you as their navigator.

	<p>Tip: The CP-ID will not work until the required training has been completed.</p>
--	--

- When you log into MI Bridges on the **Community Partner Dashboard**, you will find your CP-ID and any required trainings you have to complete.

The screenshot shows the MI Bridges dashboard for Anne Li. At the top, the navigation bar includes 'MI Bridges', 'Home', 'Manage', 'Settings', and 'Logout'. Below the navigation bar, the user's name 'Anne Li's Dashboard' and 'CP ID 403-2319' are displayed. The dashboard is divided into several sections: 'Sign up for Email Notifications', 'I want to...' (with options for Manage Referrals, Explore Resources, and Community Partner Tools & Resources), 'Notifications' (showing 1 New Referral(s) to Manage), 'How I've helped in July...' (with 16 Referrals Completed and 8 Needs Met), and 'My Community Partner Access'. The 'My Community Partner Access' section lists training requirements: 'Attend Online Training for Navigation Partner (2 Hours)', 'Complete Webinar for Referral Partner (1 Hour)', and 'Wait for Email(s) - Marked as Trained (1 Week)'. The CP ID '403-2319' is highlighted in a red box. Two blue arrows point from the text boxes to the CP ID and the training requirements section.

You can find your training requirements here. Once MDHHS completes the manual process of verifying your training and marking you as trained in MI Bridges, this will be updated.

You will find the level of access you have in MI Bridges here and who the lead point of contact (LPOC) is for your organization.

6. Your Community Partner ID (CP-ID) displays next to your name on your dashboard. This ID is 7 digits. The first 4 digits are the same across each organization and the last 3 digits are unique to your ID.

Tip: You will receive an email when you have been marked as trained in MI Bridges.

Remember! You can always call the Help Desk with any questions about creating a Community Partner Account. The Help Desk can be reached at 1-844-799-9876 from Monday – Friday, 8:00am – 5:00pm.

[Click here to access "View My CP-ID" Microlearning](#)

Recover a Forgotten Username or Password

If you know your Username but, not your Password:

1. Click **Forgot Your Password** on the MI Bridges Login page. The **Forgot Password** page displays.

2. Type your **Username** and answer the **Verification Question**. The **Password Recovery Page** displays.

3. Select the radio button next to the recovery option you prefer. Click **[Next]**. The **Enter Pin** page displays.

Error 2005

I received the 2005 error when creating my account. What can I do now?

Some partners may have experienced an error when a partner had an existing account with the same email address through a MI Login system (for example, if a person also uses CHAMPS or the Michigan Treasury system). We are excited to share this issue has been fixed. Below are instructions on how to activate your MI Bridges account.

Situation 1:

You received this error and decided to wait until it was fixed to activate your account.

Locate the original email titled “Create Your MI Bridges Account” sent when your account was activated. Review this email and click **[Join the Team]** to begin the registration process. The MI Bridges log-in page opens. Click **[Create an Account]** to begin the account registration process.

- Note: If you have an existing MILogin Community Partner account, you can also type your existing username and password and click **[Log In]**.

Situation 2:

You received this error and created a 2nd account with a separate email and would like to continue to use this 2nd account as your MI Bridges Community Partner account but change the email address to a work email address.

- Note: This will mean the partner will continue to have two MI Login accounts. Their original account and user name, and the 2nd account and user name.

1. Request your organization Lead Point of Contact (LPOC) delete/remove the original account (which displays as pending) that received the 2005 issue. This is the first account that was created but was unable to be completed and still displays as pending.

2. Login into your current account. Navigate to the Profile page.

3. Click **[Edit Information]**.
4. Update the Email field to the preferred work email account.
5. Click **[Save and Update]**.

Now your notifications from MI Bridges, including Multi-Factor Authentication emails will be sent to the preferred work email account displayed in the Email field.

Situation 3:

You received this error and created a 2nd account with a separate email and would like to deactivate/remove your 2nd account and use your original account as your MI Bridges Community Partner account.

- Note: This will mean the partner will only have one MI Login account - the original account and user name.

1. Follow the steps in Situation 1 to activate your original MI Bridges account with the preferred work email account.
2. Navigate to the Client Directory of your 2nd account and transfer any clients to the newly created account.
3. Request your organization Lead Point of Contact (LPOC) delete/remove the 2nd account.

MILogin for Third Party



Michigan.gov

HELP CONTACT US

MI Login for Third Party

User ID

Password

LOGIN

Don't have an account?

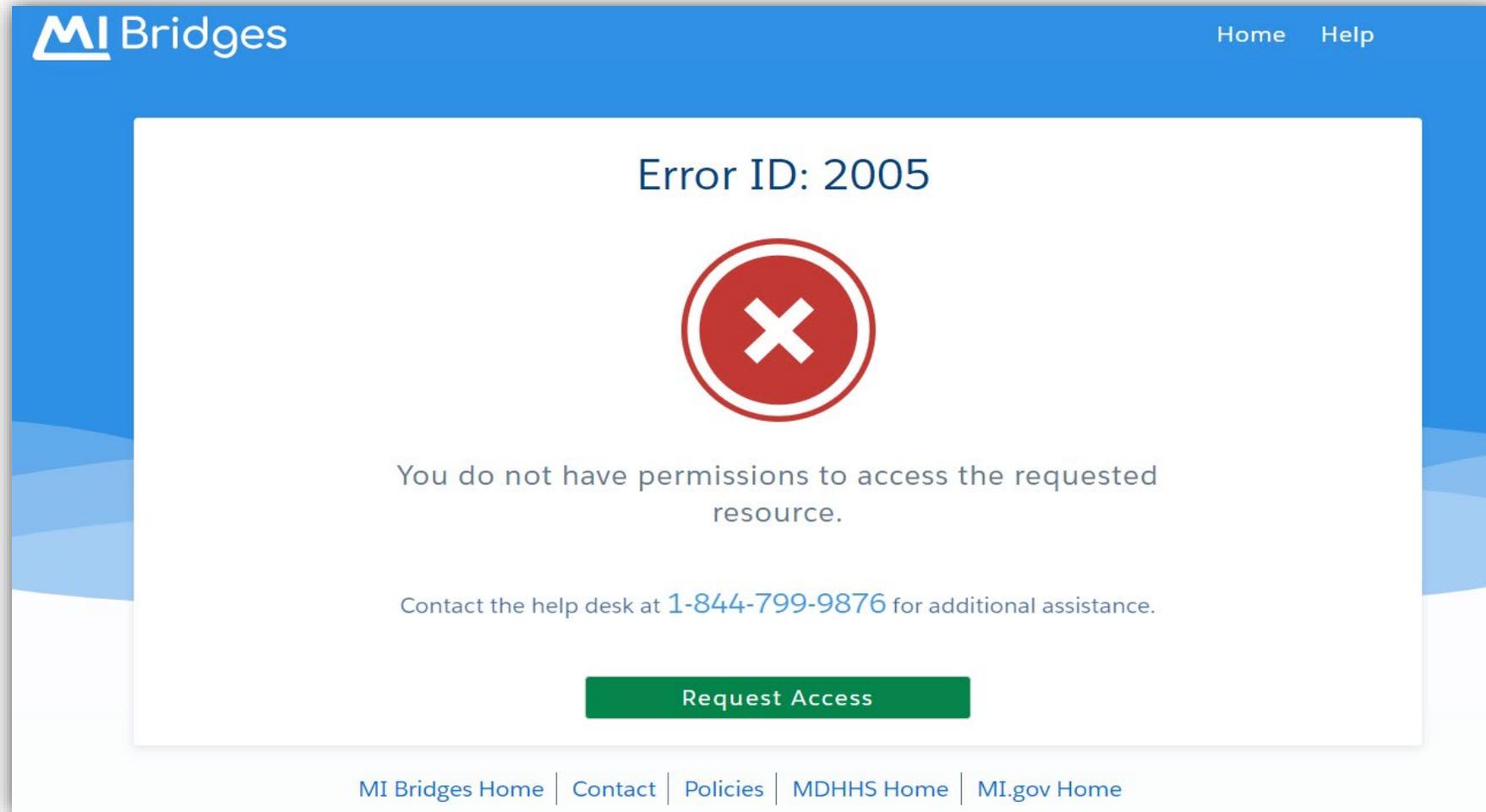
SIGN UP

[Forgot your User ID?](#) [Forgot your password?](#)

[Need Help?](#)

MILogin for Third Party milogintp.michigan.gov

Error 2005



The screenshot shows the MI Bridges website interface. At the top left is the 'MI Bridges' logo, and at the top right are links for 'Home' and 'Help'. The main content area is white and contains the following text and elements:

- Error ID: 2005**
- A red circular icon with a white 'X' inside, indicating an error.
- The message: "You do not have permissions to access the requested resource."
- Instruction: "Contact the help desk at [1-844-799-9876](tel:1-844-799-9876) for additional assistance."
- A green button labeled "Request Access".

At the bottom of the page, there is a navigation bar with links: "MI Bridges Home | Contact | Policies | MDHHS Home | MI.gov Home".

Page Intentionally Left Blank

Page Intentionally Left Blank

Community Partner Training

Referral Partner

If your agency is registered as a Referral Partner, all users assigned to the Referral role will need to view a MI Bridges Referral Partner training via webinar. Once the user has viewed the webinar, MDHHS will mark them trained in MI Bridges and they will have access to agency referrals.

Additional Referral Partner Resources:

- [Referral Partner Webinar Presentation](#)
- [Referral Partner Job Aid](#)
- [Referral Partner FAQs](#)

You can access the webinar [at this link](#).

Access Partner

If your agency is registered as an Access Partner, please review a brief online, self-paced training. The training will give you an overview of MI Bridges, explain the role of an Access partner, and highlight features and functionality of the MI Bridges portal.

You can access the webinar [at this link](#)

The training presentation is [at this link](#)

Navigation Partner

If your agency will be registering as a Navigation Partner, all users assigned to the Navigator role will need to attend a MI Bridges Navigator training webinar. This webinar is necessary due to the enhanced features Navigation Partners will be expected to assist clients with.

Click [here](#) to access the MI Bridges Navigation Partner webinar dates.

View Metrics/Reports



The Job Aid explains how to create reports for your agency in MI Bridges.

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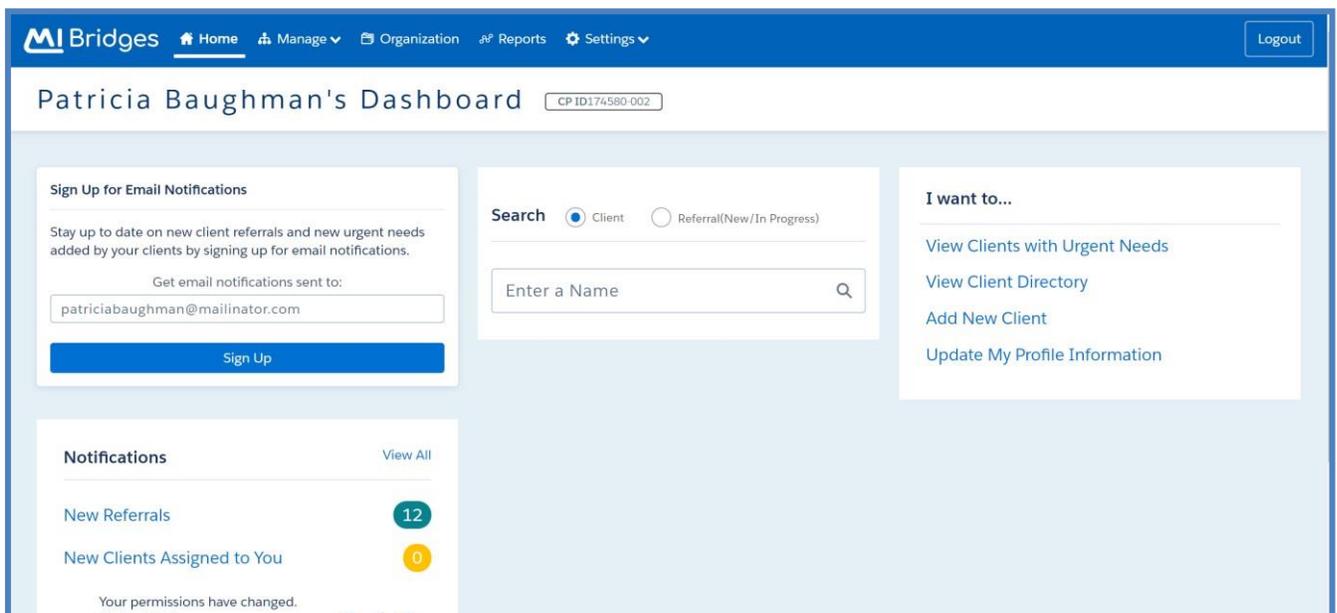
Important Information

MI Bridges users for each agency with the [View Metrics] user permission can view key metrics about the agency's use of MI Bridges. Community partner organizations can generate reports relating to benefits, referrals, and navigators in their organization. These metrics are available at any time and can be helpful when an agency needs information for a grant or agency report.

Viewing MI Bridges Reports

As a community partner, if you have the View Metrics user permission in your profile, you can navigate to the Reports page to view real-time reports for your agency.

1. Log into **Your MI Bridges Account**.
2. Click **[Reports]**. The **Reports** page displays.



MI Bridges Home Manage Organization Reports Settings Logout

Patricia Baughman's Dashboard CP ID:174580-002

Sign Up for Email Notifications

Stay up to date on new client referrals and new urgent needs added by your clients by signing up for email notifications.

Get email notifications sent to:
patriciabaughman@mailinator.com

Sign Up

Search Client Referral(New/In Progress)

Enter a Name

I want to...

- View Clients with Urgent Needs
- View Client Directory
- Add New Client
- Update My Profile Information

Notifications View All

- New Referrals 12
- New Clients Assigned to You 0

Your permissions have changed.



Tip: You can view and generate reports about benefits, referrals, and navigators. To switch between report categories, you can click the **Benefits, Referrals, Needs,** and **Navigators** tabs.

3. Select the **Date, Counties, and Zip Codes** from the drop-down menu for the report you want to generate.

Applications and Renewals Breakdown

Type	Apply For Benefits							Total					
	Year	Submissions	Single	Multiple	Healthcare	FAP	Cash	CDC	SER	Submissions	Single	Multiple	Healthc
2018		10	5	5	5	2	1	3	7	10	5	5	
Total		11	5	6	5	2	1	4	8	11	5	6	

Household Member Per Program

Type	Apply For Benefits					Total			
	Year	Healthcare Coverage	FAP	Cash Assistance	CDC	SER	Healthcare Coverage	FAP	Cash
2018		6	3	1	3	8	6	3	
Total		6	3	1	4	9	6	3	

Navigation tabs: Benefits (selected), Referrals, Needs, Navigator

4. The report displays.



Tip: Each report will display different information. For a summary of the information that displays in each report see *Table 1*.

MI Bridges Home Manage Organization Reports Settings Logout

Reports

APPLICATIONS AND RENEWALS BREAKDOWN

Type	Apply For Benefits							Total								
Year	Submissions	Single	Multiple	Healthcare	FAP	Cash	CDC	SER	Submissions	Single	Multiple	Healthcare	FAP	Cash	CDC	SER
2018	10	5	5	5	2	1	3	7	10	5	5	5	2	1	3	7
2019	1	0	1	0	0	0	1	1	1	0	1	0	0	0	1	1
Total	11	5	6	5	2	1	4	8	11	5	6	5	2	1	4	8

5. Click **[Export to Excel]**. The report opens in Microsoft Excel

Reports/Metrics Description

Navigation Report	Description
Application and Renewal Breakdown	View a breakdown of application and renewal submissions across each benefit program
Household Members Per Program	View a breakdown of household members per new applications and renewals
Top 10 Most Common Needs	View a breakdown of the top 10 most common client needs
Client Count	View the number of clients per navigator per quarter
Application for Benefits Submitted	View the number of applications where a navigator was connected prior to submission
Renew My Benefits Submitted	View the number of redeterminations where a navigator was connected prior to submission

Referral Report	Description
Referral Breakdown	View a breakdown of new/in progress referrals and the number of needs met versus needs unmet
Reasons Needs Were Unmet	View a breakdown of the reasons needs were unmet
Top 10 Referral Requests	View a breakdown of the top 10 most common referral requests

Frequently Asked Questions



Q. Will I receive reports specific to my organization’s partner type?

A. Each agency can view the benefits, referrals, and navigation reports. However, you only see data on a report, if there is data available for your agency.

Example: If your organization is registered as a Navigation Partner, you can generate reports on the Referral Reports page, however these reports would not contain any data.

Q. How many workers in my organization can access the Reports page?

A. Any user in the organization that has the View Metrics user permission in their MI Bridges profile can view and generate reports.

Q. Can I see reports for every location for my organization?

A. Reports are not specific to a certain agency location. The reports that are generated use data from all locations in your MI Bridges community partner organization.

Q. Will these reports include applications that come from the paper 1171 Assistance Application?

A. No, the reports in MI Bridges only include information from applications submitted through MI Bridges.

Q. Is this data available in charts and/or graphs?

A. You can export the report to Microsoft Excel where you can create graphs or charts for your organization’s data.



Referral Management

This job aid explains how Referral Partners can manage referrals they receive from clients through MI Bridges.

Important Information

With MI Bridges there are specific features only available for community partners who have the referral partner level. In order to effectively manage incoming referrals, users will need to be given the Assign Referral and Manage Referral permissions.

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Assign and Manage Referral Permission

The Lead Point of Contact (LPOC) or users with the *Manage Organization* permission will need to determine which users within their organization should have the *Assign Referral*

permission. A user with Assign Referral permission can view all new unassigned and currently assigned referrals. To change a user’s permission level, follow these steps:

1. To change an active user’s permission level, click the **[Manage Organization]**.
2. Click on the **[Active Users]** tab. Which will bring you to an *Active User* directory. Select a user and at the bottom is the *Role/User Permission* section.

The screenshot shows the user profile for Janet Thompson. The 'Personal Information' section includes fields for First Name (Janet), Last Name (Thompson), Work Number, Cell Phone, Email (Janet_Thompson@gmail.com), Date of Birth, and Languages Spoken. The 'Address Information' section shows the organization address: 3333 Rexwood Dr., Suite #325, Lansing, MI, 48864 – Ingham County. The 'Role/User Permissions' section has a note: 'You may only select roles that match the organization's Level of Engagement.' The permissions listed are: Provide Navigation (checked), View Metrics (unchecked), Manage Referrals (unchecked), Assign Referrals (unchecked), and Manage Organization (unchecked). A red box highlights the 'Manage Referrals' and 'Assign Referrals' options.

TIP: At least one user in your organization needs to have the *Assign Referrals* permission level as this is the only way for new and unassigned referrals to be seen. The LPOC will have this permission level automatically assigned to them. At least one user will need the *Manage Referral* permission, this is required to be able to take action on the referral. Organizations are not limited to how many users can have these permission levels and it might be especially helpful to organizations that have multiple locations to have multiple users with these permissions.



Sign Up for Referral Notifications

Users can sign up for notifications. These emails serve as a prompt to log into MI Bridges to work on MI Bridges Referrals. There are two different notification types:

- For users with ***assign referral permission***: when a new referral is sent to the organization, an email will be sent to notify that a referral needs to be assigned to a user.
- For users with ***manage referral permission***: when a new referral has been assigned to a user, an email will be sent to that user to take action on the referral.

1. To sign up for notifications, click on **[View Profile]**. You can also click on **[Settings]** to navigate to the profile page.

The screenshot shows the MI Bridges dashboard for user Anne Li (CP ID 403-2319). The dashboard is divided into several sections:

- Client Action Needed:** A green button labeled "Check Client Actions Needed" and a link for "Change Notification Preferences".
- Sign up for Email Notifications:** A section with a yellow envelope icon and a "1" badge, containing a "Sign Up" button and a "No Thanks" link.
- Notifications:** A section with "20 New" notifications. It features a "Power Outage" notification for 07/30/2020 and summary statistics: "New Referrals: 5" and "New Clients Assigned to Me: 14". A "View All Notifications" link is at the bottom.
- My Community Partner Access:** A section displaying CP ID: 403-2319, a list of permissions (Provide Navigation, Manage Referrals, Assign Referrals, Manage Organization, View Metrics), and contact information for Anne Li (anne.li@salvationarmy.org). A red box highlights the "View Profile" button at the bottom of this section.
- How I've helped in July...:** A summary of performance metrics: 53 Clients Connected to Me, 6 Applications I've Assisted, 4 Renewals I've Assisted, 16 Referrals I've Completed, and 8 Needs I've Met.
- I want to...:** A grid of action buttons: View Client Directory, Add New Client, Assign Referrals, Manage Referrals, Manage Organization, View Metrics, Explore Resources, and Community Partner Tools & Resources.

- Your profile page displays. Click on the third [Edit] for Notifications Preferences. Select to receive daily email notifications for New Referrals to Assign and/or New Referrals to Manage.

