

MI Bridges News You Can Use

Michigan Department of Health and Human Services

February 2019



Past Bulletins

Visit the [MI Bridges Community Partner website](#) to view copies of past MI Bridges monthly bulletins.



Questions?

Please contact us with any questions:
MDHHSCommunityPartners@michigan.gov

999k+
Applications Submitted

945k+
Registered Clients

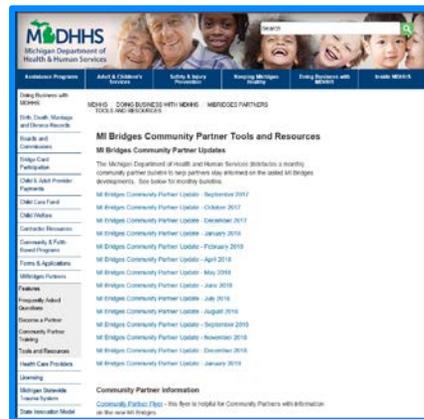
*MI Bridges Statistics are as of 2/12/19



MI Bridges Release 4.0 Summary

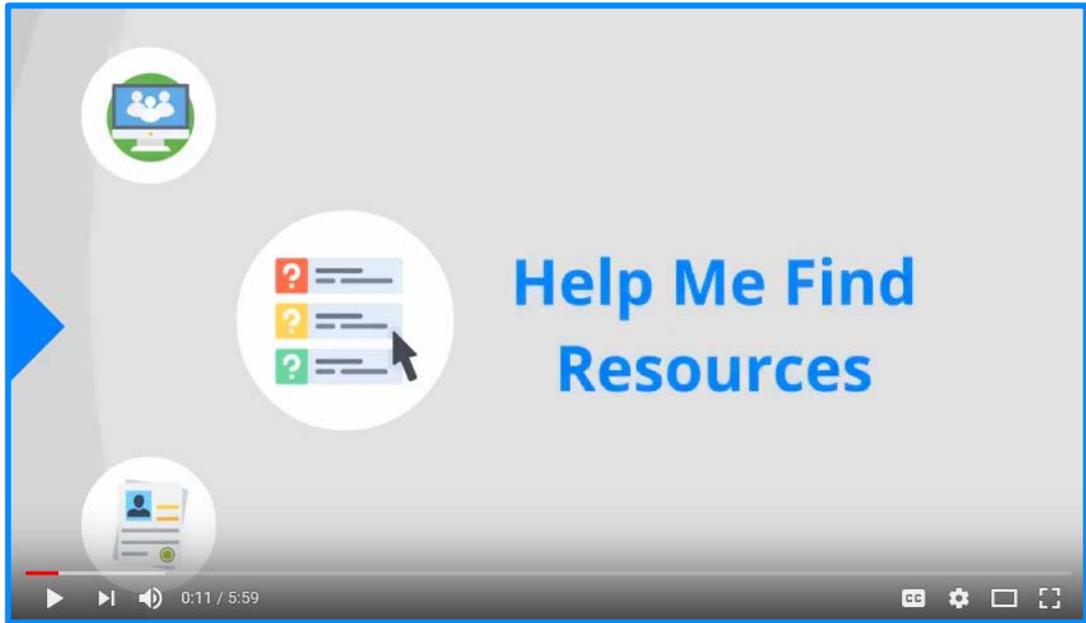
On January 26, 2019, MI Bridges received a host of new and exciting visual and functional system changes. The system updates create a more efficient user experience and were made based on client feedback. See below for updated materials to help familiarize yourself, and update your skills, to make the most of the updated MI Bridges portal.

Updated Training Materials



Need help navigating the system changes to the updated MI Bridges portal? There are many resources available that can help guide you as you increase your knowledge of the updated system. The resources on the [MI Bridges Community Partner Tools and Resources](#) page have been updated to include all the new system changes and can be used as a reference to familiarize yourself with the updated system.

Job Aids and How-to Videos



Job aids are available to community partners as a reference point when assisting clients and navigating partner features in MI Bridges. The updated job aids align with the system changes made in MI Bridges. The job aids will reflect screen layout changes, such as the new toolbar at the top of MI Bridges, a new client home screen, and the updated look of “Help Me Find Resources.” Feature changes to the system are also captured in the updated references, including some important changes when transferring a client to another navigator.

The how-to videos are another reference point community partners can utilize to enhance their skills. The videos are available on YouTube and there are links to them on the [MI Bridges Community Partner Tools and Resources](#) page. The updates to the how-to videos are also aligned with the MI Bridges system changes. Click on the image above to watch the updated *Help Me Find Resources* video.

