The New MDHHS-1171 and MI Bridges

Frequently Asked Questions

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MDHHS-1171

Top Questions

If a client turned in a General Application (within the last 30 days) and wants to add another program – do we give them the General Application again or only the Program Supplement?

- Best practice is to give the client a new General Application and the Program Supplements requested. Anytime a client wants to apply for a new program, they should fill out both the General Application and the requested Program Supplement(s). We HIGHLY recommend that you follow this best practice.
- According to BAM 115, if a client has a valid application on file they may update the application to add programs (rather than complete a new application). In this case, **the client must update the application on file, then sign and date it again**. The only program that accepts a verbal request for program adds is CDC (and only when there is a complete application pending for another program).
- You **CANNOT** just give the client the Program Supplement to add another program.

What happens if a Program Supplement comes in without the General Application?

- **If there is no valid application on file,** these should be considered a request for assistance, not an application. Follow your local office procedure - mail the General Application to the client or ask them to come in and fill out a General Application.
- **If there is a valid application on file,** these should be treated as a program add, following policy in BAM 115. In this case, **the client must update the application on file, then sign and date it again**.

What if programs are requested on the General Application but the corresponding Supplements are not submitted?

- You would be able to register this application since the programs were requested. The caseworker would follow up as they do currently when a program is requested but the client did not fill in all of the application. For example:
    - A client submits a valid signed general application requesting FAP and cash, but does not complete the FAP program supplement. The caseworker would conduct the interview and ask the FAP supplement questions over the phone and document on the interview guide.

Additional Questions

What if only the Registration page is filled out?

- Follow the same process as you would with the old 1171. The registration page doubles as a filing form. It allows RSS to register the case but eligibility can not be determined until the rest of the application process is completed.

If a client only completes the Registration page and answers the 3 expedited FAP questions – how should RSS register the application?

- RSS will register the application as an Expedited FAP application. The caseworker will then conduct an interview to determine eligibility.

What signatures are required to process a determination?

- A signature is required on the last page of the application for a caseworker to determine eligibility.

What if both the first page and the last page have a signature?

- Not a problem. As long as the client provides a signature on the last page of the application, you can determine eligibility. The additional signature on the first page (which doubles as a filing form) does not impact their case.

Can the SER supplement be used as a stand alone application?

- No. None of the supplements can be used as a stand alone application. A General Application must be filled out and turned in with the supplement.

How do I handle Burials?

- The process for burials is the same as the current SER application. Families applying for burials should be sure to include the income/assets for the deceased, his/her spouse, or the parents (if the deceased is a minor child) on the General Application.

Will there still be a DHS-4574 for nursing home applications?

- Yes.

What programs does the new MDHHS-1171 application include?

- The new application integrates MDHHS' five core programs:
    - Healthcare (currently DHS-1426)
    - Food Assistance (currently DHS-1171)
    - Cash Assistance (currently DHS-1171)
    - Child Care (currently DHS-1171)
    - State Emergency Relief (currently DHS-1514)

Which programs will still have their current applications available?

- The DHS-1426 and the DHS-1514 will still be available to clients. The old DHS-1171 will no longer be printed and distributed (but will still be accepted for the near future). If the client is applying for multiple programs they will be encouraged to use the new, integrated application to prevent them from providing redundant info.

Will the new application and supplements be available in Correspondence for local print?

- Not at this time.

Can I annotate on the new 1171 in the ECF?

- Yes.

How can I add an Authorized Rep outside of the 1171?

- The client can provide a signed, written statement for any program to add an AR. However, there is also the Appendix C (for the DHS-1426) that you can use for an MA rep and the DHS-247 for Request for Food Stamp authorized representative.

How would disposition or resolution of a program request be arrived at and recorded?

- Follow current policy for incomplete applications and requests for assistance.

In a situation where a client verbally requests to add a program(s) during the interview with a pending application on file, is it acceptable to complete a word form (annotate) and email to the EDM input?

- The only time you can complete the supplement over the phone is if the client checked the box on the general application or circled that they requesting the program on the household member page. Otherwise the client will need to come in to update, sign and date their General Application and complete the additional Program Supplement(s).

Where should clients write family members' information if they run out of space on the general application?

- Clients can add family members on the Notes page (last page) of the General Application or they can request an additional Household Members page from the front desk.

What programs does the first page count as a filing form for?

- Cash & FAP

Is the retro application still going to be a requirement for paper applications?

- The DCH-1426 and DHS-4574 remain the primary health care coverage applications. The revised DHS-1171 is merely another option. No policy requirements are changing with regards to the use of this application and supplements. The DHS-3243, retro application, remains a requirement, unless the eligibility determination being made is for one of the automatic retro groups; pregnant women and children. The Medicaid eligibility policy email is available for MA questions.