MI Bridges Home Client Action Needed Manage Settings Logout

Janet Thompson's Profile

Personal Information CP ID 4035 Edit

First Name: Janet Last Name: Thompson
 Date of Birth: 08/13/1983 Languages Spoken: English, Spanish
 Work Number: 517-555-1231 Cell Phone: 517-555-1231
 Email: Janet_Thompson@gmail.com

Organization Information Edit

Organization Address: 3333 Rexwood Dr., Suite #325, Lansing, MI, 48864 – Ingham County
 Location: Tim's Food Pantry - 235 Main St., Lansing MI

Notification Preferences Edit

Sign Up for Email Notifications: Janet_Thompson@gmail.com

Notification Type	Email
New Referral(s) to Assign ?	<input type="checkbox"/>
New Referral(s) to Manage ?	<input type="checkbox"/>
Urgent Need Updates ?	<input type="checkbox"/>

Update Password and Security Questions

You can change your password or security questions through MiLogin. Your password and security questions will be updated for any State of Michigan account.

Change Password Change Security Questions

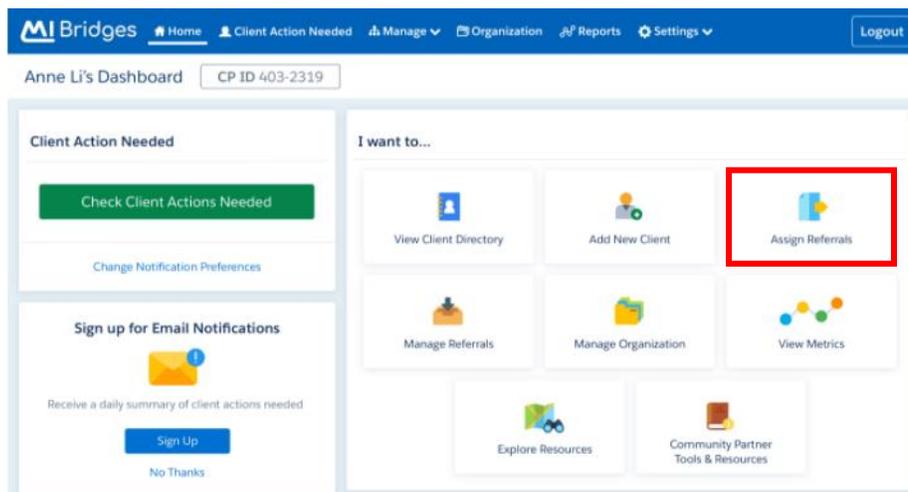
Date Joined: 01/23/2016 Date Trained: 01/23/2016

[Click here to access "Manage Referral Notifications" Microlearning](#)

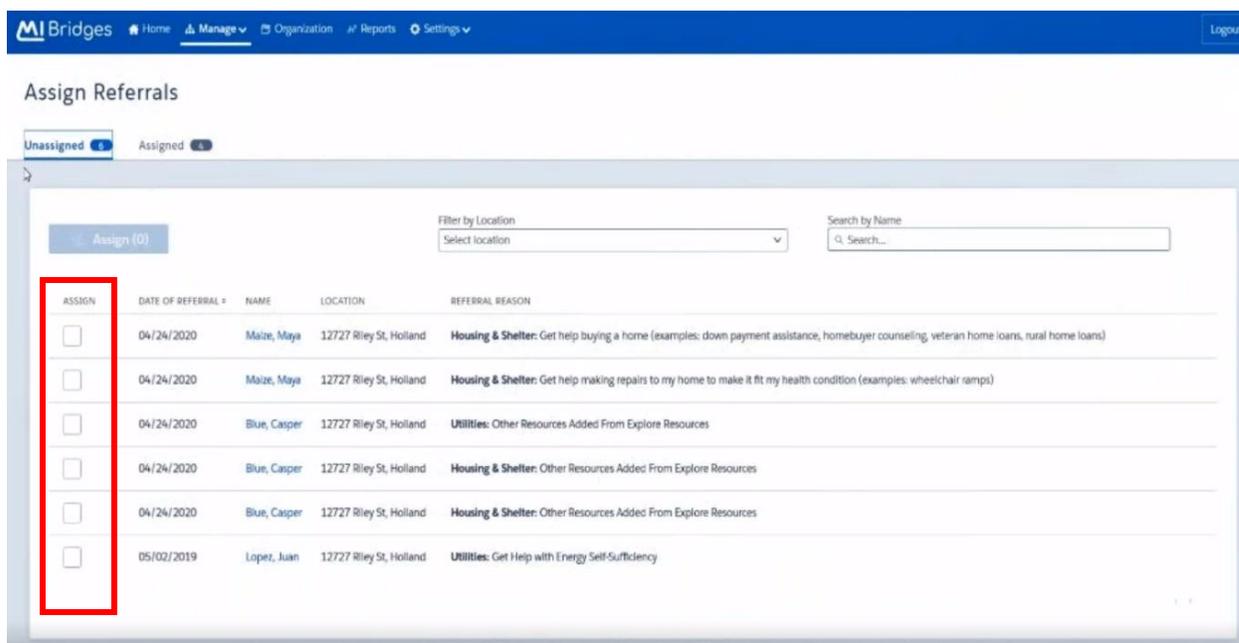
Assigning an Unassigned Referral

Users with the *Assign Referral* permission can assign referrals to themselves or other authorized users so that action can be taken. Those steps are as follows:

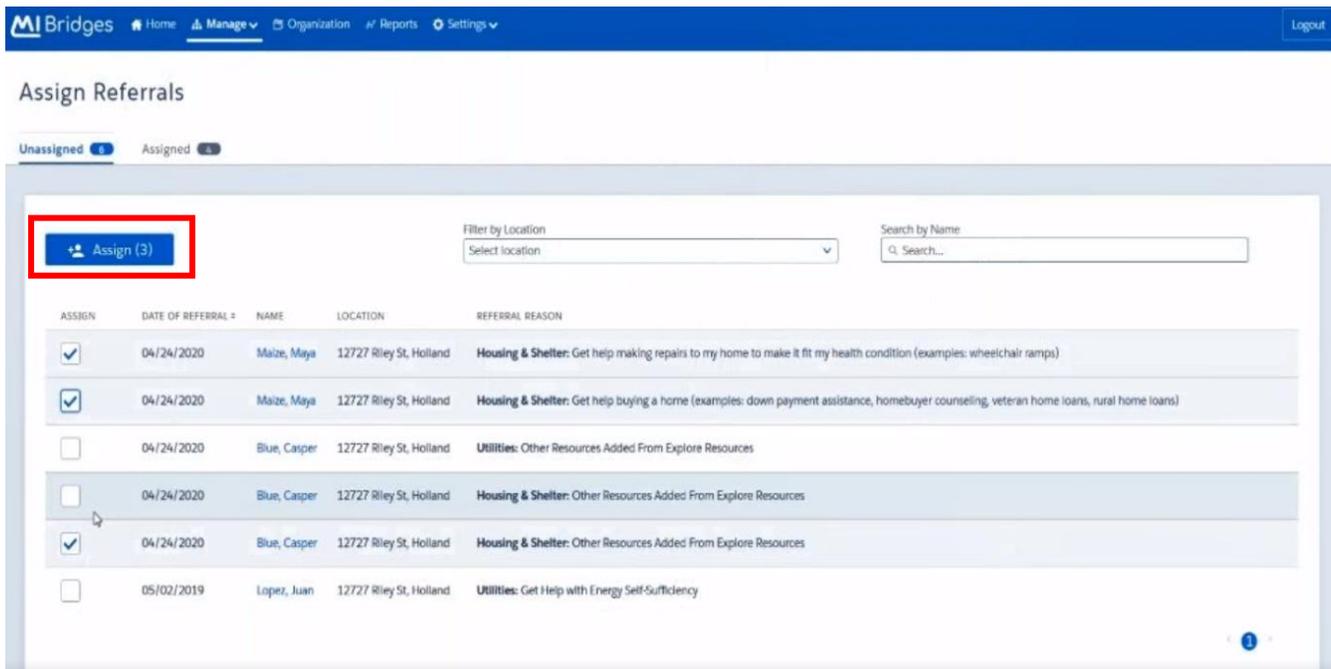
1. To assign an unassigned referral, click on **[Assign Referral]**,



2. In the **[Unassigned]** referral directory on the left-hand side check the box for each referral you wish to assign.

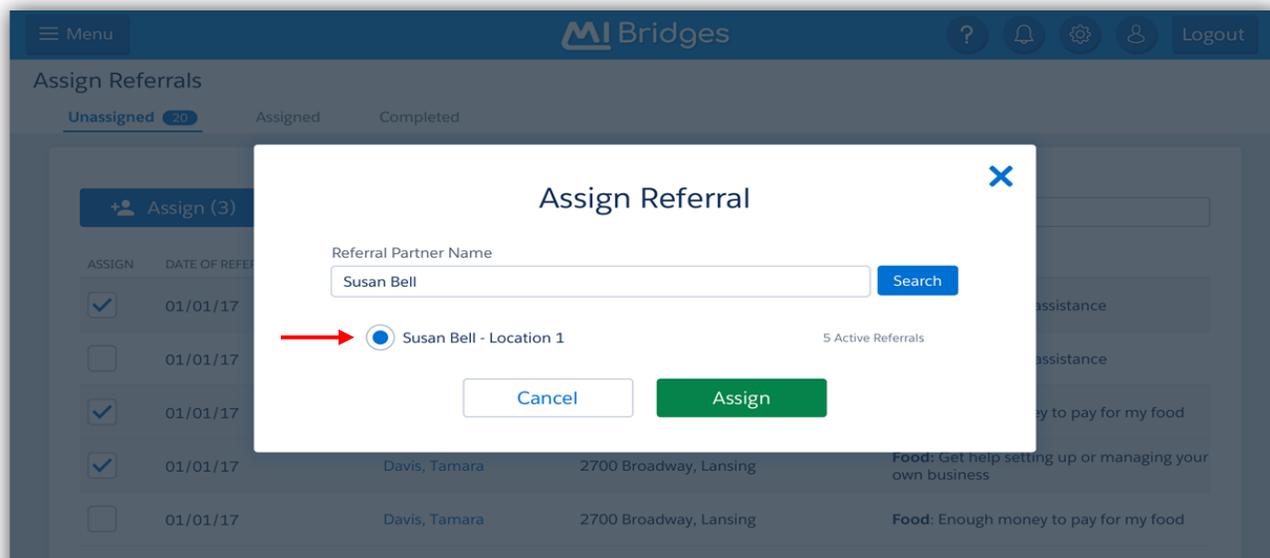


3. Once you have checked the referral(s), click on the **[Assign]** button.

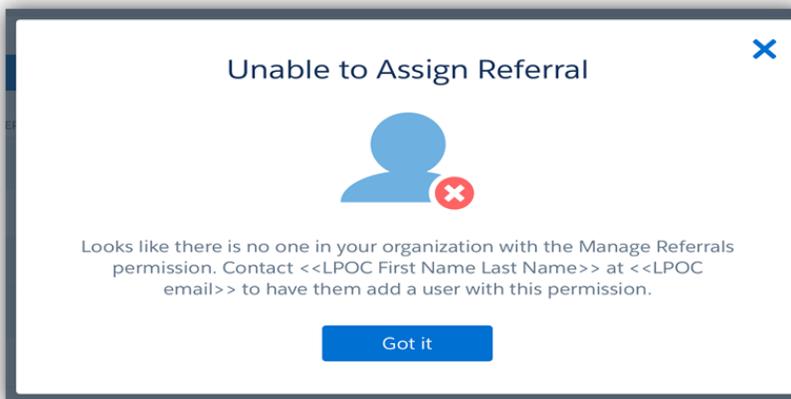


4. A pop-up window will appear with a search box. Enter the name of the user you wish to assign the referral(s) to and click **[Search]**.

5. Select the name that appears and click **[Assign]**.



6. If you try to assign a referral when there are no users within your organization with the *Manage Referrals* permissions, the below pop-up will appear.



TIP: The system will not allow you to move between pages without assigning the checked referrals. Only users with Manage Referral permission can be assigned referrals. If you are interested in how to manage your organization please see the [Manage My Organization](#) job aid.

[Click here to access "Assign Referral" Microlearning](#)

Referral Review Page

Those with the *Manage Referral* permissions can access a referral review page.

1. By clicking on the **[Manage]** tab and then on **[Manage Referrals]**. The user's referral directory page will display.
2. Click on a referral and it will bring you to its review.



TIP: This review page includes being able to see who this referral is assigned to, a clickable link to reassign the referral, and a referral history section. Users can suggest resources to clients and guide clients through the Help Me Find Resources survey to better understand their needs.

The screenshot shows the 'MI Bridges' interface for a referral review. The top navigation bar includes 'Home', 'Manage', 'Organization', 'Reports', and 'Settings'. The main content area is titled 'Windy Day' and includes a 'Back to Assign Referrals' link and an 'Add to Client Directory' button.

Referral Reason

Referral Date 03/25/2019	Topic Utilities	Need Get Help with Energy Self-Sufficiency	Referral Status In Progress	Assigned To Jason Uat Reassign Referral
-----------------------------	--------------------	---	--------------------------------	---

Contact Info

Cell Number 517-582-9892	Home Number	Email windiy@mailinator.com	Preferred Language
-----------------------------	-------------	--------------------------------	--------------------

Resources [View All](#)

Food (25)	Housing & Shelter (49)	Utilities (29)	Healthcare (124)	Income & Employment (43)
Transportation (10)	Clothing & Household Goods (19)	Child Care (19)	Education (50)	Legal (12)

Find and share resources directly with Windy. [Explore Resources](#) [Help Me Find Resources](#)

Referral History

- Assigned to Jason Uat by Anner Uat on 01/24/2020.

Notes

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

Completing a Referral

When completing a referral, a pop-up window will appear after selecting **[Complete]** in the *Referral Status* dropdown menu. If the user selects **No** to “Were you able to address the need?”, follow-up questions will appear.

1. If the user selects **Yes** to the question “Did you forward this client to another agency?” a fillable box will prompt the user to enter an organizations name.
2. If the user selects **Yes** to the question “Would you like to search for other resources to suggest to the client?”, when you click the **[Submit]** button, the site will automatically search for similar resources, and display a list of available resources the user can suggest to the client.

Referral Feedback

Tamara Davis
Food: Get Help with Finding Healthy Food

Were you able to address the need?
 Yes No

Reasoning:

- Full capacity/funding not available
- Didn't meet eligibility criteria
- Unable to reach client
- Client didn't come to appointment
- Client no longer has need
- Services available didn't fit the client's need
- Other (please specify)

Did you forward this client to another agency?
 Yes No

Would you like to search for other resources to suggest to the client?
 Yes No

[Click here to access "Close A Referral" Microlearning](#)

Referral Partner Management

As an organization, there may be times when you have determined that you are at capacity of new referrals received through MI Bridges and need to focus only on the current referrals. In these instances, you can send an email to MDHHSCommunityPartners@michigan.gov to temporarily turn off referrals. When emailing with this request, please provide the date you want the referrals turned off and the date you want the referrals turned back on.

Community Partner Resources

Questions on MI Bridges and Community Partnership

MI Bridges Community Partner Liaison
MDHHSCommunityPartners@michigan.gov

MI Bridges Community Partner Website
www.Michigan.gov/MIbridgesPartners

MI Bridges
https://newmibridges.michigan.gov/s/isd-prelogin-help?language=en_US

MI Bridges Help Desk
(844) 799-9876

Client/Navigator Connection

A CLIENT CAN CONNECT WITH A NAVIGATOR

1. The client can click **[Connect with a Navigator]**, which is listed in the footer of every MI Bridges page, at any time to connect with a new navigator.

	<p>Tip: The client can also Connect with a Navigator during the Help Me Find Resources section.</p>
---	--

×

What is your Navigator's ID?

Ask your Navigator to enter their Community Partner ID.

CP-ID

4646-002
×

Next

[My Navigator is Not Nearby](#)

2. Record the Navigator's Community Partner ID and click **[Next]**. The **Share Information with Navigator** page displays.

	<p>Tip: The <i>CP-ID</i> is not a number the client can access. The Navigation partner must provide this number. If the client's navigator is not present, the client can always click the [x] in the top right corner to exit the window or click the [My Navigator is Not Nearby].</p>
---	---

Share Information with Marylyn Brown-Eaton from Mission For Area People

Your Navigator can better assist you if you share information about the benefits you receive and the resources you have selected. If you don't receive any MDHHS benefits you do not need to check the boxes below to share information.

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

Your Navigator will also see your contact information so they can stay in touch with you and the resource you've added to your My Resources Page.

Getting assistance from a Navigator and sharing information is voluntary. If you choose not to, it will not affect your benefits or your ability to use MI Bridges. And, you can change your mind. If you choose to stop getting assistance from a Navigator or sharing information you can update your MI Bridges preferences at any time.

3. Select the checkbox next to the information the client would like to share with the navigator.
 - Share My MDHHS Benefits Information: This provides consent for the navigation partner to view the client's benefit information and letters sent from MDHHS. The benefit information the navigator can view is the same information clients can view using their MI Bridges profile.
 - Share Household Information: This provides consent for the navigation partner to view information about the client's household, such as household members and contract information.
 - Give Permission for My Navigator to Talk to My Caseworker about My Benefits: This provides consent for the Navigation partner to speak with the client's MDHHS caseworker.

4. Click **[Confirm]**. The **Share Information with Resources** pop-up displays.

[Click here to access "Connect with a Navigator" Microlearning](#)



Tip: The client can update their consent at any time by editing the **Share Info: Resources** page, which is found on the **Preferences** section of their MI Bridges profile. The consent expires after one year if not edited.

A NAVIGATOR CAN CONNECT WITH A CLIENT

Please follow the steps below to send a request to a client:

1. Confirm the client's **First Name, Last Name,** and **Date of Birth.**
2. Click the **[Add New Client]** tile or the **[Manage]** dropdown.

The screenshot shows the MI Bridges dashboard for user Anne Li. The top navigation bar includes 'Home', 'Client Action Needed', 'Manage' (highlighted with a red box), 'Organization', 'Reports', and 'Settings'. Below the navigation bar, the user's name 'Anne Li's Dashboard' and 'CP ID 403-2319' are displayed. The main content area is divided into several sections:

- Sign up for Email Notifications:** A section with an envelope icon and a 'Sign Up' button.
- Notifications:** A section showing '0 New' notifications and a 'View All Notifications' link.
- My Community Partner Access:** A section listing permissions (Provide Navigation, Manage Referrals, Assign Referrals, Manage Organization, View Metrics) and contact information for Anne Li (Lead Point of Contact: anneli@salvationarmy.org).
- I want to...:** A grid of action tiles. The 'Add New Client' tile (with a person and plus icon) is highlighted with a red box. Other tiles include 'View Client Directory', 'Assign Referrals', 'Manage Referrals', 'Manage Organization', 'View Metrics', 'Explore Resources', and 'Community Partner Tools & Resources'.
- How I've helped in July...:** A section with five performance metrics, all showing '0':
 - Clients Connected to Me
 - Applications I've Assisted
 - Renewals I've Assisted
 - Referrals I've Completed
 - Needs I've Met

MI Bridges [Home](#) [Client Action Needed](#) [Manage](#) [Settings](#) [Logout](#)

Client Directory

Search by Name All, A-Z

Able, Vincent	(313) 245-2123
Bradford, Amani	(810) 245-2123
Bussey, Stephanie	(810) 245-2123
Cortez, Thelma	(322) 245-2123
Cullen, Lainey	(734) 245-2123
Drake, Christopher	(734) 245-2123
Feeney, Damien New	(313) 245-2123
Fullerton, Stephan	(415) 245-2123
Gleason, Jennifer	(313) 245-2123
Klein, Evan	
Lee, Alexa	(248) 245-2123
Lyons, Hank	(517) 555-2000
McCormack, Sheryl	(313) 245-2123
McDonald, Lauren	(734) 245-2123
Ness, Bennet	(313) 245-2123

Edit Client Directory

Press the buttons to either add a new client, reassign clients or remove clients.

+ Add a New Client

Reassign Clients

Remove Clients

3. Click **[Add a Client]**. The Add a Client page displays.

4. Type your client's **First Name, Last Name,** and **Date of Birth.**
5. Click **[Search]**.
6. Click **[Request]** next to the correct client's record. Congratulations! You have sent an "Add a New Client" request.
7. You will see the client's under your Client Directory once the client accepts the request and provides consent.

TRACK CLIENT APPLICATION ASSISTANCE

Please follow the steps below to track the application assistance provided to the client.

1. The client completes the application form on MI Bridges.
2. Click **[Did a navigator assist you in completing this application?]** on the signature page.
3. Record your Navigator Community Partner ID and click **[Continue]**.
4. The client will complete the application form.



Tip: Organizations often need to provide metrics when applying for grants. Providing the Navigator Community Partner ID will track the assistance provided but will not connect the Navigator to see key client information.

