

MI Bridges News You Can Use

Michigan Department of Health and Human Services

January 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

893k+
Applications Submitted

913k+
Registered Clients

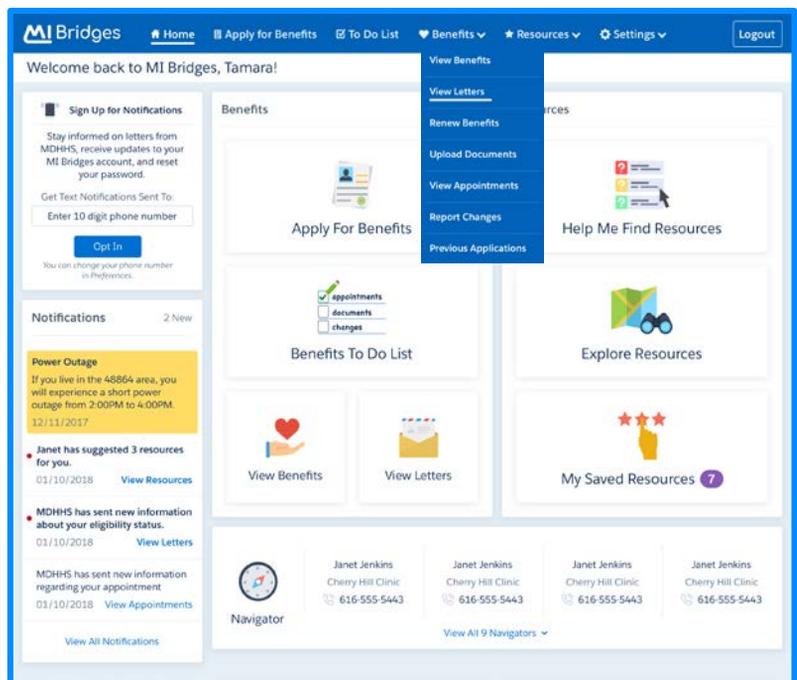
*MI Bridges Statistics are as of 1/19



MI Bridges Release 4.0 – January 26th

On January 26, 2019, Release 4.0 went live across Michigan. See below for highlights of features clients and community partners will see in MI Bridges

New Client Dashboard



Based on client feedback, the MI Bridges dashboard received a face lift! The new client dashboard includes a cleaner and more user-friendly layout. A new navigation banner along the top of the dashboard allows clients to easily find information.

Benefits To Do list

The screenshot shows the 'Benefits To Do List' dashboard in MI Bridges. The navigation bar includes 'MI Bridges', 'Home', 'Apply for Benefits', 'To Do List', 'Benefits', 'Resources', 'Settings', and 'Logout'. The main content area is divided into four sections:

- 20 Days Left:** Your Food Assistance Program (FAP) is due for renewal on August 10. For FAP, you must also complete your interview by the due date. [Start Renewal](#)
- 6 Documents:** Based on your application history and documents requested by MDHHS, you should upload documents. You can also access MI Bridges on your phone to take pictures of your documents. [Upload Documents](#)
- 9 Appointments:** You have 5 missed appointments and 4 upcoming appointments. [View Appointments](#)
- Has your situation changed?:** For example: Household Size, Income, Contact Information, etc. [Report Changes](#)

On the right side, there is a sidebar titled 'Other Benefit Information' with links for [View Benefits](#), [View Letters](#), and [View Previous Applications](#).

In Release 4.0 MI Bridges got an active To Do List that will let community partners and clients know if there are actions they can take to manage their case. Examples of tasks MI Bridges can track on the To Do List are: days until a renewal is due, documents that need to be uploaded, and missed and upcoming appointments.

View Appointments

The screenshot shows the 'Client Directory' for Tamara Davis. The interface includes a search bar, a list of clients on the left, and a detailed view for Tamara Davis on the right. The detailed view shows:

- Contact Info:** Home: 517-555-1231, Cell: 517-555-1231, Email: tamara_davis12345@email.com
- Appointments:** A section with 'Last Missed Appointment' (When: 06/30/2018 - 8:00 AM, Purpose: Application, Type: In Person, Location: 12140 Joseph Campau Ave, Detroit, MI 48207) and 'Next Upcoming Appointment' (When: 10/30/2018 - 8:00 AM, Purpose: Application, Type: In Person, Location: 12140 Joseph Campau Ave, Detroit, MI 48207). A [Show More](#) button is visible.
- Notes:** A section with a note: 'Only you can see the notes that you type in this box. We will make sure to always save them.'
- Consent:** A section with a consent statement: 'Tamara has consented to share the following information with you.' and checkboxes for Resources (No), Household Details (Yes), Benefits (Yes), and Interact with Caseworker (Yes).

The screenshot shows the 'View Appointments' page in MI Bridges. The page is divided into two main sections:

- Missed Appointments (4):** A list of missed appointments with columns for Date, Purpose, Type, and Location. All appointments are for 'Application' type and 'In Person' type, occurring on 'Wed Jun 30' at 8:00 AM at '12140 Joseph Campau Ave, Detroit, MI 48207'.
- Upcoming Appointments (4):** A list of upcoming appointments with columns for Date, Purpose, Type, and Location. All appointments are for 'Application' type and 'In Person' type, occurring on 'Wed Jun 30' at 8:00 AM at '12140 Joseph Campau Ave, Detroit, MI 48207'.

MI Bridges received another update to the community partner directory. Aside from a more user-friendly design, from the client directory Navigators are able to see a quick view of the clients' missed and upcoming appointments and can click **[Show More]** to see more details.

Help Me Find Resources Progress Bar

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

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** (4 resources)
 - Food Pantries
 - Help Buying Food
 - Home-Delivered Meals
- Housing & Shelter**
 - Shelters
 - Low-Cost Housing
 - Home Repairs
- Utilities**
 - Electric Payment Assistance
 - Gas Payment Assistance
 - Heating Fuel Assistance
- Healthcare** (1 resource)
 - 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**
- Child Care**
- Education**

Now in Help Me Find Resources, clients will see a progress bar that guides them through the steps needed to find resources. The steps are Choose Topics, Answer Questions, and View My Results. This was developed based on client feedback to let the client know where they are in the Help Me Find Resources process.

Saved Resources Page

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	
Salvation Army - Muskegon	1221 SHONAT ST, MUSKEGON, MUSKEGON, MI, 49442	N/A	🗑️
Hope Lighthouse Ministries	2731 Peck Street, Muskegon Heights, Muskegon, MI, 49444	N/A	🗑️
Love Inc - Muskegon County	2735 East Apple Avenue, Suite A, Muskegon, Muskegon, MI, 49442	N/A	🗑️
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	
Muskegon Family Care	2201 South Getty Street, Muskegon, Muskegon, MI, 49444	(231) 739-9315	🗑️

Next Steps

- [Apply for State Programs](#)
- [Send My Info to Saved Resources](#)
- [View PDF of Saved Resources](#)
- [Add More Resources](#)
- [View Removed Resources](#)

Clients will now see an updated My Saved Resources page. Clients will be able to complete all the actions that they were able to do in the past, but with a more user-friendly resources page.

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 organization's 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 account, 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.