

# MI Bridges

## News You Can Use

Michigan Department of Health and Human Services

January 2020



### 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](mailto:MDHHSCommunityPartners@michigan.gov)

# 2.3M+

Applications Submitted

# 1.77M+

Registered Clients

# 720+

Community Partners

\*MI Bridges Statistics are as of 1/12/20



## MI Bridges January Release Summary

On January 25, 2020, MI Bridges will receive new system changes. First, this system update will let clients report their work activities or exemptions in MI Bridges for the new Healthy Michigan Plan (HMP) requirements that went into effect on January 1, 2020. Second, this update will improve metrics available to community partners. This will give partners greater insight on their communities and how they are providing assistance. And finally, there have been changes to the referral management for our referral partners. As requested, partners will have ability to assign referrals to specific staff.

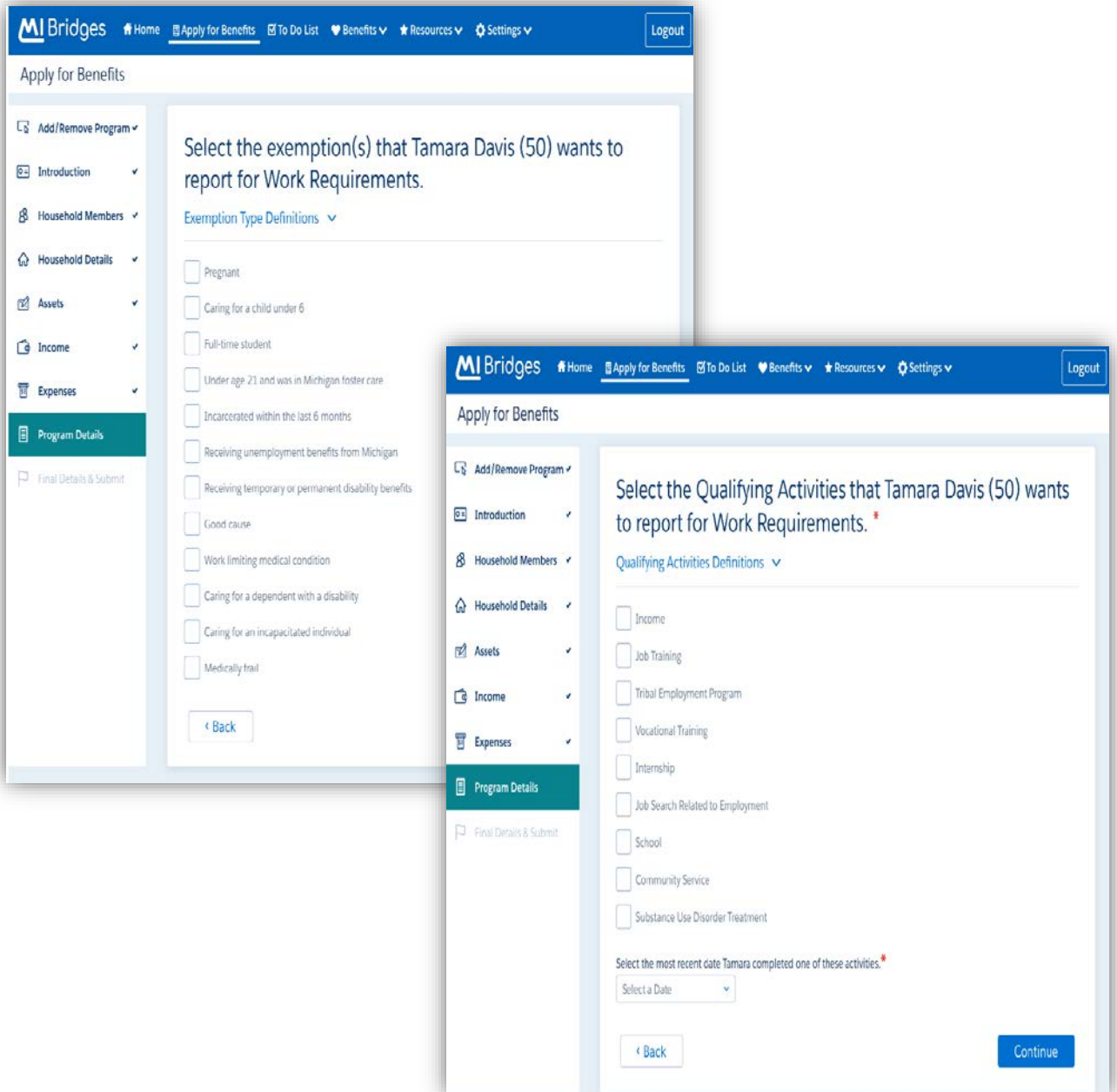
Also, per community partners requests, navigators will be able to enter their Community Partner ID (CPID) at the end of the application to better track the application assistance staff are providing. Previously, navigators had to connect to a client to count this assistance. As a reminder, navigators will need to connect to a client in order to see key client information.