Sign Here

Under penalties of perjury, I state that I have reviewed this application, and to the best of my knowledge and belief, the answers I give within this application are true, including household, citizenship and non-citizenship information, and I have listed all amounts and sources of income and property I receive/own. If I am declaring an Authorized Representative, by signing below, I allow this person to sign my application and get official information about this application. For Healthcare only, I authorize my Authorized Representative to act for me on all future matters. If I am signing as an Authorized Representative for Healthcare, I attest to my agreement to meet confidentiality and act in the best interest of the beneficiary.

Navigator Information

Did a navigator assist you in completing this application?

+ Provide Community Partner ID (CP ID) CP ID

Signature of Applicant* Signature of Representative

Type your name in the box above.

TRACK CLIENT RENEWAL ASSISTANCE

Please follow the steps below to track the renewal assistance provided to the client.

5. The client completes the renewal form on MI Bridges.
6. Click **[Did a navigator assist you in completing this redetermination?]** on the signature page.
7. Record your Navigator Community Partner ID and the client will click **[Submit]**.

By signing this application you are agreeing to the statements above.

Navigator Information

Did a navigator assist you in completing this redetermination?

+ Provide Community Partner ID (CP ID) CP ID

Signature of Applicant*

Type your name in the box above.

Please provide a telephone number so that MDHHS can call you if you are scheduled for a telephone interview.



Register a New Client Account

The Job Aid explains how to create a new client user account in MI Bridges.

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Important Information

With MI Bridges, each client will have an individual account. MI Bridges uses MI Login to create new accounts. This means the same account can be used across multiple State of Michigan systems.

With MI Bridges, clients no longer have to visit an MDHHS office to reset their password. In addition to resetting their password using security questions, clients can also request a username or password prompt be shared with them via email or text message.

Clients can complete a process called **ID Proofing/Confirm Your Identity**. **Completing this process allows the client** to manage their case, view current benefits and view letters sent from MDHHS for the previous 12 months. Assisting a client with **registering an account** is the first step in helping them access self-service tools and detailed case information on their own.

If the client already has a MI Bridges account, it is always recommended to use that account rather than creating a new account. Clients will only be able to see benefits in one account. If they create a new account, they will not see their benefit information.

Begin Client Account Registration

1. From the MI Bridges homepage, click **[Register]** to begin the registration process. The **Account Registration** page opens.
2. Type **[Legal First Name]**, **[Legal Last Name]**, & **[Date of Birth]**.
3. Type **[Cell Phone]**, **[Email]**, **[Home Address]**, & **[City]**.
4. Select your **[State]** from the drop-down list.
5. Type **[Zip Code]**.
6. Select your **[County]** from the drop-down list.



Tip: *Cell phone* and *email* are not required but please encourage clients to add this information, because they support new MI Bridges password reset features.

- Notifications can be sent via text messages to alert clients a new letter is available from MDHHS, such as verification due date reminders or changes in benefits.

7. Type **[Social Security Number]** or **[Medicaid or MDHHS Individual ID]** (if available).



Tip: The *Connect To Your Benefits* fields are important because they will link the client's MDHHS case to MI Bridges. This is the only way a client can view existing benefits, letters, and case information in their MI Bridges account. Please encourage your clients to record a verification type so they can use the full functionality of MI Bridges.

8. Answer the Robot Question. This is a question to protect against fraudulent accounts being created.
9. Check the box next to **[I agree to the terms and conditions]**.

Account Registration

Personal Information

* = Required

Legal First Name *

Legal Last Name *

Date of Birth *

Contact Details

MI Bridges can send you updates about your account and help reset your password if you provide your cell phone number and email.

Cell Phone

Email

Enter the address where you currently live. If you're homeless, please enter the address where you receive mail.

Home Address *

Home Address Line 2

City *

State *

Zip Code *

County *

Connect To Your Benefits

Providing the information below helps us connect you to your benefits. You may skip either field if you don't know it or it doesn't apply to you

Social Security Number

Medicaid or MDHHS Individual ID [?](#)

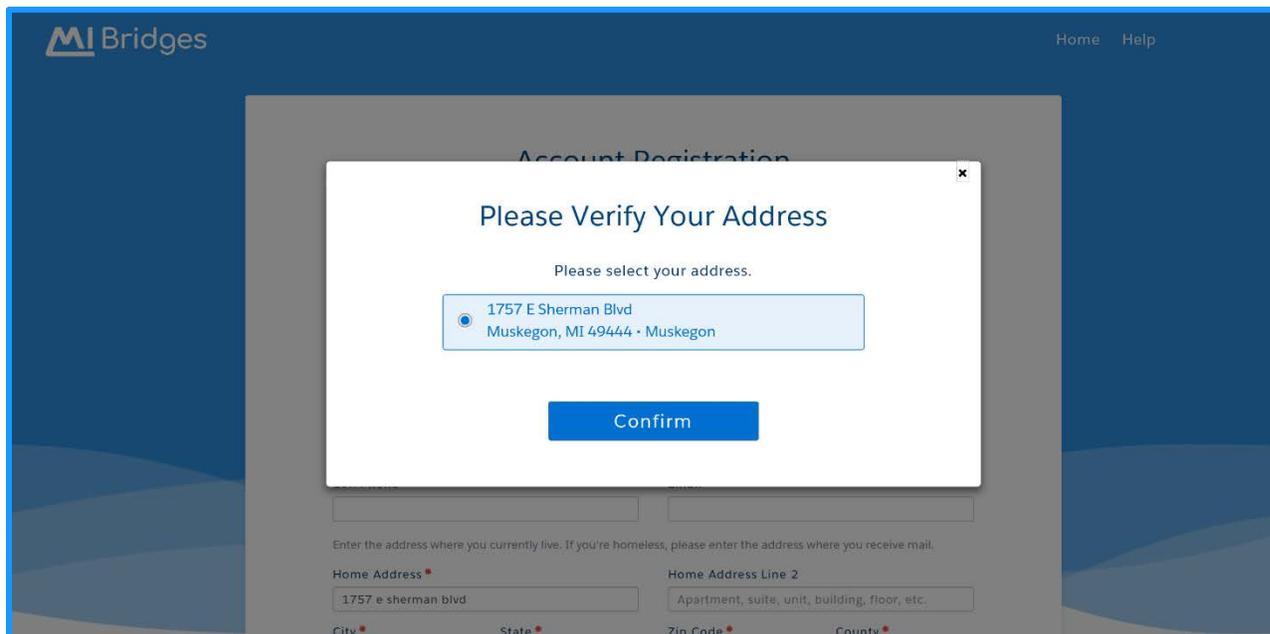
Robot Question

To prove you are not robot, please solve the question below.

Which of the following is a food: taco, house, or plane? *

I agree to the [Terms and Conditions](#). *

10. Click **[Next]**. The **Address Verification Dashboard** displays.



11. Click [**Confirm**]. The **Username and Security** page displays.

12. Type a *Username* that follows the **Username Guidelines**.

	<p>Tip: The <i>Username</i> field changes from white to green if the username recorded meets the guidelines and is available. Notice the “username is available” that appears after a name is recorded.</p>
--	--

13. Type a password that follows the **Password Guidelines**.

14. Select 3 security questions and provide answers in the boxes. Click [**Next**]. The **Account Registration** page displays.

MI Bridges Home Help

Username and Security

Username and Password

* = Required

Password Guidelines

Password must be 8 characters, not based on username, and include characters from 3 of the following categories:

- Upper case letters (A-Z)
- Lower case letters (a-z)
- Numbers (0-9)
- Special Characters (!\$#,%@-~&* _+=><)

Username *

Password *

Retype Password *

Security Questions

Providing the information below helps us recover your username and password.

Security Question 1 * Answer *

Select Security Question 1

Security Question 2 * Answer *

Select Security Question 2

Security Question 3 * Answer *

Select Security Question 3

[← Back](#) [Next](#)

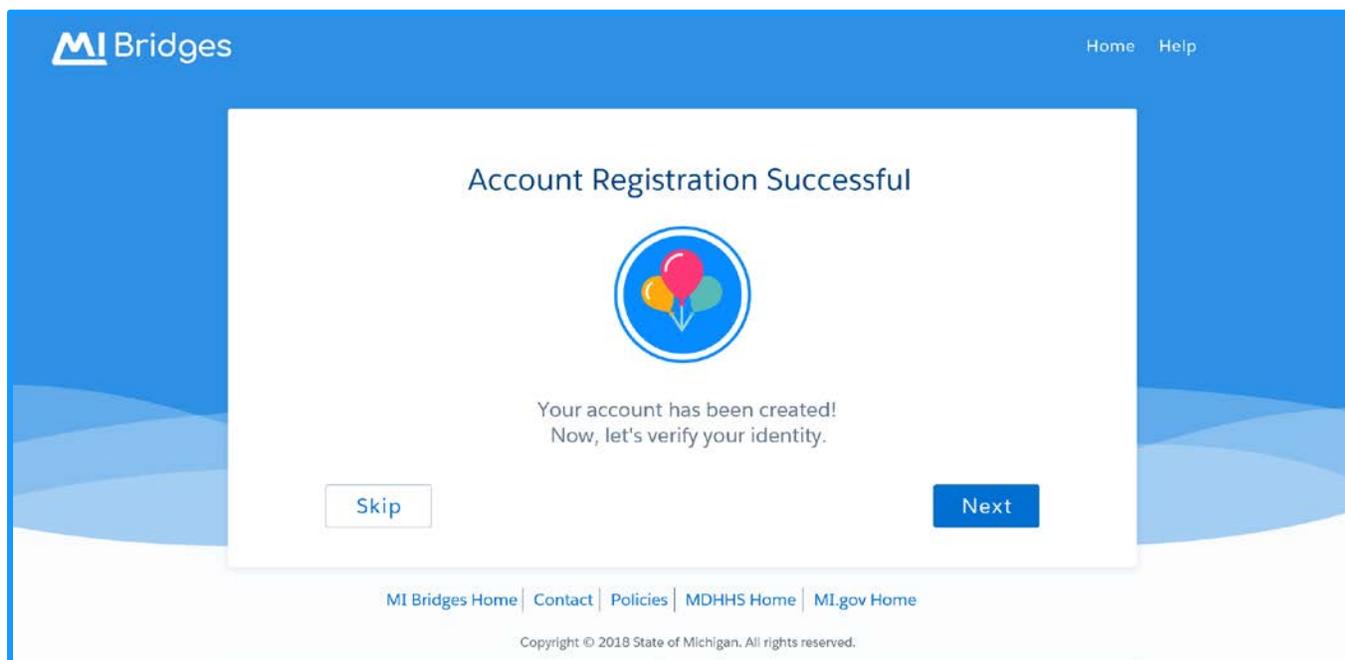
[MI Bridges Home](#) | [Contact](#) | [Policies](#) | [MDHHS Home](#) | [MI.gov Home](#)

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13. Select **[Next]**. The **Account Registration Successful** page displays.

Tip: After creating your account, If you ever forget your password you can use these security questions to reset your password. Some questions that you might find easy to answer include:

- In what city were you born?
- What is your mother’s maiden name?
- What was the name of your first elementary school?



14. Click **[Next]**. The **Verify Your Identity** page displays.
15. Click **[Get Started]**. The **Identity Information** page displays.

Verify Your Identity

With MI Bridges, clients can now view more information than ever before! Because of the increased personal client information– there is increased security needed for clients. Clients are recommended to complete the ‘Verify Your Identify’ process, also called ID Proofing, when creating a new account.

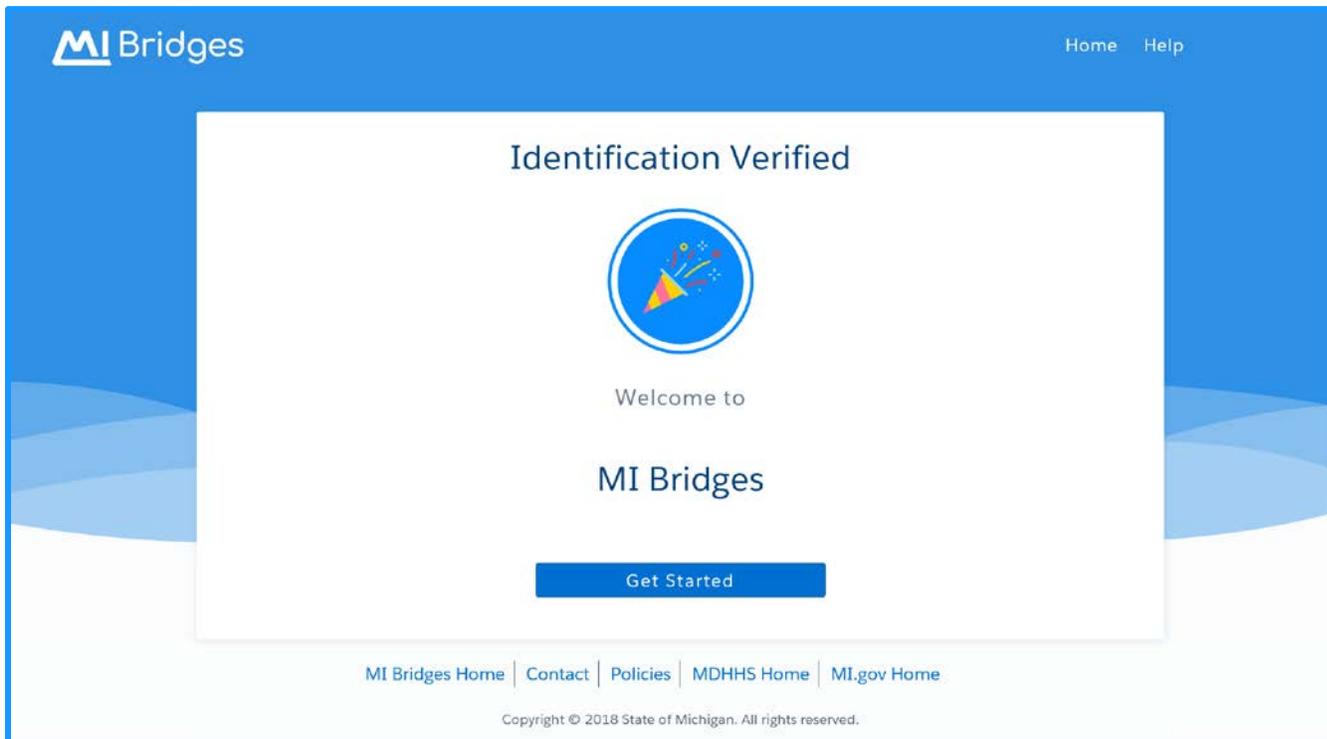
- Record demographic exactly as it appears on the client’s legal identification, such as Date of Birth, Social Security Number, or Address. The First and Last Name fields default and cannot be edited. Click **[Next]**. The **Verify Your Identity** page displays.



Tip: If you are unable to complete ID proofing on the first attempt, you can always try a

second time. You can attempt to confirm your identity in MI Bridges twice in 48 hours. If you are unable to pass on your second attempt, you can wait 48 hours to try again, or call the Help Desk for assistance at 1-844-799-9876. You can also visit your local MDHHS office for in-person ID proofing.

17. Select appropriate responses to the security questions to confirm the client’s identity. Click **[Submit]**. The **Identification Verified** page displays.



18. Click **[Get Started]**. The **MI Bridges Dashboard** page displays.
19. **Congratulations you have successfully created a client account!**

	<p>Remember! You can always call the Help Desk with any questions about creating a client account. The Help Desk can be reached at 1-844-799-9876 from Monday – Friday, 8:00am – 7:00pm.</p>
--	---

Help Me Find Resources



The Job Aid explains how to use the Help Me Find Resources feature to identify both state and community resources the client may find helpful, and send a referral.

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Important Information

Help Me Find Resources is a self-service tool that clients can use to identify needs and connect to both State programs AND resources/agencies in their local community. With MI Bridges, a client can select a topic they would like assistance with, answer a few simple questions, and MI Bridges recommends resources that may be helpful.

MI Bridges interfaces with Michigan 2-1-1 and Great Start to Quality to provide a list of potentially helpful resources in real-time. If a client selects an organization that is registered as a referral partner in MI Bridges, they can send an electronic referral to that agency directly through MI Bridges. Working with 2-1-1, if a client sees resource information that is incorrect they can submit a request to update the information.

If the client's needs change over time, they can complete the Help Me Find Resources survey as many times as needed.

Clients can also receive a list of recommended resources sent from their navigators.

Tips for Navigating Help Me Find Resources

- The needs survey questions are easy to navigate. When a client selects an answer, the answer is highlighted in blue. If a client accidentally chooses a selection, they can click on the answer again to undo the selection.
- There are some needs that prompt MI Bridges to ask if the services are needed for a person with a specific characteristic. These questions are important to answer so MI Bridges can personalize the resources suggested for specific populations. Examples of common special populations include Military Veterans or Children with special health needs.
- If the client pauses at any point in the needs survey, the  button displays under Help Me Find Resources on the client's dashboard.

The Needs Survey

1. Click **[Help Me Find Resources]** under *Resources*. The **Find Resources Topics** page displays.
 - Clients can also click **[Resources]**, than *Help Me Find Resources* to begin the process.

MI Bridges Home Apply For Benefits Benefits Resources Settings Logout

Find Resources

Choose the topics you are interested in getting help with. It's okay to choose more than one.

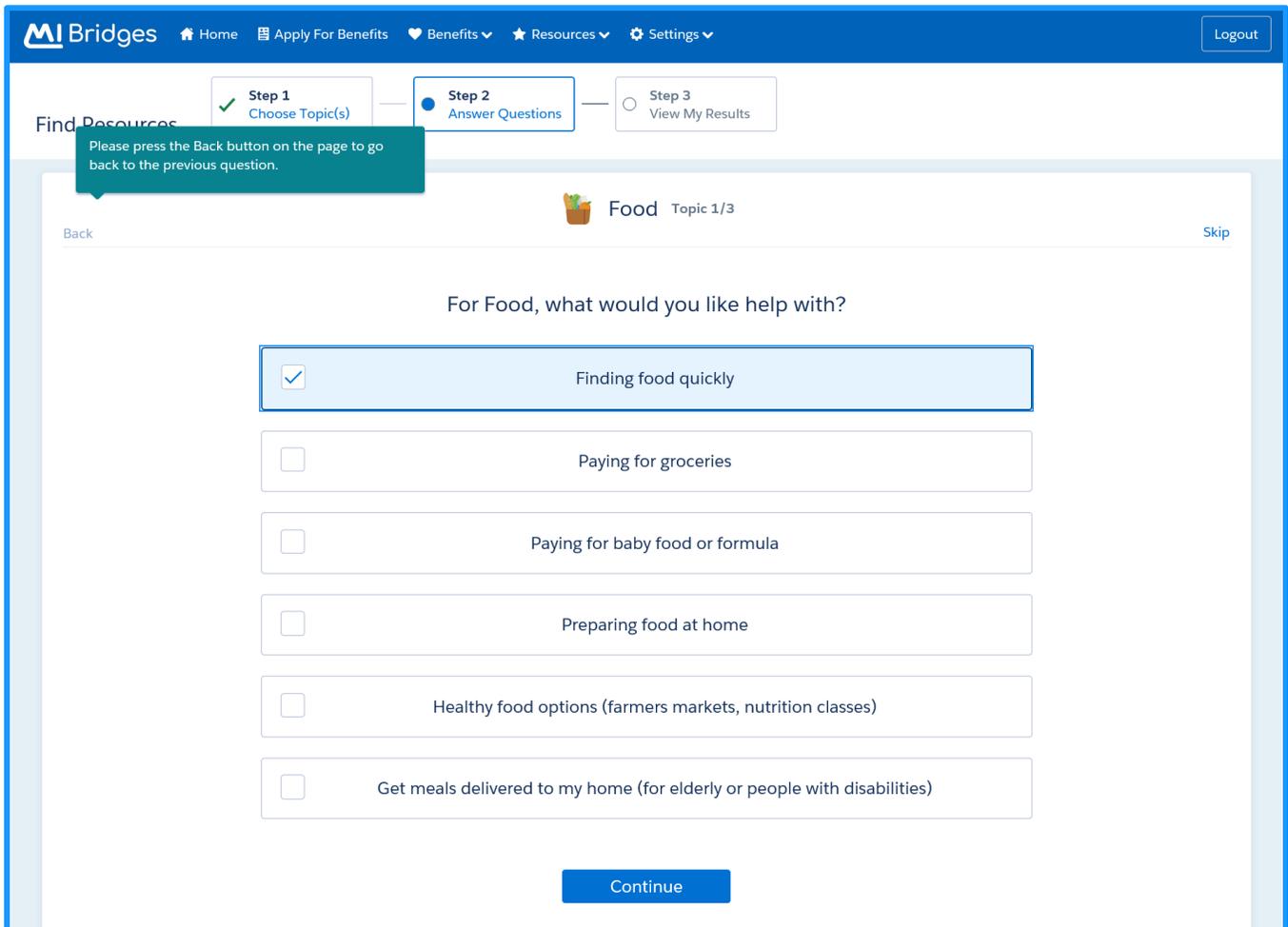
= Number of Resources in My Resources

Food Food Pantries Help Buying Food Home-Delivered Meals 1	Housing & Shelter Shelters Low-Cost Housing Home Repairs	Utilities Electric Payment Assistance Gas Payment Assistance Heating Fuel Assistance
Healthcare Nursing Homes & Adult Care Health Insurance Dental Care	Income & Employment Employment Agencies Tax Preparation Financial Assistance	Transportation Public Transportation Automobile Assistance Medical Transportation
Clothing & Household Goods Household Items Personal Hygiene Products Baby Items	Child Care Child Care Expense Assistance Child Care Centers Child Development	Education Early Childhood Education School Supplies Adult Education
Legal Eviction Prevention Employment Discrimination Divorce		

 **Tip:** Take a moment to review the types of resources that are available for each topic. The resources available span a wide range of assistance programs that community

partners provide. Underneath each of the topics are a few examples of what kinds of resources are contained in that category. Clients can select multiple topics to find resources for, but it is recommended to begin with 2-3 topics.