Why is the question "is child up to date on immunizations"? on the CDC Supplement page?

- CDC Policy Answer : This is for a future (2018) policy change required by Child Care and Development Fund (Federal requirement). As the 1171 is only updated annually, it was a choice between adding it early or adding it after implementation of the immunization requirement.

Why does it ask if anyone has supplement insurance on the CASH Supplement page?

- This is a third party resource question.

The question regarding Probation or Parole violators is not on the application or Interview Guide, is it still policy to ask this question?

- Yes, it is still policy and should be asked. The new application does not change policies stated in the BEM.

Will we have access to a .PDF copy of the Assistance Application and Program Supplements so the questions could be answered on the forms electronically and then submitted to be scanned into the ECF?

- Yes, there will be .PDF versions of the forms available on 1/22/18 via the public web site.

Will the 1171 and related documents be in color in the ECF?

- Only if they are scanned in in color, and most of our scanners do not currently have color functionality.

Will the new application and forms be available for print in Bridges via local or central print?

- Not at this time.

Is there any plan to train third parties that use our applications such as ADVOMAS, L&S Associates, etc..?

- We are currently holding in-person trainings for our community partners who will act as navigators in the new MI Bridges. If an organization is interested in becoming a Navigation Partner (or any partner type), they can visit the MI Bridges community partner page at Michigan.gov/mibridgespartners

When a client completes an Arabic or Spanish application online will the application questions (not the answers) come through to the worker in English?

- The PDF sent to the worker for Arabic or Spanish applications will be in English (both questions and answers).

Will "Due Date" for pregnancy be a required field on the new MI Bridges?

- No.

What if the client refuses to accept the paper handbook from RSS or caseworkers?

- RSS should distribute the INFO book with the new app, but cannot stop a client from refusing. Caseworkers are required to explain and make sure that the client understands their rights and responsibilities. If they then refuse the Info book, this should be documented either in the IG or in case notes.

Will a large print application be made available?

- Not at this time, but under consideration.

The assistance application is missing "other" for ethnicity.

- The specialist will be responsible to inquire race/ethnicity during the interview. However, this suggestion will be sent to Lansing for future changes.

the household members page (2) says that people who are not requesting assistance should skip ssn and us citizen…doesn't this go against policy?

- No, if they are not requesting assistance they do not have to provide anything.

If an MA supplement without a 1171 is turned in, should the program be registered.

- BAM 110: If a requestor submits a MDHHS-1171 program specific supplement form(s) without the MDHHS-1171, Assistance Application, treat this as a request for assistance.

If an 1171 & MA sup are turned in but are clearly incomplete, should the program be registered?

- "BAM 105: An application or filing form, whether faxed, mailed or received from the Internet must be registered with the receipt date, if it contains at least the following information:
    - Name of the applicant.
    - Birth date of the applicant (not required for the Food Assistance Program (FAP) or the Child Development and Care (CDC) program).
    - Address of the applicant (unless homeless).
    - Signature of the applicant/authorized representative.
- An application/filing form with the minimum information listed above must be registered in Bridges using the receipt date as the application date even if it does not contain enough information needed to determine eligibility; see Bridges Administrative Manual (BAM) 110."

A general application (new 1171) with only HCC(or MA) selected that does not include a HCC (or MA) supplement- And client has no active cases in Bridges:

- Do not register the MA request.
- RSS would send a 330 with the HCC supplement with Name and ID written on supplement.
- If returned within 10 days -register the MA request as of the original date.
- If not returned within 10 days- Register the MA request as of the original date. Mark Unknown income in the registration screen. When registration is complete, contact specialist to withdraw/ deny MA in program request for failure to provide verifications. Must be done same day as registration. If not client will get an incorrect VCL for MAGI income which may generate client contact.

A general application (new 1171) with HCC(or MA) selected as well as other programs but that does not include a HCC (or MA) supplement- Not active other benefits:

- Register all other requested programs except MA, RSS will need to tell specialist that the MA was incomplete, FIS/ES will need to get the info needed, via contact or manual vcl with supplement. Specialist will need to write name and case number on supplement to ensure it can be indexed correctly once returned.

A general application (new 1171) with only HCC(or MA) selected that does not include a HCC (or MA) supplement- And client has an active case in Bridges:

- RSS retags application to the appropriate case, and then RSS will need to tell specialist that the MA was incomplete, FIS/ES will need to get the info needed, via contact or manual VCL with supplements. Specialist will need to write name and case number on mailed supplements to ensure it can be indexed correctly once returned.

For a filing form (New 1171) only requesting MA:

- Register as a request for an application for MA. Follow existing process for a request for an application for MA.