Due to the changes in MI Bridges being implemented at the end of January, clients have the option to report an exemption by filling out the [Exemption form MSA-1905](#) by January 31, 2020. As of January the Michigan Department of Health and Human Services (MDHHS) has received 21,789 exemption forms! Starting in February, clients can report:

- By phone at 1-833-895-4355
- Online on MI Bridges
- In-person at a local office

# Healthy Michigan Plan Work Requirements: MI Bridges Screenshots

During an application for healthcare coverage, a client will have the option to report their work activities or an exemption.



# Healthy Michigan Plan Work Requirements: MI Bridges Screenshots

When clients navigate to their View Benefits page, if they have Healthy Michigan Plan, they will see the below pop-up once every month to report their hours. They will also have the option to report hours from their View Benefits page.

The image displays two screenshots from the MI Bridges web application. The top screenshot shows a 'Monthly Action Needed' pop-up window overlaid on the user's dashboard. The pop-up contains the following text: 'Michigan law now requires you to report hours each month for your healthcare.' Below this is an icon of a calendar with a clock. Further down, it states: 'If you don't report, you could lose your healthcare. You may be excused from these requirements.' A blue button labeled 'Check Status' is at the bottom of the pop-up. The background shows the MI Bridges navigation bar with links for Home, Apply for Benefits, To Do List, Benefits, Resources, Settings, and Logout. A notification on the left side of the dashboard mentions MDHHS letters.

The bottom screenshot shows the 'View Benefits' page for Tamara Davis. The page has a navigation bar at the top with the same links as the first screenshot. Below the navigation bar, there are two main sections: 'Healthcare Coverage' and 'Child Development & Care (CDC)'. The 'Healthcare Coverage' section is highlighted with a purple border and contains a 'Monthly Action Needed' notification with a 'Hide Benefit Details' link. The 'Child Development & Care (CDC)' section shows a payment of \$100 every 2 weeks with a 'Show Benefit Details' link. Below these sections, there is a 'Requirement Details' section with a 'Reported hours for this month?' field and a 'Check your status and report' link. A 'Can't complete requirements?' section provides a link to report an exemption. The 'Participant Details' section includes a table with the following data:

BENEFICIARY ID	COVERAGE	EXEMPTION EXPIRES	RENEWAL DUE DATE
12345678	Full	Report reason to be excused	01/30/2020

Below the table, there is a yellow warning icon and text: 'You have Healthy Michigan Plan healthcare coverage. The requirements for keeping your benefits are in the Requirement Details section above. Visit here for more information.' The page also includes 'Health Plan Details' and 'Need Help?' sections.

As a reminder, clients can navigate to their View Benefits page to identify if they have the Healthy Michigan Plan

# Healthy Michigan Plan Work Requirements: MI Bridges Screenshots

After clients receive coverage through Healthy Michigan Plan, they will need to report hours each month. Clients can select multiple activities for the month. The number of entries will be indicated in the parentheses in the green box. They will also see a message if more than one month is required for reporting.

The image displays two overlapping screenshots of the MI Bridges web application. The top-left screenshot shows the 'Report My Hours' page for July 2019. It asks 'How did you meet your 80 hours this month?' and provides a list of activity categories under 'Definitions'. The 'I have a job' option is selected, and a green box indicates '(1)' activities. Below the list, there is a 'Submit (1) Activities' button and a link for reporting an exemption. The top-right screenshot shows a confirmation message: 'Report Submitted' followed by 'Keep going!' and a message stating 'You still need to report hours for <<month>> in order to keep your healthcare coverage.' A 'Continue Reporting' button is visible at the bottom.

Clients will receive confirmation that they have submitted their hours with the option to navigate back to their View Benefits page

This screenshot shows the 'Report My Hours' page after successful submission. It features a 'Report Submitted' header, a 'Nice work!' message, and a colorful balloon icon. Below the icon, a message reads: 'You've completed your requirement to report hours. Remember to come back and report next month.' At the bottom, there are two buttons: 'Go to View Benefits' and 'Reporting Overview'.

# Referral Management: MI Bridges Changes

Referral partners will be able to designate users who can assign new referrals to specific staff. Multiple referrals can be assigned to someone at the same time! Partners will also be able to see a history of when the referral was assigned and reassigned.

The image displays three overlapping screenshots of the MI Bridges web application interface, illustrating the referral management process.