2. Click the *topics* that your client is interested in getting help with, then click **[Start]**. The **Needs Survey** displays.



The screenshot shows the MI Bridges interface. At the top, there's a navigation bar with 'MI Bridges', 'Home', 'Apply For Benefits', 'Benefits', 'Resources', 'Settings', and 'Logout'. Below this is a progress bar with three steps: 'Step 1 Choose Topic(s)', 'Step 2 Answer Questions' (current), and 'Step 3 View My Results'. A tooltip says 'Please press the Back button on the page to go back to the previous question.' The main content area is titled 'Find Resources' and shows a 'Food' topic selected. The question is 'For Food, what would you like help with?'. There are six radio button options: 'Finding food quickly' (checked), 'Paying for groceries', 'Paying for baby food or formula', 'Preparing food at home', 'Healthy food options (farmers markets, nutrition classes)', and 'Get meals delivered to my home (for elderly or people with disabilities)'. A 'Continue' button is at the bottom.

3. The list of questions that displays on the Topics page depend on the topics selected. These questions help MI Bridges learn more about the client's needs, and narrow down exactly what type of help the client is seeking.
4. Click all the subtopics for which the client wants to find. Click **[Continue]**. Additional questions pages may display.



Tip: A Topic progress bar displays at the top of every page in Help Me Find Resources. The progress changes as the questions for each topic are completed.

MI Bridges [Home](#) [Apply For Benefits](#) [Benefits](#) [Resources](#) [Settings](#) [Logout](#)

Find Resources ✓ Step 1 Choose Topic(s) ● Step 2 Answer Questions ○ Step 3 View My Results

[Back](#) Food Topic 1/3 [Skip](#)

How can we help you quickly find food?

Finding Food Pantries, Food Banks and emergency food assistance

Getting Food Vouchers

Finding places in the community that serve meals for the public (examples: community centers, shelters)

Finding places in the community that serve meals for seniors and people with disabilities (examples: community centers, senior centers)

[Continue](#)

- Continue to select all the subtopics for which the client wants to find. Click **[Continue]**. The **Add Resources** page displays.

	<p>Tip: Be sure to use the [<Back] button if you want to return to the previous page. DO NOT use the browser back button. If you select [Skip>] you will not get resources recommended for the topic.</p>
--	---

Add & Review Resources Page

MI Bridges
Home
Apply For Benefits
Benefits
Resources
Settings
Logout

Add Resources

✓ Step 1
Choose Topic(s)

✓ Step 2
Answer Questions

● Step 3
View Results

★ Contact & View
Saved Resources (0)

🍴 Food

Find food pantries, food banks, and other emergency food assistance

Mission For Area People ☆ Save

2500 JEFFERSON ST, MUSKEGON HEIGHTS, MUSKEGON, MI, 49444
(2.31 Miles away) Show Details

Love In Action Of The Tri-Cities - All Shores Wesleyan Church Satellite Office ☆ Save

15550 Cleveland Street, Spring Lake, Ottawa, MI, 49456
(8.99 Miles away) Show Details

Show More Resources Like These

+ Healthcare

Get Health Insurance

MI Bridges Program

Medicaid ☆ Save

Health insurance Show Details

Michigan Department of Health and Human Services

Muskegon Family Care ☆ Save

2201 South Getty Street, Muskegon, Muskegon, MI, 49444
(1.31 Miles away) Show Details

Catherine's Health Center ☆ Save

1211 LAFAYETTE AVE NE, GRAND RAPIDS, KENT, MI, 49505
(31.12 Miles away) Show Details

Show More Resources Like These

👶 Child Care

Get help paying for child care

MI Bridges Program

Child Development And Care (CDC) ☆ Save

Child care assistance Show Details

Michigan Department of Education

Find a child care provider

Project FOCUS/Muskegon Heights Middle School

Select a resource to see more details and star the ones you would like to save.

6. MI Bridges interfaces with Michigan 2-1-1 and Great Start to Quality to suggest resources based on the client's address listed in their profile and answers to the needs survey. Resources are listed under each topic the client selected. Each subtopic may display up to 4

resources. The client can select **[Show More Resources Like These]** to view additional resources.

Tip:

- Resources will be categorized according to the needs MI Bridges identified using the client’s responses. If State resources are recommended, they display first under each topic, followed by recommend community resources.
- Clients can choose to add as many or as few resources to their profile as they wish.
- There are times clients may see the same resources in different categories on this page. This is because that organization may offer multiple services. When this happens, clients can click on **[Show Details >]** to view additional detail about the services provided.
- Clients can also view the Great Start to Quality ratings for Child Care resources.

7. To view additional information on a suggested resources, the client can select **[Show Details >]**. The **Organization Profile** displays on the right-hand side of the page.

8. The client can review information on the organization. The information that displays is the same information housed in Michigan 2-1-1. Some information that may be available includes:

- Address, Hours, and agency contact information
- Service description and Services offered
- Program eligibility, fees, information on the application process, and any documents required

 **Tip:** Clients can also report inaccurate resource information to 2-1-1 by clicking the **[Report Inaccurate Information]** tab and checking the box next to the information that needs to be updated.

9. Click **[Save]** on the right side of each resource the client wishes to add to their profile.

 **Tip:** If the client does not currently have a navigator, the Are You Being Helped By a Navigator pop-up displays. If the client is already connected to a navigator skip to step 17.

Connect With a Navigator

10. Select Yes or No depending on if the client would like to connect with a navigator.
 - Click Yes. The **What is your Navigator's ID?** pop-up displays.
 - Click No. The **Share Information with Resources** pop-up displays, if the client selected a resource that is registered as a Referral partner (Jump to step 15).

	<p>Tip: The client can click [Connect with a Navigator], which is listed in the footer of every MI Bridges page, at any time to connect with a new navigator.</p>
---	---

✕

What is your Navigator's ID?

Ask your Navigator to enter their Community Partner ID.

CP-ID

4646-002
✕

Next

My Navigator is Not Nearby

11. Record the Navigator's Community Partner ID and click **[Next]**. The **Share Information with Navigator** page displays.

	<p>Tip: The <i>CP-ID</i> is not a number the client can access. The Navigation partner must provide this number. If the client's navigator is not present, the client can always click the [✕] in the top right corner to exit the window or click the [My Navigator is Not Nearby].</p>
---	---

Share Information with Marylyn Brown-Eaton from Mission For Area People

Your Navigator can better assist you if you share information about the benefits you receive and the resources you have selected. If you don't receive any MDHHS benefits you do not need to check the boxes below to share information.

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

Your Navigator will also see your contact information so they can stay in touch with you and the resource you've added to your My Resources Page.

Getting assistance from a Navigator and sharing information is voluntary. If you choose not to, it will not affect your benefits or your ability to use MI Bridges. And, you can change your mind. If you choose to stop getting assistance from a Navigator or sharing information you can update your MI Bridges preferences at any time.

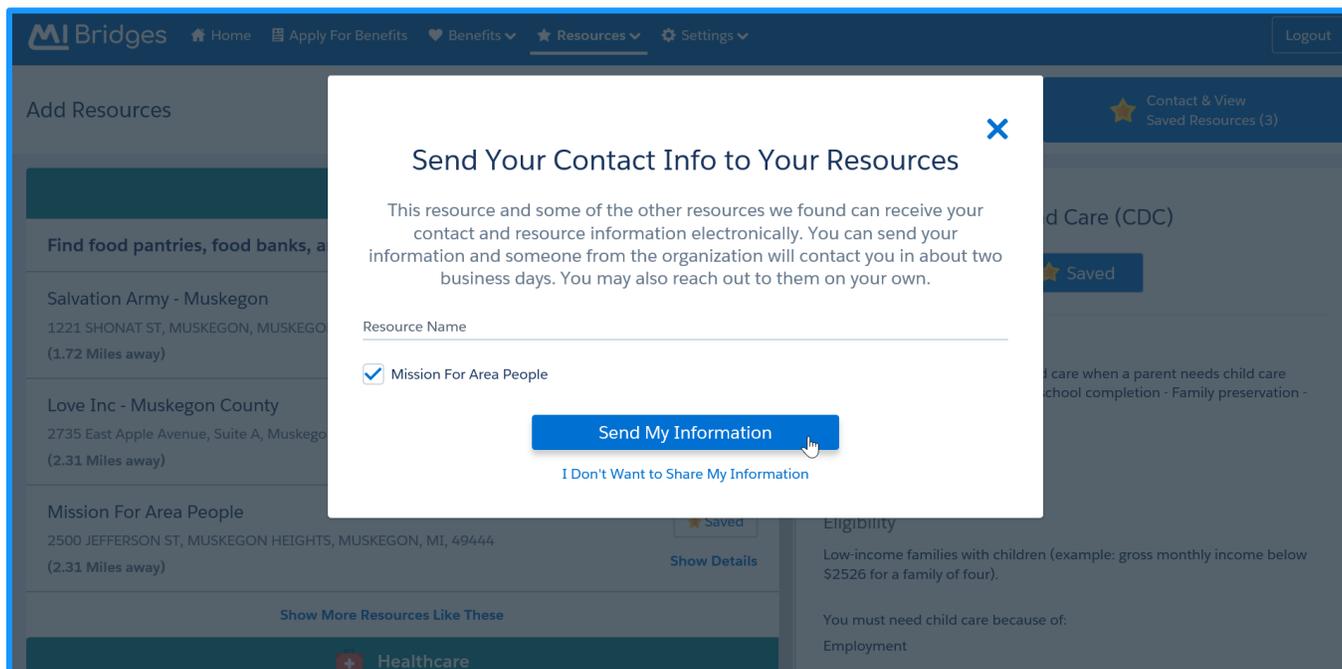
12. Select the checkbox next to the information the client would like to share with the navigator.

- **Share My MDHHS Benefits Information:** This provides consent for the navigation partner to view the client's benefit information and letters sent from MDHHS. The benefit information the navigator can view is the same information clients can view using their MI Bridges profile.
- **Share Household Information:** This provides consent for the navigation partner to view information about the client's household, such as household members and contract information.
- **Give Permission for My Navigator to Talk to My Caseworker about My Benefits:** This provides consent for the Navigation partner to speak with the client's MDHHS caseworker.

13. Click **[Confirm]**. The **Share Information with Resources** pop-up displays.

 **Tip:** The client can update their consent at any time by editing the **Share Info: Resources** page, which is found on the **Preferences** section of their MI Bridges profile.

Send Information to Referral Partner(s)



14. Any resources the client selected that is registered as a Referral partner displays on the **Share Your Contact Info to Your Resources** pop-up page.
15. Select the checkbox next to any resource the client would like to send their information to electronically.
 - The client can select the checkbox next to *Share My Resources with the organizations selected above* to allow the Referral partner to view the resources they have added to their profile.
16. Click **[Send My Information]**. The **My Resources** page displays.

My Resources

MI Bridges
Home
Apply For Benefits
Benefits
Resources
Settings
Logout

My Saved Resources

Show All Topics

🍲 **Food**

Find food pantries, food banks, and other emergency food assistance

Resource Name	Address	Contact Number	
mission for area people	2500 JEFFERSON ST, MUSKEGON HEIGHTS, MUSKEGON, MI, 49444	N/A	

Want to find more resources? Find other Food Resources [here](#).

🏥 **Healthcare**

Get Health Insurance

Resource Name	Address	Contact Number	
hackley community care center	2700 Baker Street, 3rd Floor, Muskegon Heights, Muskegon, MI, 49444	231-733-6795	

Want to find more resources? Find other Healthcare Resources [here](#).

👶 **Child Care**

Get help paying for child care

Resource Name	Address	Contact Number	
Child Development and Care (CDC)		N/A	

Want to find more resources? Find other Child Care Resources [here](#).

Next Steps

- [Apply for State Programs](#)
- [Send My Info to Saved Resources](#)
- [View PDF of Saved Resources](#)
- [Email me My Saved Resources](#)

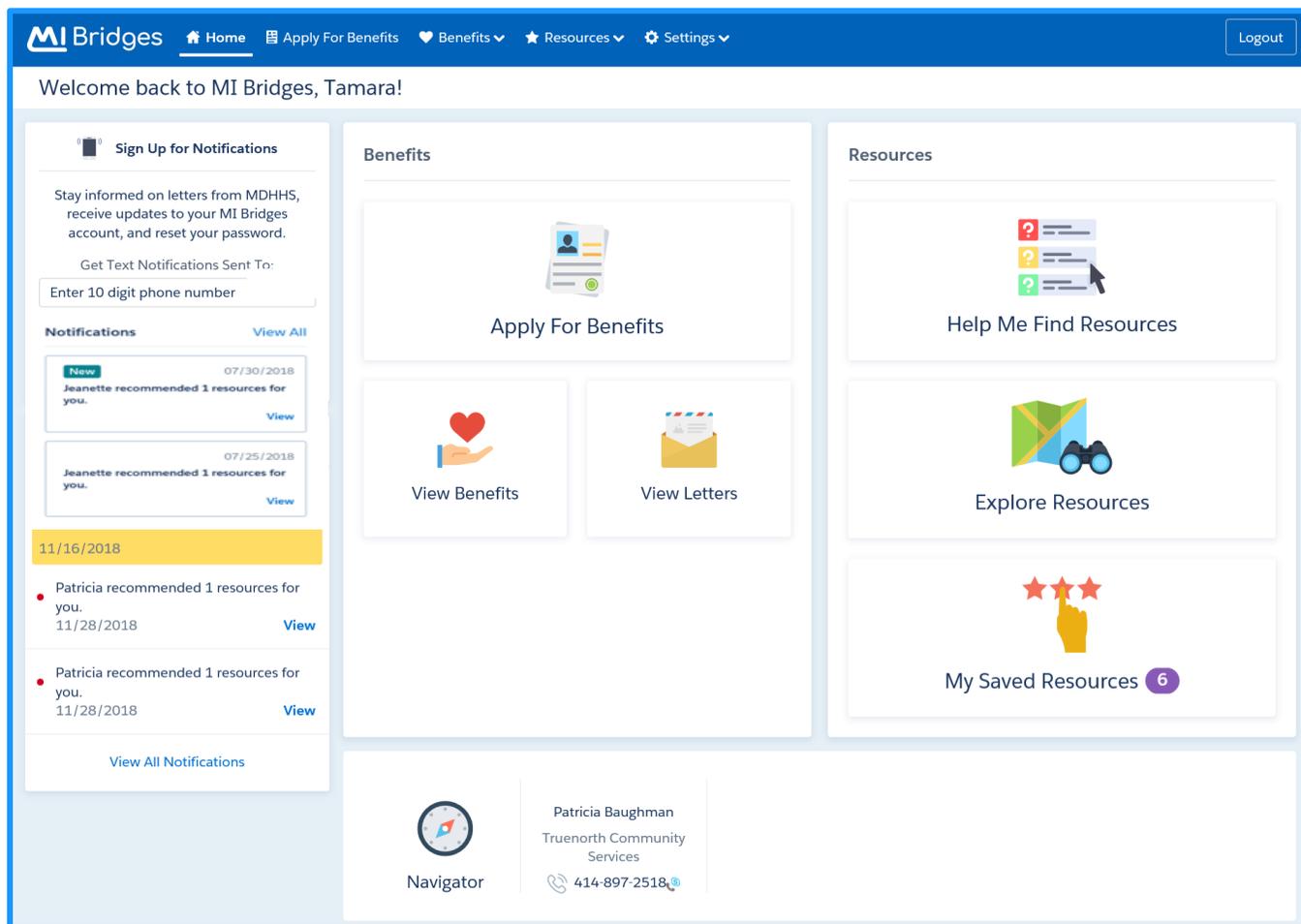
17. Each of the selected resources displays on the My Resources page. The client can always select the topic icon to revisit the topic to edit resources or begin a new needs survey for any topic.

Tip:

- Purple **'Referral Sent'** text displays next to *any resource to whom the client sent a referral*.
- Resources can be removed from the client's profile by editing and selecting the **[Trash Can] icon**.
- Click **[View PDF of Saved Resources]** and a PDF of the client's resources opens in a new window.

Recommended Resources From Your Navigator

Navigators can send a list of resources to their client by completing the Explore Resources or Help Me Find Resources needs survey. When sending resources clients will receive a notification that their navigator sent them resources. A client can then view the resource and add it to their Current Resources page.



1. Click **View All Notifications**. The **Notifications** page displays.

MI Bridges [Home](#) [Apply For Benefits](#) [Benefits](#) [Resources](#) [Settings](#) [Logout](#)

Your Notifications

0 New

Do Not Delete November 16, 2018
Do Not Delete

Patricia recommended 1 resources for you. November 28, 2018
[View](#)

Patricia recommended 1 resources for you. November 28, 2018
[View](#)

< **1** >

2. Click **View**. The **Add Resources** page displays.

MI Bridges

Menu ? [Notification] [Settings] [User] Logout

Add Resources

Food

0

Finish

Here are your results! Please select the resources you'd like to use and click "Add to My Resources" to continue.

Food

Find food pantries, food banks, and other emergency food assistance

Salvation Army - Muskegon 1.72 Miles away

DAY CAMP, ELECTRIC SERVICE PAYMENT ASSISTANCE, ELECTRIC SERVICE PAYMENT ASSIS...

1221 SHONAT ST, MUSKEGON, MUSKEGON, MI, 49442 📍

[Show Details](#)

Love Inc - Muskegon County 2.31 Miles away

BABY PANTRY, CLEANING PRODUCTS AND PERSONAL/GROOMING SUPPLIES, CLOTHING,...

2735 East Apple Avenue, Suite A, Muskegon, Muskegon, MI, 49442 📅 Mon-Thu 8:30am-4pm; Fri 8:30am-12 noon

[Show Details](#)

[Add to My Resources](#)

[MI Bridges Home](#) | [Contact](#) | [Policies](#) | [Feedback](#) | [MDHHS Home](#) | [MI.gov Home](#) | [Connect With Navigator](#)

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3. Check the box next to the resource the client wants to add. Click **[Add to My Resources]**.

Tip:

- Once a resource has been added it will display on the My Saved Resources page.



Frequently Asked Questions

Q. Can a client retake the needs survey for the same topic?

A. Yes! As long as a client has completed the questions for a specific topic, they can always revisit the topic and complete another needs survey.

Q. Is there a limit to how many resources a client can add to their profile?

A. No, there is no limit to the number of resources that can be added.

Q. What is the geographical distance that resources in Help Me Find Resources will display?

A. MI Bridges will display the 10 closest resources within 100 miles. In some areas, resources will be close to the client’s address, and in rural areas (i.e. the Upper Peninsula), it is common for the closest resources to be in other counties. If there are no resources within 100 miles, the below message displays.



Sorry, based on your answers, we could not find any resources in your area. Don't worry. You can still explore resources on your own.

Need help?

Dial 2-1-1 or 1-877-211-5253.

We're here to help 24 hours a day, 7 days a week.

<http://www.mi211.org>

[Explore Resources](#)

Assist a Client with Applying for Benefits



The Job Aid explains how clients can use MI Bridges to submit an application for assistance. MI Bridges Community Partners and MDHHS staff can use the information in this Job Aid to assist clients with applying for benefits.