The updated job aids and how-to videos are always there as a guide to help you assist clients and navigate partner features as you increase your awareness of the MI Bridges system changes.

MI Bridges Hot Topics

See below for some “Hot Topic” questions. This month we explain when to call the MI Bridges help desk, the local MDHHS office to speak with a caseworker, and when to fill out a feedback form.

1. When should you call the MI Bridges help desk?

If you are experiencing any technical issues with MI Bridges, the MI Bridges Help Desk is available to provide you with assistance: 844-799-9876 . For example, while navigating through the portal you may receive an error message. The MI Bridges Help Desk is available to help with issues regarding the portal. The Help Desk tracks all of these in order to help MDHHS improve the portal!

2. When should clients call the local MDHHS office to speak with a caseworker?

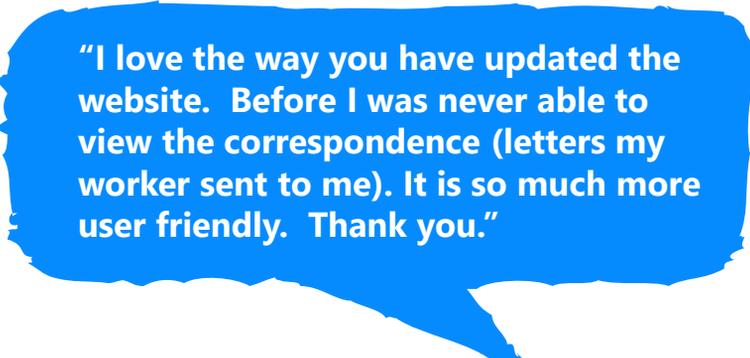
Clients who have successfully ID proofed now have access to benefit information, letters, and more. However, you may find yourself working with a client who has questions about their case and want information that is not currently available on MI Bridges (i.e. they did not complete the online ID proofing). In these situations clients can call their local MDHHS office to speak to a caseworker.

3. When should you submit a feedback form?

The feedback form you see on MI Bridges gives you the opportunity to provide us with feedback on the portal. You can let us know what you like and provide suggestions for improvement. We want to hear from you.

What are people saying about MI Bridges?

See below to find out what other Community Partners around Michigan are saying about MI Bridges.



“I love the way you have updated the website. Before I was never able to view the correspondence (letters my worker sent to me). It is so much more user friendly. Thank you.”



“I love this new site. It is so easy compared to the old site. A big thumbs up!”

1. How can I register my organization to use the new MI Bridges?

Registration to become a new MI Bridges partner has been open to all partners in Michigan for several months. You can visit the [Become a MI Bridges Partner](#) webpage to begin the registration process. On this page, you can find tools and information on how to register your agency. Keep in mind, registering your agency account in MI Bridges is not the same as registration for training. Community partner users will need to register for MI Bridges training using the [Community Partner Training page](#).

2. How can I register my users for MI Bridges training?

After an agency Lead-Point-of-Contact (LPOC) has registered their organization in MI Bridges, they will receive an email from MDHHS with information on how to register their staff for training. You can also visit the [MI Bridges Community Partner website](#) to find the training schedule and instructions to register for MI Bridges Navigation Partner training. Remember! Navigation Partners must complete training before they can register their account in MI Bridges. Users will receive an email to complete user registration once they complete training. They must complete training in order to have access to MI Bridges.

3. Where can I find support with using MI Bridges?

Community partners and clients can find a number of resources like MI Bridges community partner bulletins, release notes, outreach materials, job aids, and how to videos on the Tools and Resource page on the [MI Bridges Community Partner website](#).

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

Some partners may have experienced an error when a partner has a mismatch with their name and email in MI Login and MI Bridges. To fix this problem please be sure that your name and email in MI Login and MI Bridges are the same. After confirming that your name and email are the same you should no longer face this error.

5. My organization's Lead Point of Contact changed our locations level of engagement but it has not changed in MI Bridges.

If your organization updates it's level of engagement, a confirmation email will be sent to your organization's authorized representative to certify the change. Once your organization's authorized representative has certified the change, your level of engagement will be approved and changed in MI Bridges.

6. When do I need to give my case worker consent to talk to my navigator?

To give consent to your caseworker to speak with your navigator, clients must give consent BEFORE the benefits application is submitted. Clients can give consent to their caseworkers on the submission page of their application.

7. I have multiple MI Bridges accounts and I cannot see my benefits. What can I do?

To view benefits information, a client must enter their beneficiary ID, Medicaid ID, or Social Security Number in MI Bridges to link their case in Bridges to MI Bridges. It is important to remember only accounts that are linked to a client's case in Bridges will show benefits information. Therefore, it is recommended to log into the account that is connected to Bridges to view your benefits.