**Top Screenshot: Jason Bourne's Referrals**

- Navigation: Home, Manage, Organization, Reports, Settings, Logout.
- Filters: New (43), In Progress (20), Completed.
- Form: Filter by Location (Select location), Search by Name (Search...).
- Table:

REASSIGN	DATE OF REFERRAL	NAME	LOCATION	REFERRAL REASON	STATUS
<input checked="" type="checkbox"/>	01/01/17	Davis, Tamara	300 Grand Tower Ave, East Lansing	Food: Get financial assistance	New
<input type="checkbox"/>	01/01/17	Davis, Tamara	300 Grand Tower Ave, East Lansing	Food: Get financial assistance	New
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing		

**Middle Screenshot: Reassign Referral Modal**

- Title: Reassign Referral
- Form: Referral Partner Name (Susan Bell), Search button.
- Result: Susan Bell - Location 1, 5 Active Referrals.
- Buttons: Cancel.

**Bottom Screenshot: Detailed Referral View (Tamara Davis)**

- Navigation: Home, Manage, Organization, Reports, Settings, Logout.
- Back to Manage Referrals.
- Referral Reason: Referral Date (06/06/2018), Topic (Utilities), Need (Get Help with Energy Self-Sufficiency), Referral Status (New), Assigned To (Jason Bourne).
- Contact Info: Cell Number (810-878-9988), Home Number (810-878-9988), Email (Tamara\_Davis12345@gmail.com), Preferred Language (English).
- Resources: Food (3), Housing & Shelter (3), Income & Employment (3).
- Referral History: This referral was reassigned to Jason Bourne by Susan Bell on 02/21/2019. Assigned to Susan Bell by Anne Li on 02/20/2019.
- Notes: This space is provided for your own use. Type in any thoughts or reminders that are relevant.
- Navigator: Janet Jenkins, Cherry Hill Clinic (5 instances).

# Healthy Michigan Plan (HMP) Work Requirements: Resources

You can find past HMP webinar presentations and recordings on our MI Bridges Community Partners [Tools & Resources page](#).

Healthy Michigan Plan Community Partner Toolkit: Each MI Bridges Community Partner should have received a package of materials in December. The toolkit included the following:

- 1-Page Summary ([MSA-1913](#))
- Healthy Michigan Plan Booklet ([MSA-1912](#))
- [Poster](#), (and [Poster with Tear Off](#)), [Rack Card](#), and [Table Tent](#)
- [Magnet](#) with Calendar of Reporting Deadlines (these will be mailed out to community partners soon)

Additional printed items can be ordered by submitting a request to [MSAForms@michigan.gov](mailto:MSAForms@michigan.gov).

For questions related to Healthy Michigan Plan and these new work requirements you can visit [here](#) or email questions to [HealthyMichiganPlan@Michigan.gov](mailto:HealthyMichiganPlan@Michigan.gov)

## Webinar Alert: MI Bridges Updates

MI Bridges will look differently for our clients and community partners. In preparation for these upcoming changes, we will be hosting two webinars. One webinar will review the changes for MI Bridges Community Partners. And the second webinar will review how clients can report work activities and exemptions in MI Bridges. If you are interested in learning about these changes, please register for these webinars below:

- [January 28, 2020 from 10:00 a.m.-11:00 a.m.](#)
  - Agenda:
    - Review updates to Community Partner metrics
    - Review enhanced navigator client directory
    - Review changes to referral management
- [January 29, 2020 from 10:00 a.m.-11:00 a.m.](#)
  - Agenda:
    - Review how clients can report exemptions or work activities for Healthy Michigan Plan
    - Review how community partners can identify when to report



To register for one of the webinars, click the date/time above you would like to attend. The link will take you to the webinar registration page.



## **1. How can organizations track the number of applications and renewals they assist with?**

Organizations often need to provide metrics when applying for grants. MI Bridges now makes it easier for these organizations to track the application assistance they provide to clients. At the end of every application and renewal there is an option for a client to indicate that a Navigator is helping them complete the form. Here is where the Navigator can enter their CP ID number. As a reminder, Navigators need to connect with clients in order to see key client information.

## **2. 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.

## **3. I am trying to remove a user that is no longer a navigator, but she still has clients assigned to her. How do I reassign the clients to remove her from my organization?**

Partners who have the Manage Organization permission can add, remove or reassign a client to navigators within their organization on the Active Users page. On the partner's dashboard select [Organization] on the toolbar at the top of the page. Once on the "Organization" page select [Active Users]. For any navigator that does not have a pending status, and is assigned a CPID, the partner can click on the navigator's name and a side panel will appear. Select [View Client Directory]. From this page clients can be added, deleted and reassigned to navigators.

## **4. How can I register my organization to use MI Bridges?**

Registration to become a new MI Bridges partner 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](#).

## **5. How can I register my users for MI Bridges training?**

After an agency Lead-Point-of-Contact (LPOC) has registered their organization in MI Bridges, they will receive an email from MDHHS with information on how to register 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.

## **6. 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](#).

## **7. 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.

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

If your organization updates 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.