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The Supplemental Application: Program Details	110
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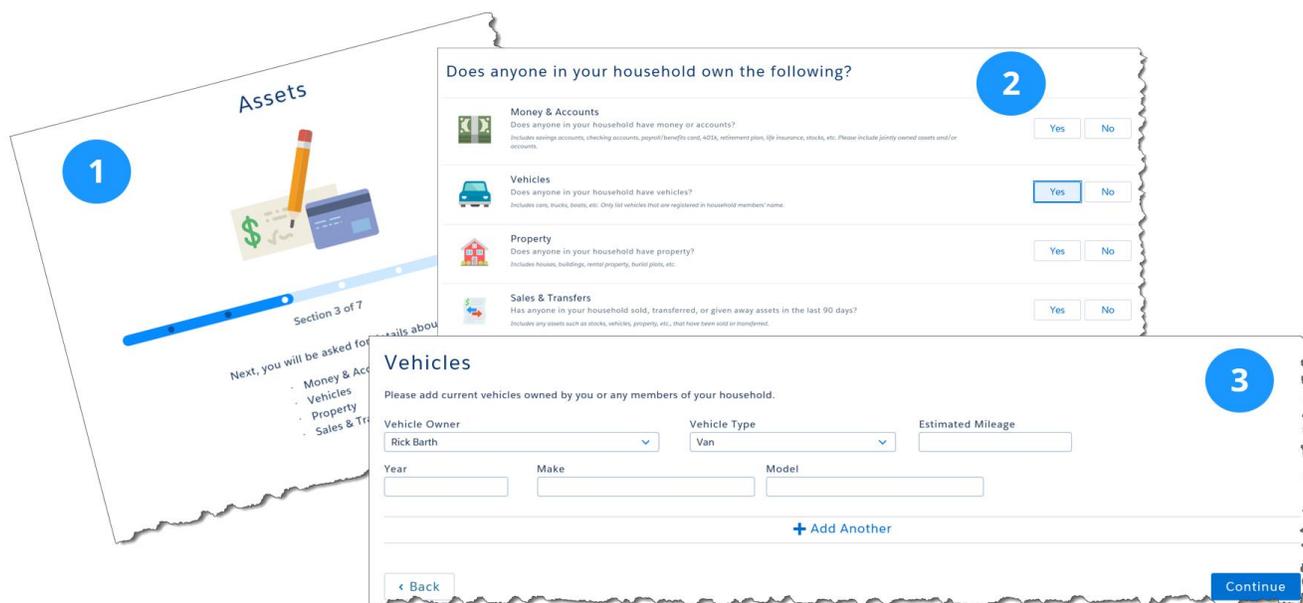
Important Information

Clients can use MI Bridges to submit assistance applications. MI Bridges combines six 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)
- State Emergency Relief (SER)
- Women, Infants, & Children (WIC)

The 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. The application begins with a core application, followed by supplemental questions specific to only the programs the client is requesting. The core application asks questions that are common to all programs.

Tips for Navigating the Assistance Application



- Every application in MI Bridges follows the same structure of transition, question, and detail pages.
 1. Transition page: Each section of the application such as assets, income, expenses, etc. begins with a Transition page introducing that section.
 2. Question(s) page: The transition page for a section is followed by one or more Questions page. Answering 'Yes' on a questions page is how the clients identify their life circumstances that may impact program eligibility. Only questions that the client answers yes too will prompt follow-up Details page(s).
 3. Detail page(s): The Detail page(s) are pages which the client can use to provide additional details on a life circumstance.
- The application is available in English, Spanish, and Arabic.
- Throughout the application, a navigation pane displays on the left of the page. As the client progresses through the application this green bar will change to highlight the section the client is currently focusing on. Clients can also use this navigation pane to revisit sections of the application they have already completed. They cannot navigate to sections that have not been haven't completed. **Important Note:** Clients can return to the program selection page at any time to add or remove programs that they want to apply for.
- Clients can have one *In Progress* application at a time. A client can stop and return to complete the application at a later date. If a client has an *In Progress* application and clicks Apply for Benefits, the **Resume Previous Application?** pop-up displays. The client can choose to continue the *In Progress* application or begin a new application.

Resume Previous Application? ✕

Looks like you started an application before (last updated 10/22/2021). You were applying for:

-  Healthcare Coverage
-  Food Assistance Program (FAP)
-  Cash Assistance
-  Child Development and Care (CDC)
-  Women, Infants, & Children (WIC)
-  State Emergency Relief (SER)

Would you like to continue where you left off or start over? If you choose to start over, you will lose all your previous work.

Start New Application
Continue Application

Launch a New Assistance Application

1. Click **Apply for Benefits** under *I want to...* The **What programs are your household applying for today?** page displays.
 - Clients can also click **[Menu]**, then *Apply for Benefits* to begin the process.

2. Click the *Programs* for which the client is interested applying for, then click **[Start Application]**. The **Let's get started** page displays.
 - A client can apply for as many programs as needed.

- Clicking **[Learn More]** under a program to view program details.
- **Important! The questions a client is asked when completing the application is based on the programs for which the client is applying.**

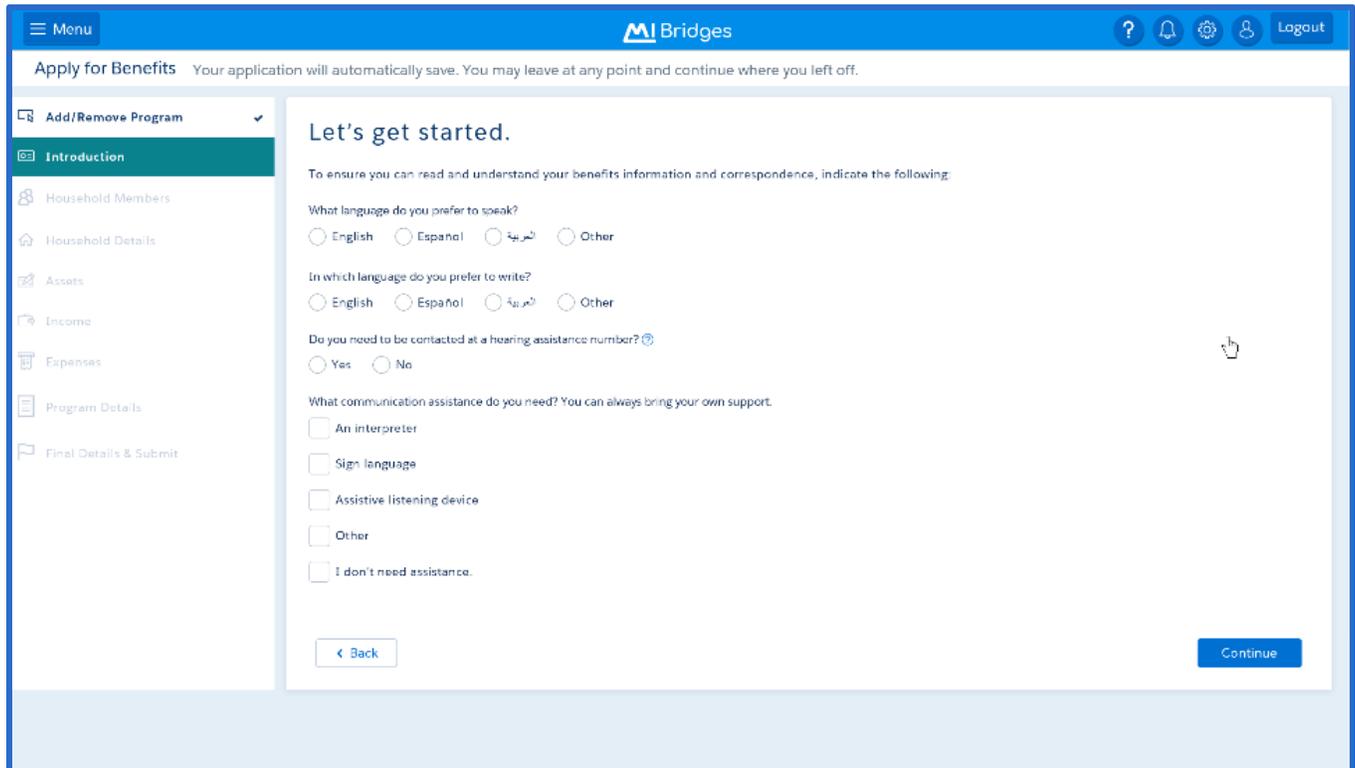


Tip: Each time the client selects **[Continue]**, the application is saved. As the client advances through the application,  displays in the top of the page each time the application is saved. If the client chooses to leave and complete the application at a later date, they will be able to continue the application at the last saved page.

The Core Application

Introduction

In the **Introduction** section the client records information such as language preferences, contact information, address, and if the client’s food assistance request is expedited.

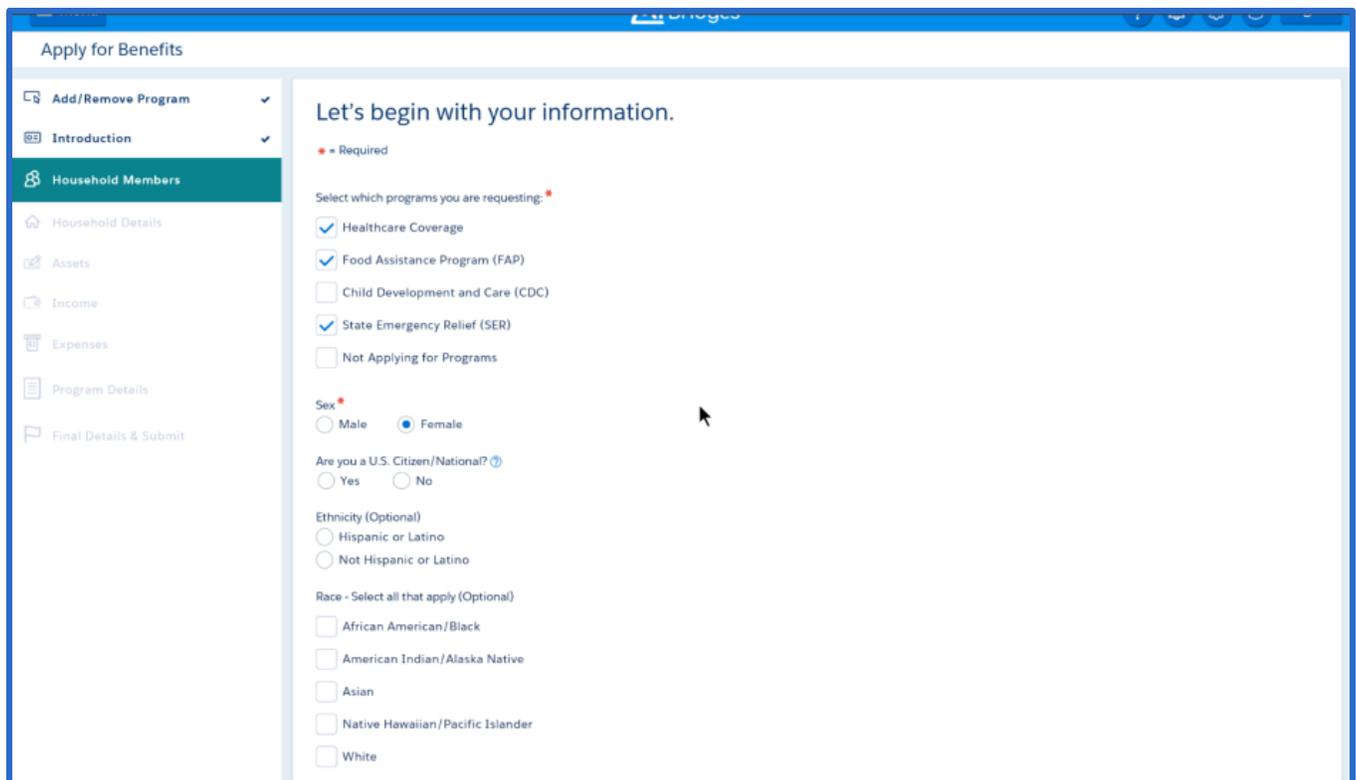


- Complete the *Introduction* section of the application, and click **[Continue]**. The **Household** transition page displays.
 - Fields with a red asterisk (*) are required fields.
 - In MI Bridges some application fields are dynamic. For example, both the *Cell Phone* and *Home Phone* fields begin with a red asterisk (*), however only one is required. Once one field is completed, the red asterisk next to the other field disappears.
 - In MI Bridges, answering **Yes** or **No** to come questions may prompt additional fields to displays. For example, answering **No** to *Are you homeless and don't have a permanent place to stay?* Prompts fields to displays so the client can record an address.

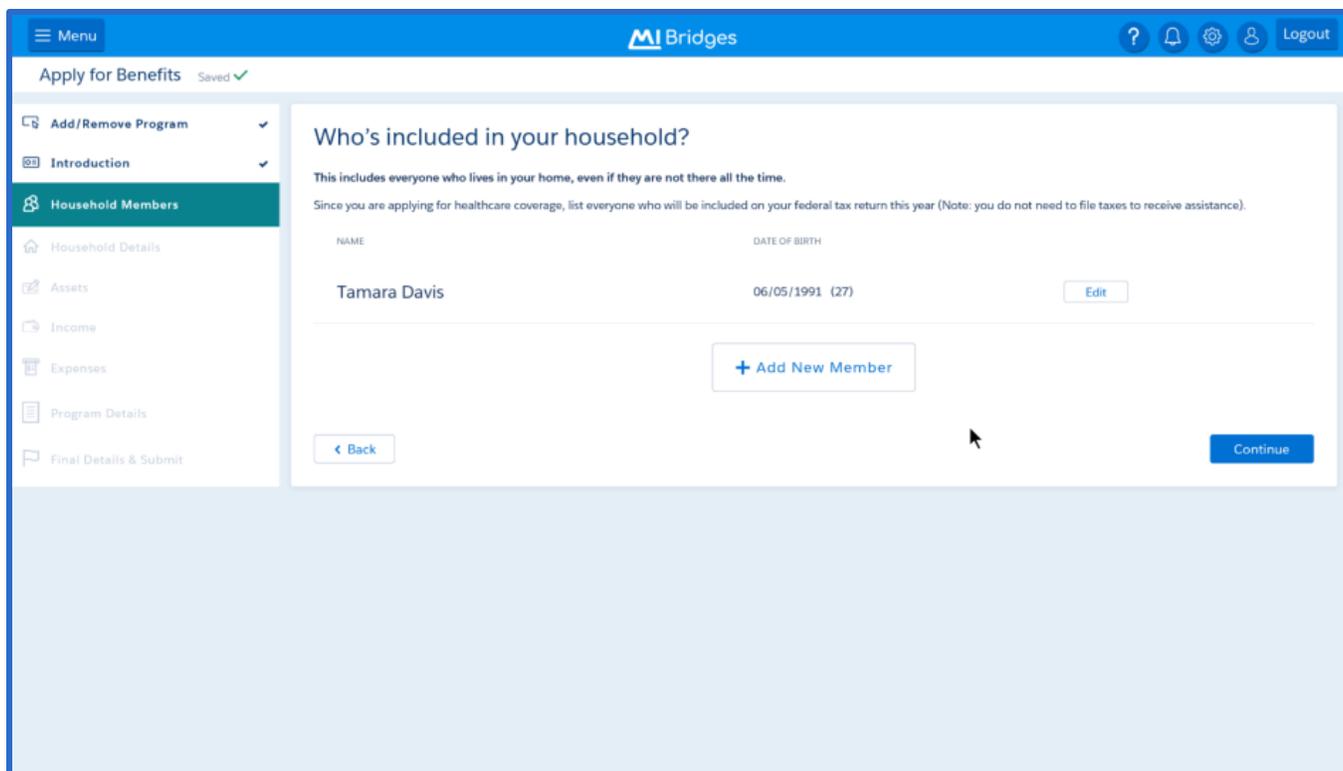
Household

In the **Household** section the client records information such as details about the individuals in the household, for example:

- The programs for which each person is applying
- American Indian background
- Information about household members filing a Federal Tax Return
- Living Arrangements
- Disability information
- College or vocational school enrollment
- Absent parent(s) for any children in the household
- Special circumstances such as seasonal farmworker, refugee status, etc.



4. Begin the *Household* section of the application by recording information about the Head of Household. This is the first person recorded on the application. Click **[Continue]**. The **Who's included in your household?** page displays.
 - Select the program(s) for which the person is applying by clicking on the program.
 - Record information such as sex, race, ethnicity, and marital status.



5. After recording the Head of Household, the client can continue to add members of the household by selecting [+ Add New Member] on the **Who's included in your household?** page. Click **[Continue]** after adding the members of the household.
 - The age of the individual displays next to their name.
 - The individuals recorded in the Household section display later in the application when recording information such as assets, income, expenses, etc.

Please answer the following questions about your household's situation.

Does anyone in your household have a disability or a physical/mental/emotional health condition? ?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Is anyone in your household currently enrolled in college/vocational school?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Is anyone temporarily absent from the home (work, military, hospital, etc.)? ?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Has anyone in your household served in the military or armed services? ?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Was anyone in foster care when they turned 18? ?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Is anyone living in a facility or special living arrangement (now or within the past 3 months)? ?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Is anyone in your household going to an alcohol or drug treatment program?	<input type="button" value="Yes"/>	<input type="button" value="No"/>

6. In the Household section, the client completes their first set of Questions pages. It is important to carefully review these pages, as this is how the client indicates their household circumstances. Clients will only view Details pages for the questions to which they answer Yes.

	<p>Tip: Some fields in MI Bridges are dynamic, including possible answer choices. For example, if a client selects Yes for <i>Is anyone in your household pregnant now or were they in the last 3 months?</i>, only female members of the household will display on the Pregnancy Details page.</p>
---	--

7. Complete the *Household* section of the application, and click **[Continue]**. The **Assets** transition page displays.

Assets

In the **Assets** section the client records information on any assets in the household.

- Note: If an application is for only Healthcare Coverage, the Assets section does not display.

Does anyone in your household own the following?



Money & Accounts

Does anyone in your household have money or accounts?

Includes savings accounts, checking accounts, payroll/benefits card, 401k, retirement plan, life insurance, stocks, etc. Please include jointly owned assets and/or accounts.



Vehicles

Does anyone in your household have vehicles?

Includes cars, trucks, boats, etc. Only list vehicles that are registered in household members' name.



Property

Does anyone in your household have property?

Includes houses, buildings, rental property, burial plots, etc.



Sales & Transfers

Has anyone in your household sold, transferred, or given away assets in the last 90 days?

Includes any assets such as stocks, vehicles, property, etc., that have been sold or transferred.

8. Select **Yes** or **No** on the Assets Questions page to indicate if any household members own assets. If a client selects Yes for a question, a details page displays so the client can record information on the asset.

The screenshot shows the 'Apply for Benefits' web application interface. The top navigation bar includes a 'Menu' icon, the 'MI Bridges' logo, and utility icons for help, notifications, settings, user profile, and 'Logout'. The main content area is titled 'Apply for Benefits' and features a sidebar with navigation options: 'Add/Remove Program', 'Introduction', 'Household Members', 'Household Details', 'Assets' (highlighted), 'Income', 'Expenses', 'Program Details', and 'Final Details & Submit'. The 'Money & Accounts' section is active, displaying the instruction: 'Add any money and accounts that your household owns.' Below this, there are input fields for 'Account Holder' (set to 'Tamara Davis (27)'), 'Account Type' (set to 'Checking Account'), and a checkbox for 'This is a joint account.' (unchecked). There are also fields for 'Name of Bank/Institution' (set to 'Capital Bank') and 'Amount (Dollars)' (set to '\$ 400.00'). At the bottom of the form, there is a '+ Add Another' button, a '< Back' button, and a 'Continue' button.

9. On Details pages, clients can record as much information as possible. Click **[+ Add Another]** to add another asset in that category.
10. Complete the *Assets* section of the application, and click **[Continue]**. The **Income** transition page displays.

Income

In the **Income** section the client records information on any income in the household, including employment, self-employment, or other types of income received by the household such as pension/retirement, child support, etc.



Tip: Some Income questions in MI Bridges are dynamic. For example, if applications that include Healthcare Coverage ask if any household members income changes from month to month.

What are some sources of income for your household?

	<p>Employment Is anyone in your household employed now or in the last 30 days? <small>This includes temporary and contract jobs.</small></p>	<input type="button" value="Yes"/> <input type="button" value="No"/>
	<p>Self-Employment Is anyone in your household self-employed? <small>This includes odd jobs.</small></p>	<input type="button" value="Yes"/> <input type="button" value="No"/>
	<p>Additional Income Does anyone in your household have additional income? <small>Includes unemployment, disability (SSI), alimony, workers' compensation, child support, social security (RSDI), pension/retirement, veterans benefits/military allotments, foster care/adoption subsidy, refugee resettlement/match grant, tribal income/benefits, short/long term disability, etc.</small></p>	<input type="button" value="Yes"/> <input type="button" value="No"/>
	<p>Change in Income Has anyone in your household had a change in employment in the last 30 days? <small>Includes being laid off or fired, quitting, going on strike, voluntarily reducing hours, etc.</small></p>	<input type="button" value="Yes"/> <input type="button" value="No"/>
	<p>Monthly Income Change Does anyone's income change from month to month?</p>	<input type="button" value="Yes"/> <input type="button" value="No"/>

11. Complete the *Income* section of the application, and click **[Continue]**. The **Expenses** transition page displays.



