

MI Bridges

News You Can Use

Michigan Department of Health and Human Services

November 2020



Past Bulletins

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



Questions?

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

3.78M+
Applications Submitted

2.61M+
Registered Clients

830+
Community Partners

*MI Bridges Statistics are as of 11.10.20

MI Bridges October Release Summary

On November 16, 2020, MI Bridges received new system changes. First, MI Bridges will proactively suggest two new referrals at the end of the benefits application: Area Agencies on Aging and MI Works offices.

Next, this update has made changes to the account registration process for community partner users. This system update will improve this process by providing clarity on the steps a community partner user must complete in order to gain access to key MI Bridges functionality.

The system update will also include changes for our MI Bridges Referral Partners. Changes were made to automatically give the lead point of contact (LPOC), the ability to see new referrals that come into the organization.

Also included in this release is an update made to the application and renewal. This change will remove a question that no longer is applicable.

New referrals suggested by MI Bridges

MI Bridges will proactively suggest two new referrals after a benefits application is submitted. These referrals are triggered based on how a client answered questions in the application. If a client elects to send the referral, they will be given the option to choose an organization that is close to their address and serves their county of residence.

1. Employment and training
2. Area Agency on Aging

The screenshot shows the 'MI Bridges' interface with a navigation bar containing 'Home', 'Apply for Benefits', 'To Do List', 'Benefits', 'Resources', 'Settings', and 'Logout'. The main heading is 'Apply For Benefits' and the page title is 'Application Submitted'. A tracking number 'T00123456789' is displayed. A sidebar on the left has 'Application Submitted' selected. The main content area includes a message: 'Pending = MDHHS will contact you for more information'. Below this is a table with columns 'INDIVIDUAL', 'TYPE OF COVERAGE', and 'STATUS'. The table contains one row: 'Tamara', 'Healthcare Coverage', 'Pending'. Under the 'Send Referrals' section, a red-bordered box highlights a referral for 'Employment and Training' with a 'Send' button. The text below the referral reads: 'Based on your application information, you may be able to receive additional assistance with finding a job, finding a new job to improve your income, or furthering your education and training. Click 'Send' to reach out to an organization that can help.'

This screenshot is similar to the one above, showing the 'MI Bridges' interface. The 'Send Referrals' section now features a red-bordered box highlighting a referral for 'Area Agency on Aging (AAA) - Lisa Davis' with a 'Send' button. The text below the referral reads: 'Based on your application information, they may be able to receive additional assistance with nutrition support, home-delivered meals, transportation, in-home care and more from the Area Agency on Aging. Click 'Send' to reach out to an organization that can help.' Below this, there is a 'Go to Benefits To Do List' section with a 'View To Do List' button.

Updated Community Partner User Account Registration

When a user is added to an organization, they will receive an email to set up their MI Bridges account.



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

After creating their account, users will see the actions they need to take in order to gain access to MI Bridges functionality. The actions needed are to take the required trainings and the links to these are displayed in their MI Bridges account.

Users will also see their training requirements displayed here.

The screenshot shows the MI Bridges dashboard for a user named Janet's Thompson. The dashboard has a blue header with the MI Bridges logo and navigation links for Home, Manage, and Settings. Below the header, the user's name and CP ID (403-2319) are displayed. The main content area is divided into two columns. The left column, titled 'My Community Partner Access', contains a section for 'Action Needed' with three numbered steps: 1. Attend Online Training for Navigation Partner (2 Hours), 2. Complete Webinar for Referral Partner (1 Hour), and 3. Wait for Email(s) - Marked as Trained (1 Week). The right column, titled 'I want to...', contains two cards: 'Explore Resources' and 'Community Partner Tools & Resources'. At the bottom of the dashboard, there is a section for user details including CP ID, Permissions, and Lead Point of Contact.

New Notification Type for Clients

Clients can now opt in to be notified by text and/or email when MDHHS announcements are made in MI Bridges. These announcements include important messages, updates, program recommendations, surveys, etc.

MI Bridges Home Apply for Benefits To Do List Benefits Resources Settings Logout

Tamara Davis's Preferences

MI Bridges Preferences Share Info: Resources

Language Preferences

Press the Edit button to update your MI Bridges language preferences.
Por favor haga clic en el boton Edit Information para cambiar el Idioma o informacion.
انقر على زر "تعديل" لتحديث اختياراتك للغة ماي بريدجس.

In what language would you like to view MI Bridges?

English Español العربية

MI Bridges will now be shown in English.

Notification Preferences Cancel Save and Update

Step 1: Enter the phone number or email where we can contact you. We will need to verify your phone number before you can receive text notifications.

📞 Get Text Alerts and Updates Sent To:
Add Mobile Number

✉ Get Email Alerts and Updates Sent To:

Step 2: Select your preference for how we should contact you.

Notification Type	Text	Email
Letters from MDHHS ?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Resource Updates ?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Application Submission	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reminders	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MDHHS Announcements ?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

MI Bridges Training

In an effort to stay safe during this pandemic, MDHHS has moved all MI Bridges Trainings to a virtual format for the rest of the year. As we schedule more trainings, we will update [the Community Partner Training](#) section of www.Michigan.gov/MIbridgesPartners.



MI Bridges Navigation Training:

Navigators are only required to take training once. If you have taken the Navigation training before and would like to have a refresher, you are welcome to join.

[Thursday, November 19, 2020 - 1:00 pm to 3:00 pm](#)

[Tuesday, December 1, 2020 - 1:00 pm to 3:00 pm](#)

To register for one of the trainings, click the date/time above you would like to attend. The link will take you to the registration page. Please note trainings fill up fast so it is best to register early.

MI Bridges Referral and Access Training:

The MI Bridges Referral and Access Training have can be accessed on the [Community Partner Training](#) section of www.Michigan.gov/MIbridgesPartners.

These trainings can be done on-demand and you can access it directly from here:

Referral Training: <https://register.gotowebinar.com/recording/1327427601110273037>

Access Training: <https://register.gotowebinar.com/recording/1210218562806419728>

Additional Trainings:

MDHHS will occasionally host supplemental trainings that partners may find helpful. The schedule and past recordings can be found on the [Community Partner Training](#) section of www.Michigan.gov/MIbridgesPartners.

Note:

Navigation training is **required** for all staff who will be providing one-on-one assistance to clients in using MI Bridges.

Referral training is **required** for all staff who will be managing referrals in MI Bridges.

Access training is an **optional** training for our access partners so they can gain a better understanding of MI Bridges.

1. 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 Partner training. Remember! Navigation and Referral 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 an 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. If you are still experiencing a technical issue, please contact the MI Bridges Help Desk at 1-844-799-9876

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

If your organization updates 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.