Tip: In each sub-section of the page, there is helpful text to provide examples of the types of income for each category.

Expenses

In the **Expenses** section the client records information on any expenses paid by the household, including housing related expenses, dependent care, medical expenses, court-ordered expenses, etc.

- Note: If an application is for only Child Development & Care, the Expenses section does not display.

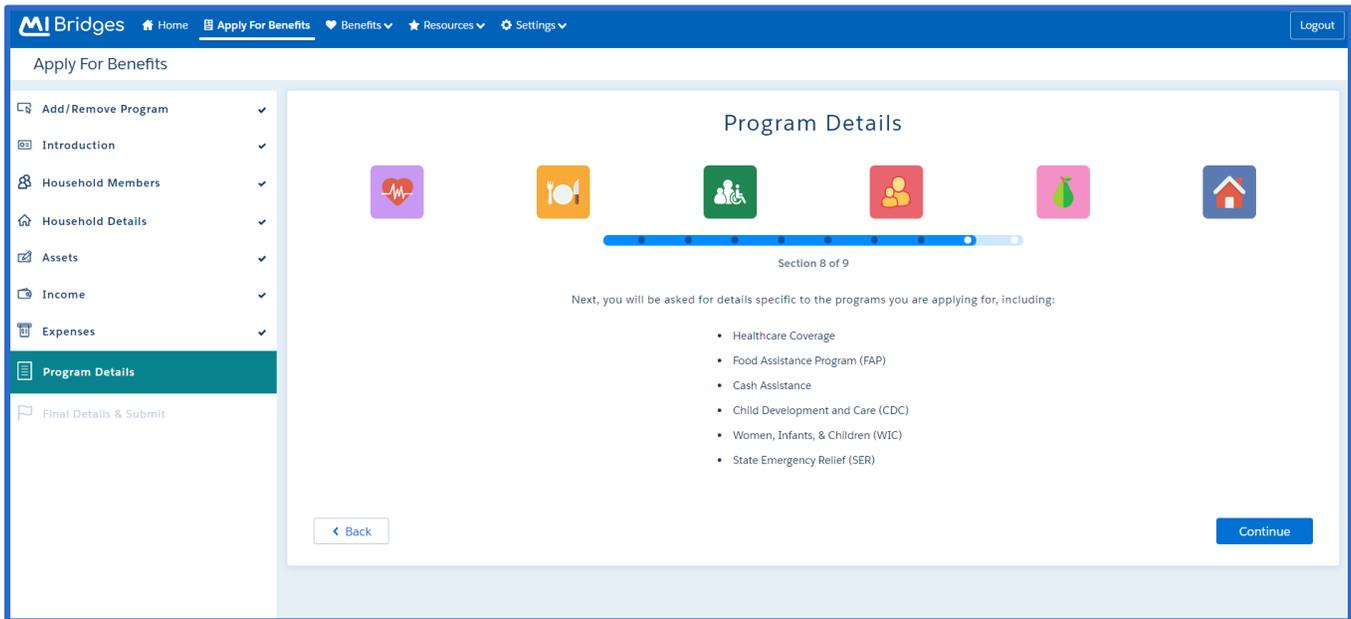
Does your household have any of these expenses?

	<p>Housing Does anyone in your household pay for housing expenses? <i>This includes rent, mortgage, property tax, etc.</i></p>	<input type="button" value="Yes"/> <input type="button" value="No"/>
	<p>Utilities Does anyone in your household pay for utilities (not included in rent)? <i>Includes heating, air conditioning, electricity, water/sewer, trash, phone, etc.</i></p>	<input type="button" value="Yes"/> <input type="button" value="No"/>
	<p>Dependent Care Does anyone in your household pay for dependent care expenses? <i>This includes childcare, elderly care, adult disabled care, etc.</i></p>	<input type="button" value="Yes"/> <input type="button" value="No"/>
	<p>Medical Does anyone in your household pay for medical expenses? <i>Includes health insurance, prescriptions, hospital bills, dental bills, in-home care etc.</i></p>	<input type="button" value="Yes"/> <input type="button" value="No"/>
	<p>Court Ordered Does anyone in your household pay for court ordered expenses? <i>This includes child support or alimony paid out.</i></p>	<input type="button" value="Yes"/> <input type="button" value="No"/>
	<p>Tax Deductible Does anyone in your household pay for student loan interest or other tax deductible expenses? <i>Includes some deductions that can be reported on federal income tax returns such as contributions to individual retirement arrangements (IRAs), contributions to health savings accounts, certain tuition and fees, etc.</i></p>	<input type="button" value="Yes"/> <input type="button" value="No"/>
	<p>Air Conditioning If utilities are included in your rent, does anyone in your household pay an extra fee for air conditioning?</p>	<input type="button" value="Yes"/> <input type="button" value="No"/>

12. Complete the *Expenses* section of the application, and click **[Continue]**. The **Program Details** transition page displays.

The Supplemental Application: Program Details

In the **Program Details** section, the client answers information that is specific to the programs for which the client is applying. Similar to the paper 1171 Assistance Application, the length of the **Program Details** section varies based on the programs for which the client is applying.

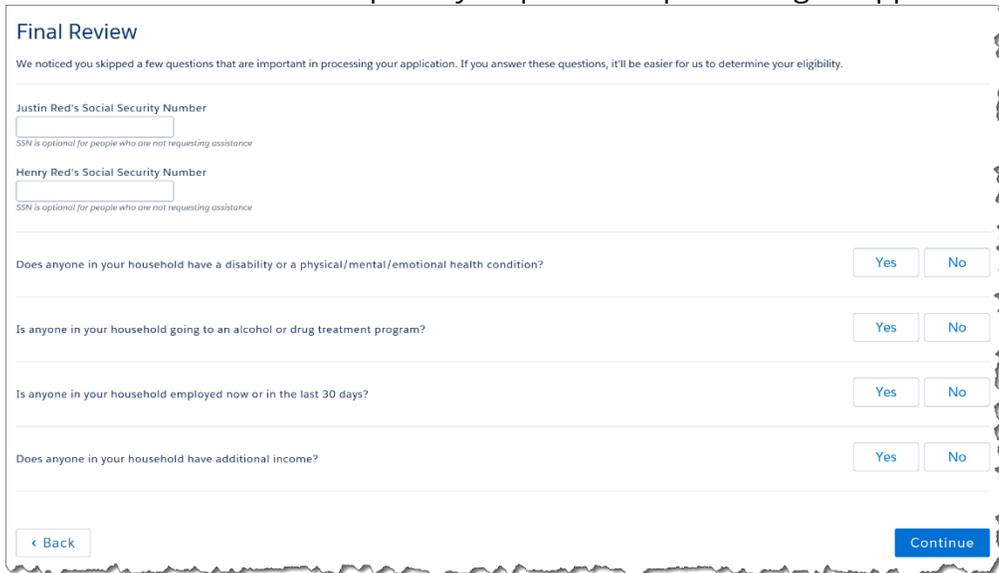


13. Complete the *Program Details* section of the application, and click **[Continue]**. The **Final Details** transition page displays.

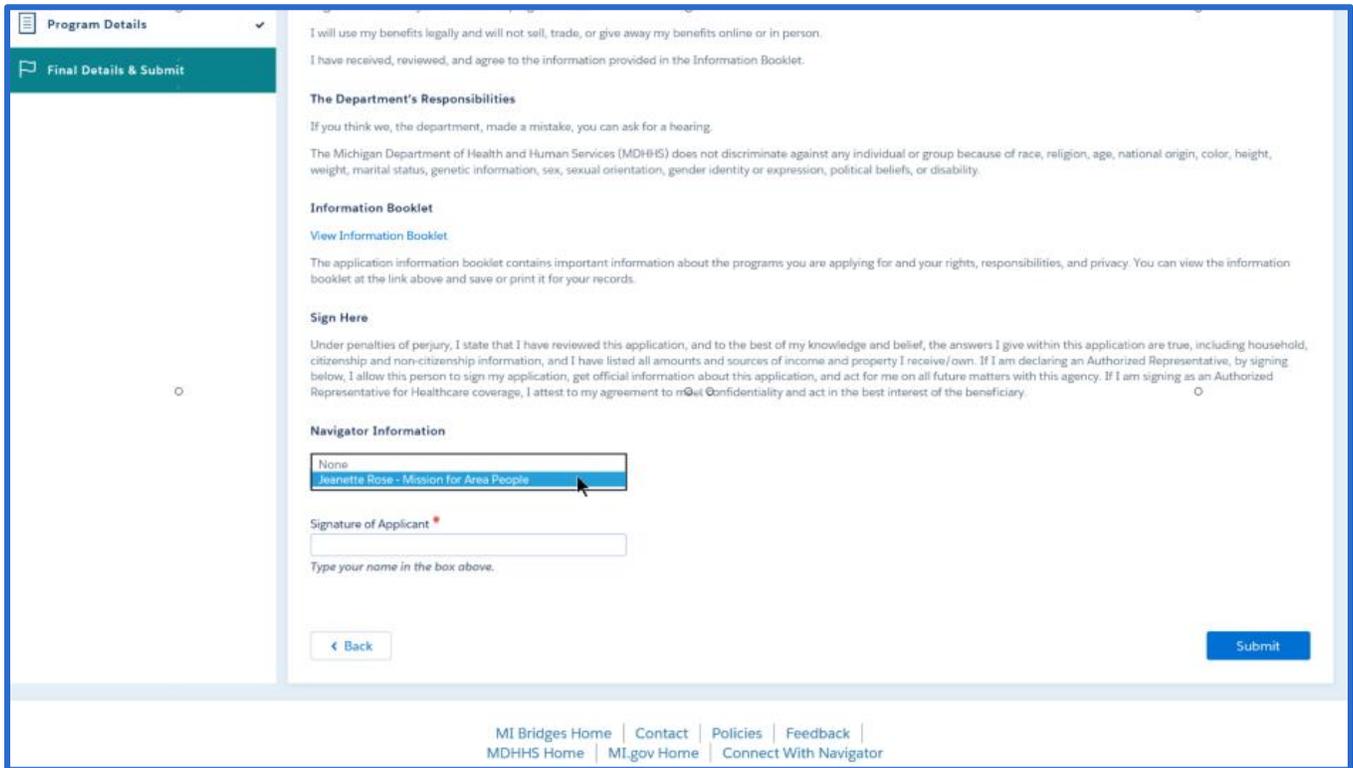
Final Details & Submit

In the **Final Details** section, the client answers information that is asked to all applications, such as information about previous benefits, voter registration, or if the client would like to name an authorized representative. This section also includes a page for clients to record any text they would like to share with MDHHS.

- In this section the **Final Review** page may display. This page displays fields that the client did not answer. Completion of these fields is optional, but MDHHS caseworkers have identified this information as especially helpful when processing an application.



- Complete the *Final Details* section of the application until reaching the **Your Signature** page.



16. The **Your Signature** page is the final page the client must sign to submit the application. On this page the client records if a navigator helped them complete the application. If a client is connected to a navigator(s) they will see their list of navigators in the drop-down menu.
17. Electronically sign the application and click **[Submit]**. The **Application Submitted** page displays.

Application Submitted

The **Application Submitted** page shows a summary of the benefits application and suggests next steps for the client. Clients have the ability for to see a live status of the healthcare coverage application. Clients also can send a referral to a Michigan Energy Assistance Program (MEAP) and/or Women, Infants, & Children (WIC) programs in MI Bridges. Based on the information in the client's application, MI Bridges can recommend that the client send a referral to a MEAP and WIC program. To send a referral all a client has to do is click **[Send]**. MI Bridges also recognizes that the client can upload documents to provide verification for his/her case and has a **[Upload Documents]** button that will allow the client to upload verifications.

Menu
MI Bridges

?
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⚙️
👤
Logout

Apply for Benefits

Application Submitted

Tracking Number: T00123456789

- **Application Submitted**
 You can [view your submitted application here](#) or access it later. If you need more information on the application, [view the info booklet](#).

Pending = MDHHS will contact you for more information

INDIVIDUAL	TYPE OF COVERAGE	STATUS
Tamara	Healthcare Coverage	Pending

- **Send Referrals**

Energy Self-Sufficiency

Based on your application for SER heat assistance, you may be able to receive additional energy assistance. Click 'Send' to find an organization that can help you.

Send

WIC (Women, Infants, and Children)

Good news! Based on your application for healthcare coverage, we think you might be eligible for WIC (Women, Infants, and Children). Pregnant and recently pregnant women, as well as families with children under the age of 5 years old can apply for WIC to receive additional food benefits.

Referral Sent ✓
- **Go to Upload Documents**
 Based on your application answers, you should upload some documents. You will be notified if your application requires additional verification.

Upload Documents

18. Congratulations, the Apply for Benefits process is complete.



Frequently Asked Questions

Q. What are the benefit programs included with the Online Application?

A. The six benefits programs' clients can use MI Bridges to apply for include:

- 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)
- State Emergency Relief (SER)
- Women, Infants, and Children (WIC)

Q. How many benefit programs can the client apply for?

A. Clients can Apply for Benefits for as many or as few benefit programs as needed.

Q. Will the new 1171 Assistance Applications be printed in black & white or color in the MDHHS offices?

A. The color differences are one of the features that help make the application easy to read. Applications available in MDHHS offices and on the MDHHS website will be in color.

Q. Can the client save an in-progress application and finish it later?

A. Yes, the application is saved each time the client clicks a **[Continue]** button. If the client logs out before submitting the application, after logging in again they will be prompted to submit or complete the in-progress application. A client can only have one application with 'in progress' status at a time.

Manage My Case



The Job Aid explains how clients can use MI Bridges to manage their current Michigan Department of Health and Human Services (MDHHS) case. MI Bridges Community Partners and MDHHS staff can use the information in this Job Aid to assist clients using MI Bridges to view benefit information, report changes, renew benefits, and share documents with MDHHS.

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Important Information

With MI Bridges, there are many enhanced features clients can use to manage their case. MDHHS staff and community partners may find it helpful to encourage clients to use these self-service features instead of visiting an MDHHS office to answer questions. If a client has an active case with MDHHS, they are still able to use MI Bridges to report changes, submit redeterminations, view case information, view letters sent from MDHHS, and share documents with MDHHS. This supports MDHHS’s goal of providing more self-service tools to increase a client’s self-sufficiency and reduce dependency on an MDHHS caseworker to learn case information.

Note: In order to use MI Bridges to manage their MDHHS case, a client must complete the ID proofing process.

View Benefits

Clients with existing cases can view helpful benefit information by program. Clients will be able to find answers to their benefits questions directly in MI Bridges anytime. Clients can view benefit information on their 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).



Tip: Clients can consent to share their benefit with their Navigator. Navigation partners can access the exact same information as is available to the client.

1. Click **View My Benefits** under *I want to...* The **View Benefits** page displays.
 - Clients can also click **[Menu]**, then *My Benefits* to begin the process.
2. Review the program information available on the **View Benefits** page. Only information about current open programs displays on the page.
 - The exception is Healthcare Coverage. Health Coverage benefits display for the entire month they become inactive.



Tip: Answers to common questions about each benefit program is available if the client is currently receiving that program. Click the question mark icon next to any field to view helpful information describing that field.

3. In the Healthcare Coverage section, click the  icon next to the household member's name under to additional information. The **Health Plan** pop-up displays.
 - The Health Plan pop-up displays information such as the client doctor, doctor's phone number, health care plan, and deductible. This pop-up also contains a link to the myHealthPortal.



Tip: The myHealthPortal is available to current members enrolled in Medicaid, Healthy Michigan Plan, and Children's Special Health Care Services (CSHCS). *Persons identified as responsible for the care of these members may also utilize these applications.*

Clients can use the myHealthPortal to:

- ✓ Print or order a new copy of the myHealth Card
- ✓ View and update or terminate other insurance
- ✓ View the services that are covered by their plan
- ✓ View Children Special Healthcare Services (CSHCS) qualifying diagnosis and authorized providers

	<ul style="list-style-type: none">✓ View and download immunization records✓ View cost share information
--	--

4. Click **[Print]** to print a PDF copy of the benefits, if needed.

Examples of information they can view include renewal dates, benefit amounts, the date benefits will be available on the client's Bridge card, and much more!

Menu
MI Bridges

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 Franklin Li

Franklin Li's Benefits

Print

View Benefits
View Letters

Healthcare Coverage

PARTICIPANT	BENEFICIARY ID	COVERAGE	RENEWAL DUE DATE
Franklin Medicare Savings Program	12345678	Emergency Services Only (ESO)	3/30/2018
Kim	12345678	Limited	3/30/2018

Food Assistance Program (FAP)

PARTICIPANTS	PAYMENT AMOUNT	NEXT PAYMENT	RENEWAL DUE DATE
Franklin, Kim, Sam Show All	\$500	3/22/2017	3/30/2018

Cash Assistance

PARTICIPANTS	PAYMENT AMOUNT	NEXT PAYMENT	REDETERMINATION DUE DATE
Franklin, Kim, Sam	\$500	3/22/2018	5/30/2018

Note: All amounts are twice per month.

Child Development & Care (CDC)

CHILD'S NAME	PROVIDER(S)	HOURS COVERED	YOUR PORTION	REDETERMINATION DUE DATE
Kim	Rainbow Childcare	80 Hours	\$100	3/30/2018
	Happy DaySchool			
Sam	Rainbow Childcare	80 Hours		

Note: All amounts are per 2 weeks.

State Emergency Relief (SER)

PROVIDER	TYPE OF SER	YOUR PAYMENT	MDHHS PAYMENT	TOTAL	BENEFIT PERIOD
Consumers	Energy Services - Electrical	\$20	\$150	\$170	3/30/2017- 4/29/2017
DTE	Utility Services - Water or Sewage	\$15	\$90	\$105	

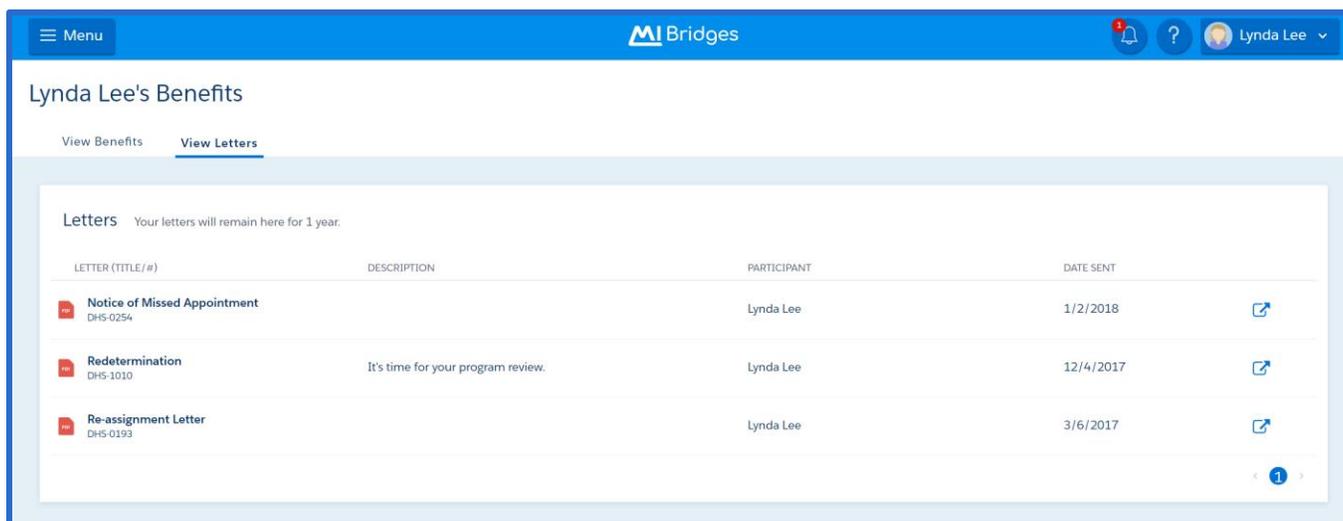
View Letters

Clients can view letters sent from MDHHS for the previous 12 months. If a client requests a copy of a notice, they can easily find and print it from their MI Bridges account.

Letters are available in MI Bridges the evening the caseworker sends the letter to be printed and mailed. Clients can also opt-in to receive text or email notifications when a new letter is available sent from MDHHS and available in MI Bridges. Because letters are available as soon as they are sent to print, clients may be able to view correspondence sent from MDHHS before it arrives in the mail.

Tip: Clients can consent to share their Letters with their Navigator. Navigation partners can access the exact same information as is available to the client.

1. Click **View My Benefits** under *I want to...* The **View Benefits** page displays. Click View Letters at the top of the page. The **View Letters** page displays.
 - Clients can also click **[Menu]**, then *My Benefits* to begin the process.
2. Review the information available on the **View Letters** page. Clients can view letters sent from MDHHS for the previous 12 months.
3. Click to view an exact copy of the letter sent to the client, including any comments recorded by the MDHHS caseworker.



Tip: In the *Description* field, MDHHS has provided plain language descriptions for the 50 most commonly sent letters. If this field is blank, this is not an error, it means there is no text for this document.

Report Changes

Client can use MI Bridges to report changes to their existing case.

1. Click **Report Changes** under *I want to...* The **Report Changes** page displays.
 - Clients can also click **[Menu]**, then *Report Changes* to begin the process.
2. Clients are provided with an easy to understand topic selection to choose what changes to Report. Select the categories for the changes to report, then click **[Continue]**. The **transition page** for the first topic displays.
 - Clients can select more than one change to report at a time.



Tip: Examples of common types of changes are listed below each category

MI Bridges | Tamara Davis

Tamara Davis's Report Changes

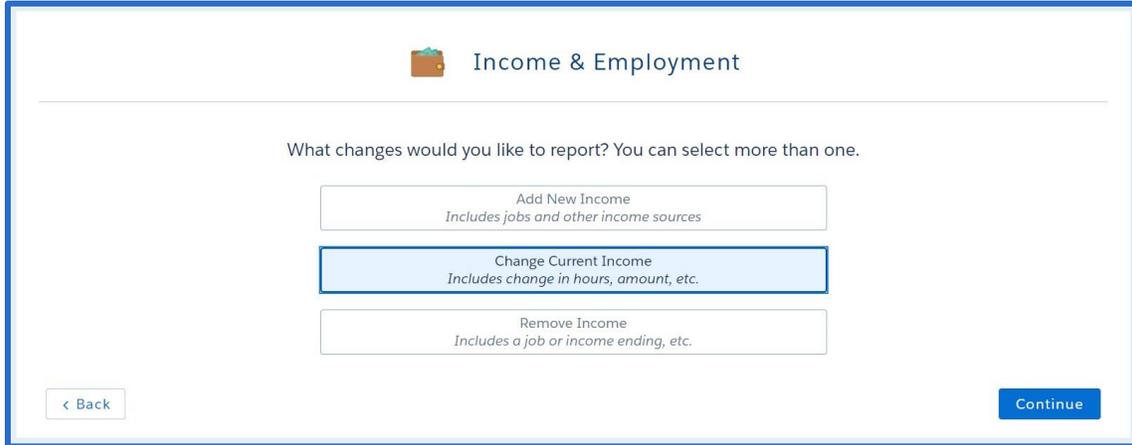
What changes would you like to report? You can select more than one.

You can add, change, or remove information related to your household. You will be able to review your changes before submitting.

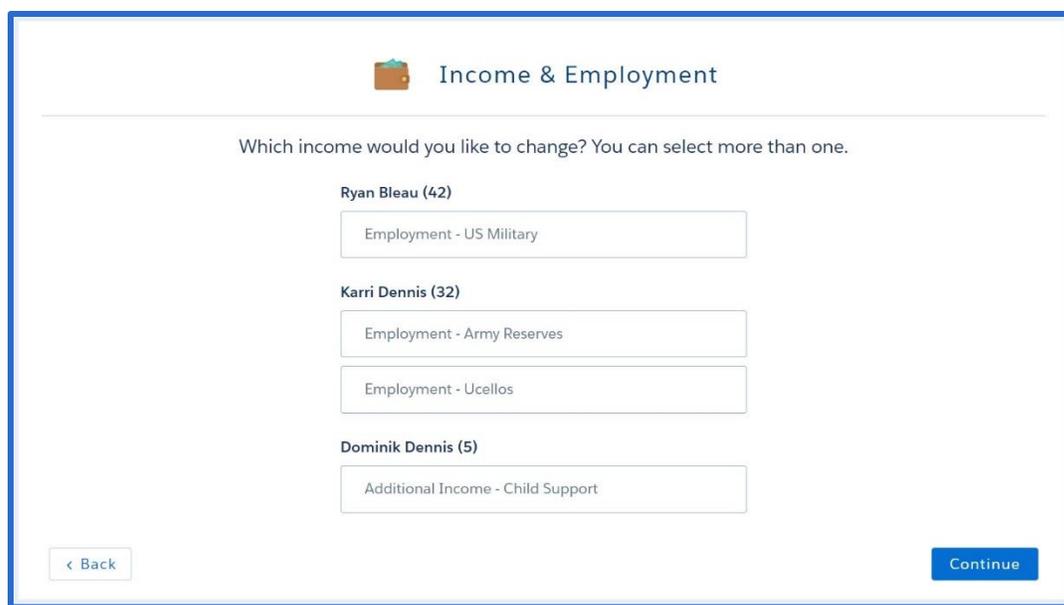
Contact Information Phone or Email Address	Household Members Add Individual Remove Individual	Marital Status New Marriage Recent Divorce
Pregnancy New Pregnancy No Longer Pregnant	Disability Add Disability Remove Disability	Assets Money & Accounts Vehicles Property
Income & Employment Employment Self Employment Additional Income	Expenses Housing Dependent Care Mental, Dental, Prescriptions	Medicare Medicare (Part A, B, C, D), including premiums
Community Service *This is for FAP Time Limited participants only	Military Status Active Duty National Guard/Reserve	Any Other Changes Anything else you would like your caseworker to know

[Continue](#)

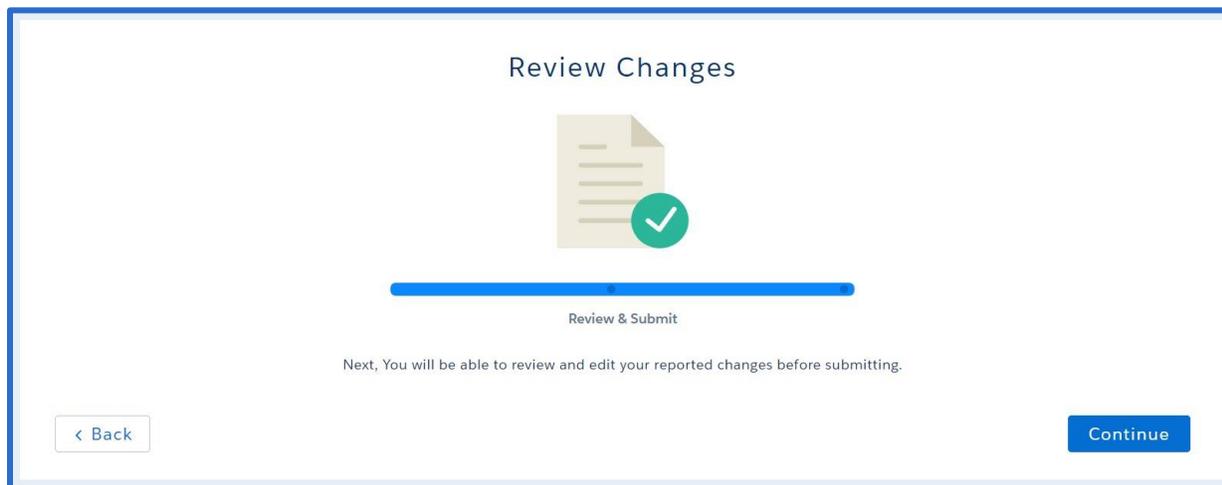
3. Clients only view pages related to the categories they selected. Similar to the Assistance Application, each section begins with a transition page. On this page a progress bar of the changes displays, along with a summary of the types of changes that can be reported in this section. Click **[Continue]**. The **What changes would you like to report** page displays.



4. Select if you would like to Add new information to the case, change current information on the case, or remove current information on the case. Click **[Continue]**. The page that displays varies depending on if the client selected to add, change, or remove information.
5. If a client chooses to...
 - Add new information: A blank details page displays where the client can record new information. The fields on the page will be similar to the type of information requested when applying for benefits.
 - Change current information: A page displays with a summary of current information on the client's MDHHS case. Select the record to change.
 - Remove information: A page displays with a summary of current information on the client's MDHHS case. Select the record to remove.



6. Click **[Continue]**. If a client chooses to change current information, or remove current case information a page displays with the current record.
7. Add any information to the page to report the change. Click **[Continue]**.
8. Continue through each section to report all the changes. After all sections are complete, the **Review Changes** page displays.



9. Click **[Continue]**. The **Review Changes Details** page displays. A summary of the reported changes displays by topic. Clients can select [Edit] to edit any information, or [Remove] to remove an incorrect record.
10. Carefully review the reported changes for accuracy. Click **[Submit]**. The Your changes have been submitted page displays. On this page clients can view a PDF of their report changes, or easily navigate to Upload Documents to submit verifications of the change to MDHHS.

Your changes have been submitted!



Your reported changes have been successfully submitted to MDHHS. You can see a copy of your changes below and save or print it for your records. You can also access these reported changes from your MI Bridges account.

[View Report Changes PDF](#)



Because you reported a change in Income & Employment, you may want to upload one of the documents below. We usually need proof like this for an income change:

- Check Stubs or Earnings Statement
- Employer Statement
- Self Employment Income and Expense Statement
- Verification of Employment

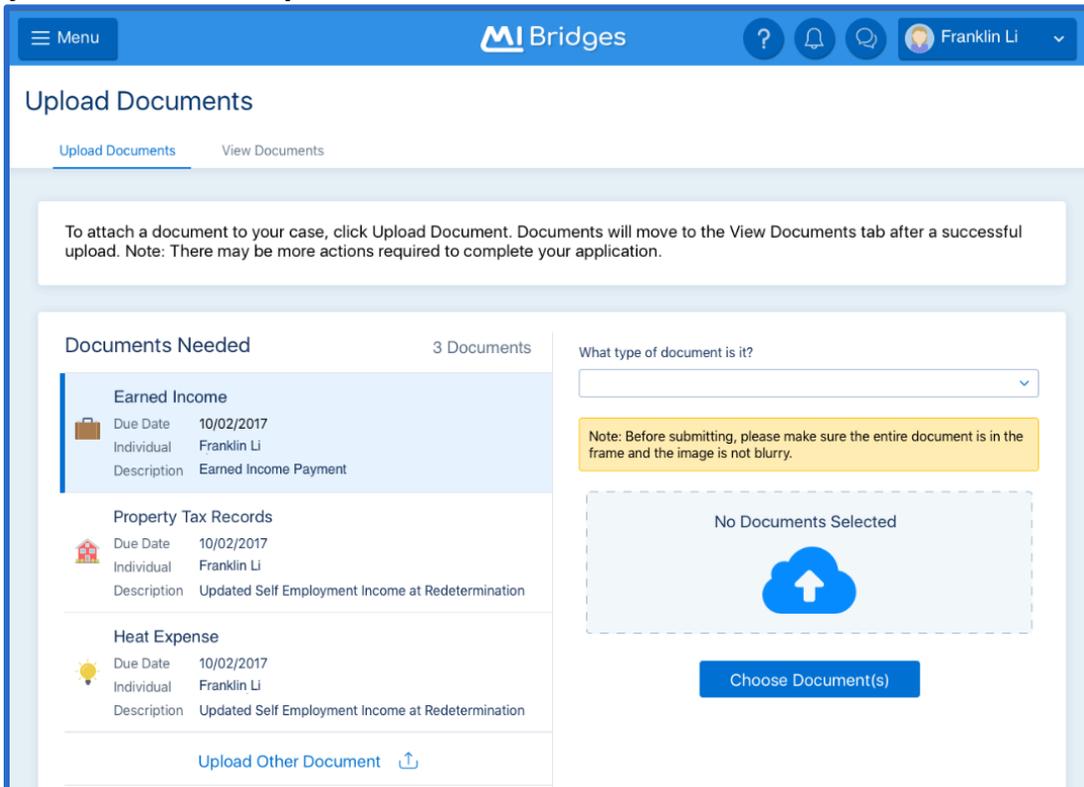
Don't worry if you are not sure what to upload, we will send you a letter if we need proof for your changes. If MDHHS asks for verification(s), you will need to upload them through MI Bridges, mail or fax to MDHHS, or bring them to a MDHHS office.

[Upload Documents](#)

Upload Documents

Clients can easily access MI Bridges from their mobile device to upload documents and verifications. This means that when MDHHS requests a verification, the customer can take a picture and share it with MDHHS by uploading the picture to their MI Bridges account. When MDHHS sends a verification request to a client, the Upload Documents section in MI Bridges allows the client to share the specific document requested.

1. Click **Upload Documents** under *I want to...* The **Upload Documents** page displays.
 - Clients can also click **[Menu]**, then *Upload Documents* to begin the process.
2. Clients can use this page to share documents with their MDHHS caseworker. If their caseworker has sent the client a list of requested documents (also called a Verification Checklist), these documents display in the Documents Needed section.
 - If as client consents to sharing their benefits with a navigation partner, the partner will be able to view the documents MDHHS has requested from a client.
 - Clients can also upload documents to their case at any time by clicking [Upload Other Document]. This option is helpful if a client recently submitted an application, redetermination, or change and has not yet received a list of requested documents from their caseworker but has documents they wish to provide to MDHHS.
3. To upload a document requested from MDHHS, click on the [Document Type]. To upload any document, click **[Upload Other Document]**.



The screenshot shows the 'Upload Documents' interface in MI Bridges. At the top, there's a navigation bar with 'Menu', 'MI Bridges', and user information for Franklin Li. Below the title, there are tabs for 'Upload Documents' and 'View Documents'. A message states: 'To attach a document to your case, click Upload Document. Documents will move to the View Documents tab after a successful upload. Note: There may be more actions required to complete your application.' The 'Documents Needed' section shows 3 documents:

Document Type	Due Date	Individual	Description
Earned Income	10/02/2017	Franklin Li	Earned Income Payment
Property Tax Records	10/02/2017	Franklin Li	Updated Self Employment Income at Redetermination
Heat Expense	10/02/2017	Franklin Li	Updated Self Employment Income at Redetermination

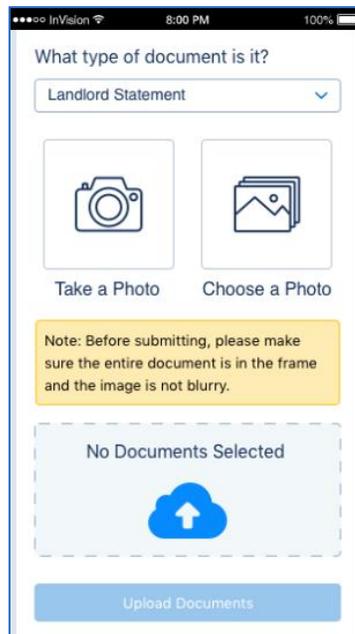
Below the list is an 'Upload Other Document' link. To the right, there's a dropdown menu 'What type of document is it?' and a 'Choose Document(s)' button. A note says: 'Note: Before submitting, please make sure the entire document is in the frame and the image is not blurry.' A dashed box contains 'No Documents Selected' with an upload icon.

4. Select the document type from **the** *What type of document is it?* drop-down list.

- Click **[Choose Document]** to choose an existing document. Clients can upload any file that is a png, jpg, jpeg, tif, or pdf file formats. Clients can upload up to 4.5 MB of data at one time.

Tip: If a client is using a mobile phone or tablet with a camera to manage their case, they can use their camera phone to take a picture of the document and upload to their MDHHS case. On a mobile device:

- Clients can click [Choose a Photo], to open their photo library and choose a photo of the document.
- Clients can click [Take a Photo], to open their camera to take a photo of the document.



- If a client is using Chrome or Edge, a preview of the files display.
 - The preview option is available for png, jpg, jpeg, and tif files. Pdf files are not able to be previewed.

Tip: Clients can remove a document that they have chosen to upload by clicking the red [X] next to the document. Clients can also add another document by clicking the blue + sign.

- Click **[Upload Documents]**. A pop-up window displays which shows the progress of the upload. An *Upload Successful!* message displays when the document is upload. Click **[Okay]**. The documents are now available in the View Documents section.

[Click here to access "Upload Documents" Microlearning](#)

View Documents

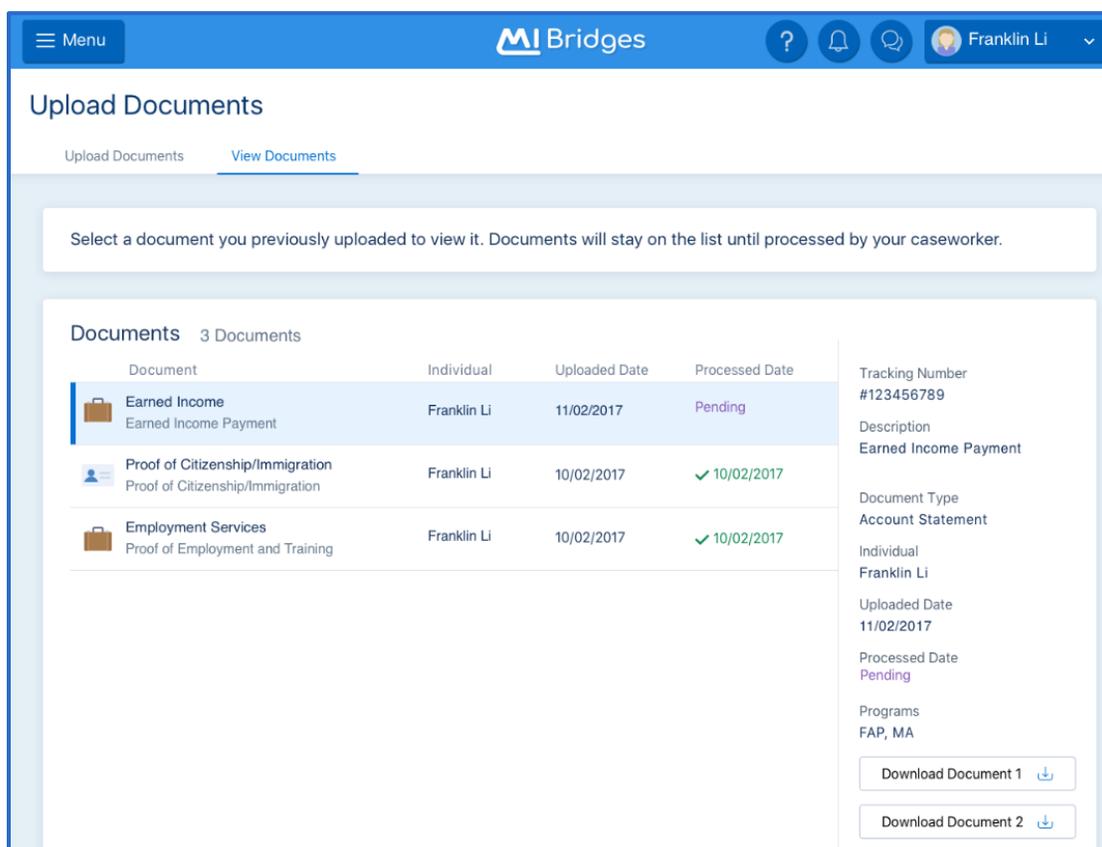
Clients can view documents they have previously submitted to MDHHS.

1. Click **Upload Documents** under *I want to...* The **Upload Documents** page displays. Click View Documents at the top of the page. The **View Documents** page displays.
 - Clients can also click [Menu], then Upload Documents to begin the process
2. Click the **Document Title** to view details about the document. Clients can view documents they have upload during the previous 12 months. Clients can view a short description of the document type, the date it was uploaded, the individual it pertains to, the processed date, and the programs for which that document was requested.



Tip: The Processed Date displays as pending until it is processed by MDHHS. This message will change to a date once an MDHHS caseworker has viewed the document and marked the Verification Checklist as complete in the system they use to process applications/cases. Documents submitted as Other Documents will never show a processed date.

3. Click [**Download Document**] to download that was previously uploaded. This can be helpful if a client no longer has a document and needs to access it.



The screenshot displays the 'MI Bridges' interface for viewing documents. At the top, there is a navigation bar with a 'Menu' button, the 'MI Bridges' logo, and user information for 'Franklin Li'. Below the navigation bar, the page title is 'Upload Documents', with a sub-tab for 'View Documents'. A message box states: 'Select a document you previously uploaded to view it. Documents will stay on the list until processed by your caseworker.'

The main content area shows a table of documents:

Document	Individual	Uploaded Date	Processed Date
Earned Income Earned Income Payment	Franklin Li	11/02/2017	Pending
Proof of Citizenship/Immigration Proof of Citizenship/Immigration	Franklin Li	10/02/2017	✓ 10/02/2017
Employment Services Proof of Employment and Training	Franklin Li	10/02/2017	✓ 10/02/2017

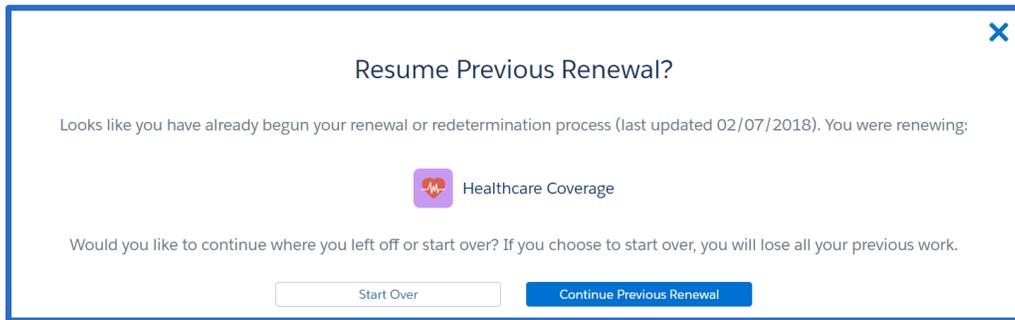
On the right side, a sidebar provides details for the selected document:

- Tracking Number: #123456789
- Description: Earned Income Payment
- Document Type: Account Statement
- Individual: Franklin Li
- Uploaded Date: 11/02/2017
- Processed Date: Pending
- Programs: FAP, MA

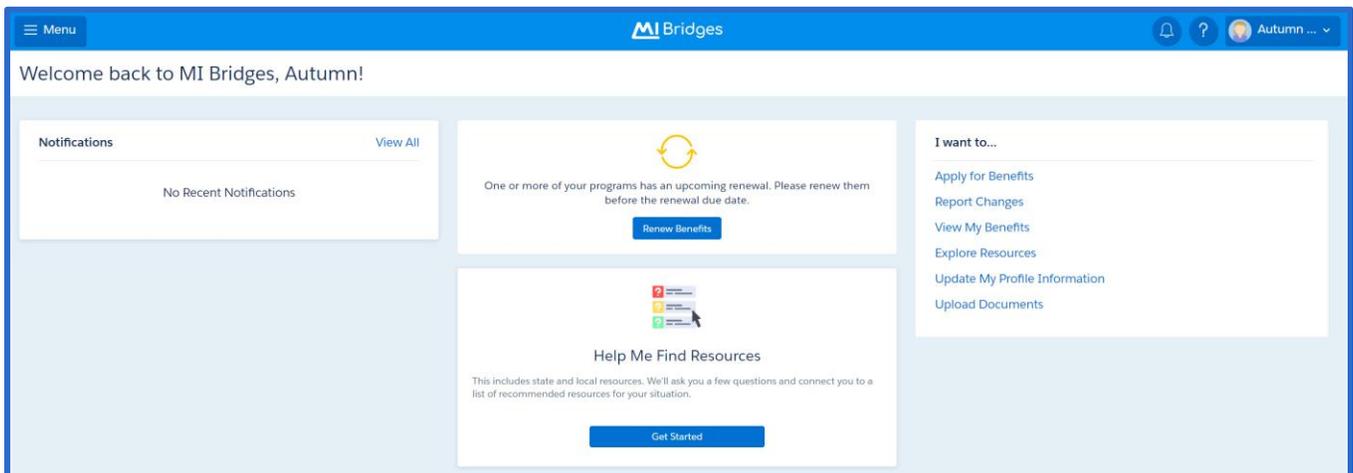
At the bottom of the sidebar, there are two buttons: 'Download Document 1' and 'Download Document 2', each with a download icon.

Renew Benefits

Clients can receive notifications when their redeterminations are due and submit their renewals through MI Bridges. If a client consents, their navigator can also view program renewal dates using the View Benefits feature. Clients will also continue to receive redetermination packets via postal mail. Clients can have one *In Progress* Redetermination at a time. A client can stop and return to complete the renewal at a later date. If a client has an *In Progress* renewal and clicks [Renew Benefits], the **Resume Previous Renewal?** pop-up displays. The client can choose to continue the *In Progress* redetermination or start over.



1. After the redetermination packet (e.g. forms 1010, 1046, 2240, and 035) is mailed to the client from MDHHS, **[Renew Benefits]** displays on the client's dashboard. Click **[Renew Benefits]**. The **Renew My Benefits** page displays.
 - The Renew Benefits options disappears from the client's dashboard the day after the Redetermination Due Date.
 - The renewal



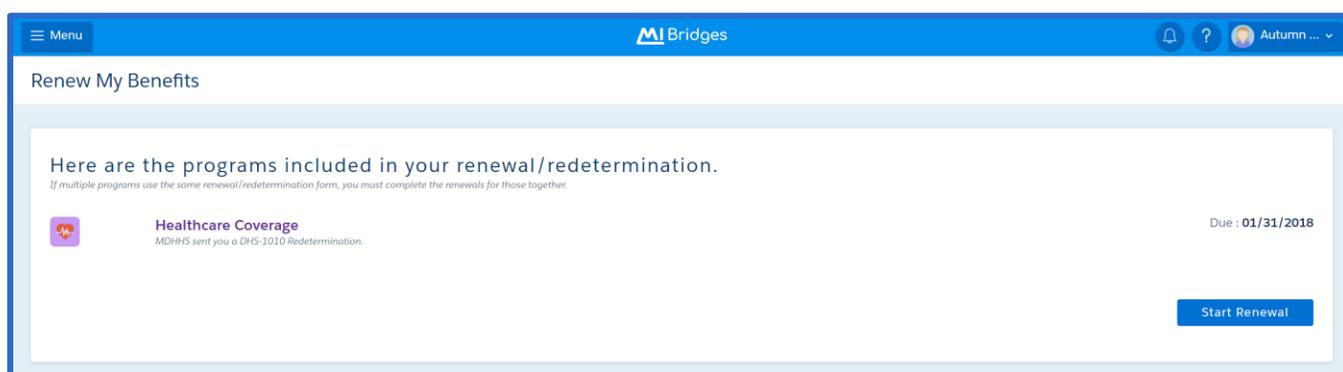
Note: The below message also displays on the View Benefits page. Click **[Renew my Benefits]**. The **Renew My Benefits** page displays.



One or more of your programs has an upcoming renewal. Please renew them before the renewal due date.

[Renew my Benefits](#)

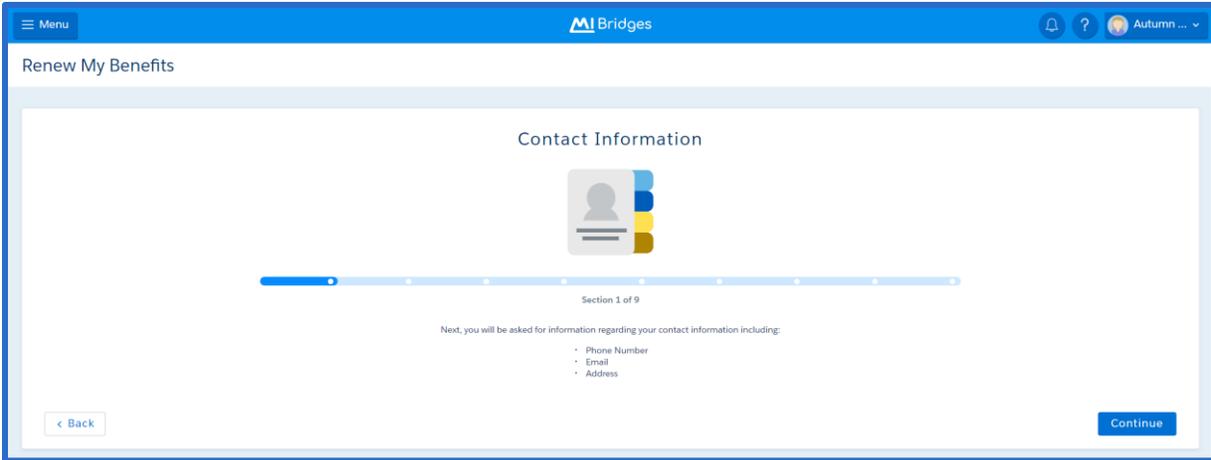
- On the **Renew My Benefits** page all programs which have a redetermination that could be submitted display on the page. The due date of each program redetermination displays in the *Due* field. Click **[Start Renewal]**. The **Benefits Renewal Overview** page displays.



- Review the **Benefits Renewal Overview** page for important information about the renewal process. Click **[Continue]**. The **Contact Information** page displays.



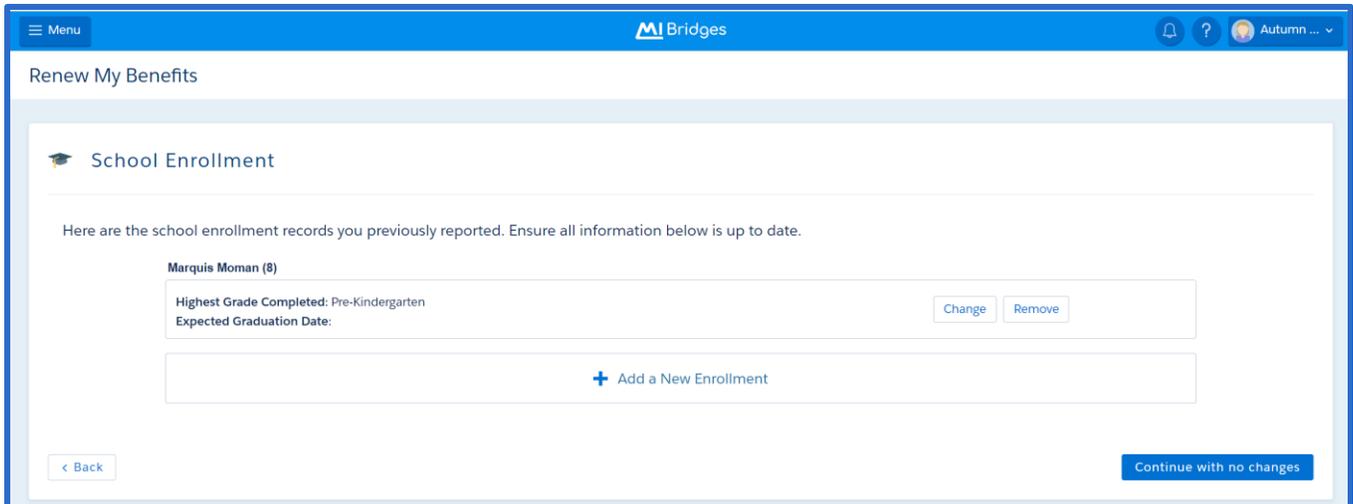
Tip: Each time the client selects **[Continue]**, the renewal is saved. As the client advances through the renewal, Saved ✓ displays in the top of the page each time the renewal is saved. If the client chooses to leave and complete the renewal at a later date, they will be able to continue the renewal at the last saved page.



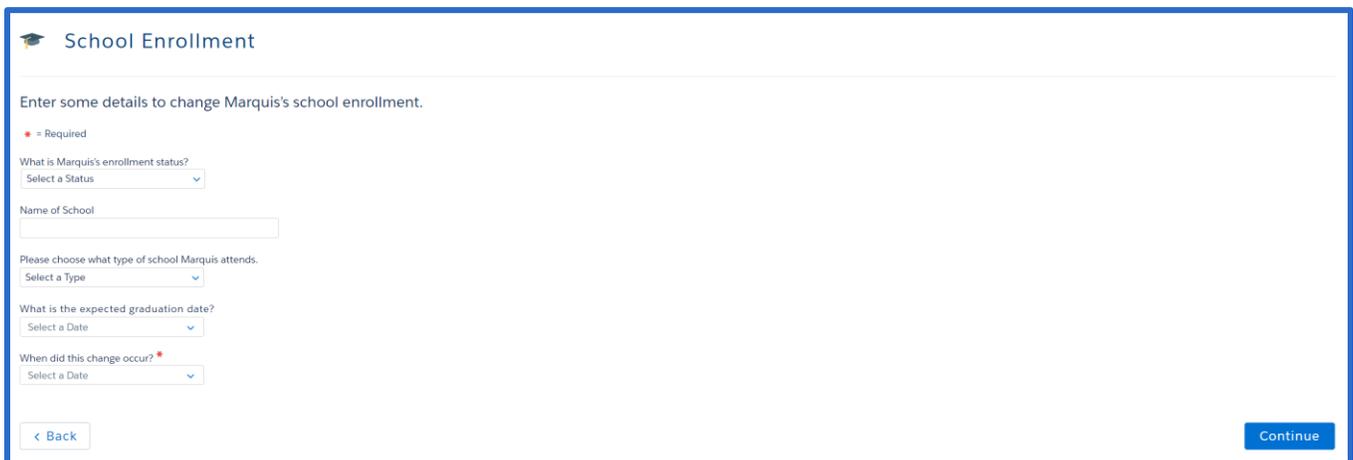
4. Similar to the Assistance Application, each section of the renewal begins with a transition page. Each Redetermination form (1010 vs. 1046 vs. 2240 vs. and 035) has the same amount of sections, even if the client does not have information about that section on their current case.

	<p>Tip: The sections in the redetermination for the form 1010 redetermination include:</p> <ul style="list-style-type: none"> • Contact Information • Household Members • Household Details • School Enrollment • Assets • Income • Expenses • Program Details • Final Details and Submit
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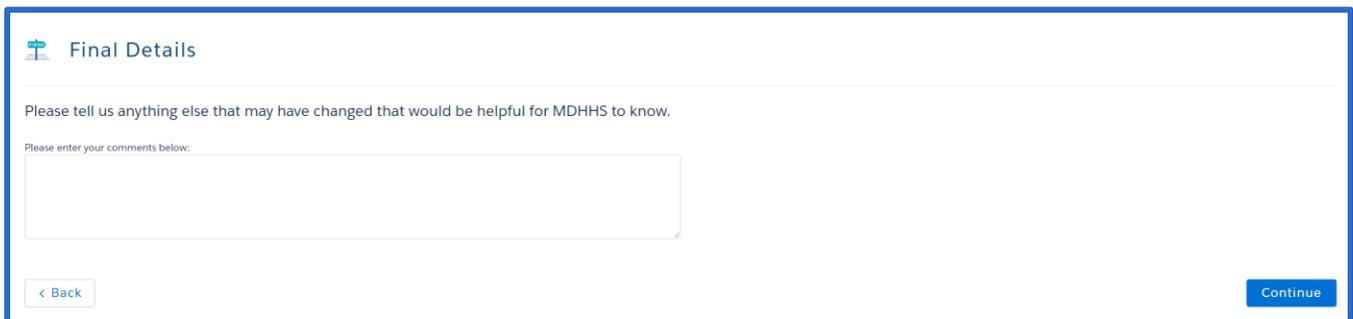
5. In each section of the renewal, the client will select if they wish to add, change, or remove information. In some sections (School Enrollment, Assets, Income), information from the client's current MDHHS case displays. The client will choose to [Change], [Remove], or [+Add New Information] in each section.
 - If a client does not have any information for a topic on their current case, a *We do not have any {topic} on file for your household. Please click "Add a New {topic}"* if needed message displays.
6. The client can also select **[Continue with no changes]** to report that no changes have been made.



- If a client chooses to change current information on the case, on the detail page where information displays, some information will prefill and cannot be edited. This is because it would change the core information about the record.

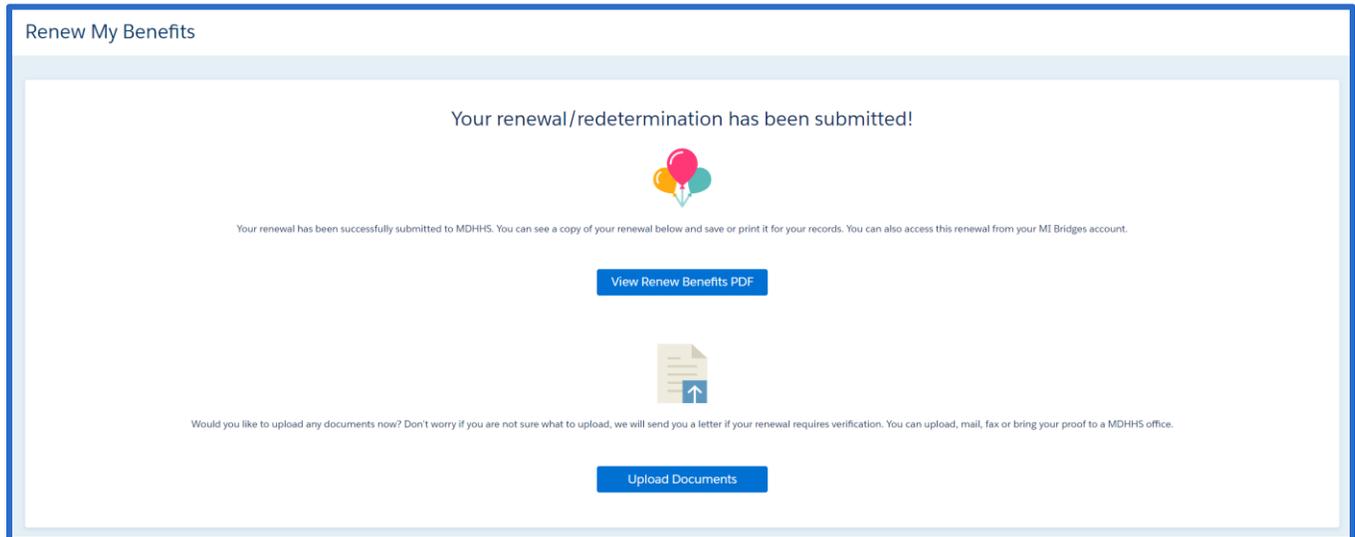


- Click **[Continue]** to navigate through the Renewal topics, editing, adding or removing information as needed until the **Final Details** page displays.



- Click **[Continue]**. The **Your Signature** page displays.

10. The client will sign the renewal and click [Submit]. The **Renew My Benefits Submitted** page displays.



11. Client can click **[View Renew Benefits]** PDF to view a PDF of their redetermination. A client can also navigate to **[Upload Documents]** to upload any verifications to support their renewal information.



Frequently Asked Questions

Q. Will clients see boxes for all six benefits if they have not applied for all of them?

A. No, clients will only see information for their benefit programs that are currently active. The exception is for Healthcare benefits, which show the entire month they expire. Currently, Women, Infants, and Children (WIC) benefits are not accessible via MI Bridges.

Q. What should I do if I am unable to view my client's benefits?

A. Clients can choose to share or not share their information with their navigator. Clients can update their preferences at any time to share or remove sharing with any community partner agency.

Q. My client did not complete ID proofing when creating their account, but now has active benefits and would like to view them. Can they do this?

A. Yes, clients with active cases can trigger the ID proofing process at anytime by following the below steps:

1. Access their profile and update the 'Personal Identification Type' field with their Social Security Number, Medicaid Beneficiary ID, or Bridges Individual ID.
2. Navigate to their Dashboard. Click [View Benefits]. The *Identity Not Verified* page displays.



3. Click [Verify My Identity]. The ID proofing questions display, and the client can proceed with verifying their identity.

Tools & Resources

MI Bridges How-To Videos

- [Manage My Case](#)
- [Help Me Find Resources](#)
- [Apply For Benefits](#)
- [Manage A Client](#)

Community Partner Outreach Material

- [MI Bridges Poster - English](#)
- [MI Bridges Poster - Arabic](#)
- [MI Bridges Poster - Spanish](#)
- [MI Bridges Rack Card - COVID-19 Information](#)

Frequently Asked Questions

- [MDHHS Frequently Asked Questions](#)
- [MI Bridges Help Page](#)

Contact Information

- [MI Bridges Technical Support](#) :
You can call the Help Desk at 1-844-799-9876 from 8am – 5pm Monday – Friday
- [MI Login Help Desk](#)
- MDHHS Community Partner Liaison: MDHHScommunitypartners@michigan.gov

MI Bridges Micro-Learning Videos

These microlearning videos (approximately 2-3 minutes) show key MI Bridges community partner and resident functionality broken down by task.

COMMUNITY PARTNER FUNCTIONALITY

- [View Community Partner ID \(CP-ID\)](#)
- [Connect with a Navigator](#)
- [Notification Preferences](#)
- [Add a New Client](#)
- [Remove A Client](#)

COMMUNITY PARTNER REFERRAL FUNCTIONALITY

- [Referral Dashboard](#) – you will learn about the MI Bridges referral dashboard and functionalities to respond to client referrals.
- [Assign a Referral](#) – you will learn how to assign a referral to yourself or another user in your agency with the manage referral permission.
- [Close a Referral](#) – you will learn how to close a referral after you have assisted the client with their needs.
- [Manage Referral Notification](#) – you will learn how to manage your referral notifications when you receive a new referral or when a referral has been assigned to you.

RESIDENT FUNCTIONALITY

- [Upload Documents](#) – residents will learn how to upload documents to support an application for benefits, report changes, or process a renewal for an existing case.
- [Update Resident's Preferences](#) – residents will learn how to customize how they receive their notifications from MI Bridges (text or email).
- [Send a Self-Referral](#) – residents will learn how to send a self-referral for assistance after applying for benefits. Self-referrals are triggered for several programs: Energy Self-Sufficiency, WIC, MI Home Visiting Program, Michigan Veterans Affairs Agency, and Area Agency on Aging.
- [Explore Resources](#) – residents will use MI Bridges to find resources available either in their area or another area.