Filling form requesting MA and FAP:

- Register FAP only.Contact specialist to send 3503 and application for MA.

HCC/MA supplement only; no active cases in Bridges

- Dispose of task in RSS EDM.

HCC/MA supplement only; active case in Bridges

- Retag the supplement to the case in Bridges for reported changes to be processed.

If the client marks on the supplement they want retro months for MA and circle the months they want, do they still have to complete the retro application?

- No.

Interview Guide

Top Questions

Does the Interview Guide Replace case comments?

- Best practice is to use the Interview Guide to 1) document prep that takes place before an interview and 2) capture a snapshot of the interview that is conducted with the client. You do **not** need to duplicate your comments from the Interview Guide into Case Comments. Case Comments should still be used for: redetermination, mid-certs, semi-annuals, and case changes.

Do I have to use the interview guide for every program now?

- No. You should only fill out the interview guide for programs that require an interview. This means that a Healthcare-only application would **NOT** require an interview guide. However, just as you would with the old DHS-1426, if information to determine eligibility is missing you will need to follow up with the client to collect this information.

Before contacting the client we are supposed to do the prep work and write discrepancies in the Interview Guide. The question came up - what happens if you don't reach that client the same day?

- The intent of the interview guide is that it be completed on the day the interview is completed. Whenever possible the prep work should only be completed when the specialist is certain that they will be talking to the client that day.
- When you are unable to reach the client the same day it is best practice to make a note in case comments of the prep you did for the interview - instead of creating multiple Interview Guides.
- Generating multiple interview guides should be avoided, as this may create confusion regarding the interview occurrence/time.

Additional Questions

Is the IG also required for online apps effective 1/22/18?

- Yes, the IG is required for all applications and program adds that require an interview effective 1/22/18.

Can you annotate a stored Interview Guide?

- Yes and annotation functionality will remain the same as it is today.

If annotations are necessary on the IG will they be locked after being saved or will subsequent users be able to alter the annotations?

- Annotation functionality will be the same as it is today.

Can a supervisor delete an Interview Guide from the ECF?

- Yes, once an Interview Guide is stored only a Supervisor can delete it.

What does the Interview Guide look like in the ECF?

- See the design document.

What happens if two people try to open an Interview Guide on a case at the same time?

- The first user to open it will have access.

What should be done if the Interview Guide is not complete when stored (COB or by accident)?

- Write a case comment or annotate the interview guide to explain the situation and provide missing data.

What if Bridges crashes while I am filling out the Interview Guide?

- Don't panic! The information that you put into the Interview Guide is captured in realtime on a remote server. This means that if your computer crashes your progress will be saved. When your computer restarts and you open the Interview Guide it will reflect the progress you have made.

If I check "yes" on the SOLQ or C/I results, what does that mean?

- Checking the yes box on the IG next to SOLQ or C/I results means that results came up on the SOLQ or C/I. It does **not** mean that you "ran SOLQ or C/I" since this is something you should already be doing. It is a local office decision whether you should be saving the SOLQ or C/I results or not.

On the interview guide what is the correct way to answer C/I results if there is income from prior quarters that ended more than 30 days prior to the application? Should we answer yes even though the budget will not reflect what is on the C/I?

- Yes, and document the results in General Comments, including why they will not be used in the eligibility determination. This indicates that the CI was reviewed and explains why the results are not included in the determination.

Can the IG be pulled from the ECF and retagged?

- Yes. It works the same as any other document saved in the ECF.

Can the IG be pulled up if you are viewing a case in read only?

- No. The IG can only be pulled up in data collection screens. However, if you already have the IG up and then move into read only, you will be able to keep the IG up.

Where does the Interview Guide go in the ECF?
- The Application/Redetermination tab.

Can you open the Interview Guide from read-only Bridges?
- No - You can have read-only Bridges open, but you must first open the Interview Guide from production.

Where should I document the person I spoke with, date and time of the interview, and how I verified their identity?
- You should document this information in the household comments section.

Will there be a non-electronic version of the IG to use if we are interviewing without a computer or the system is down?
- There is a job aid called *Interview Guide Details* which contains a checklist of the information that the Interview Guide in Bridges requests. It also provides helpful information on best practices for filling out the Interview Guide. This tool can be used to collect the necessary information when you are unable to use the electronic Interview Guide. The notes you take should be transferred over to the Interview Guide as soon as it is available.

What are some examples of what should go in the General Comments section?
- Information that needs clarification from the CDC or SER program supplements that doesn't fit under the other comments sections.
- Anything that doesn't fit in another section. The General Comments section is meant to provide space for additional information to be captured.

Does the interview guide get stored every night? If not can worker save it and open it the next day?
- The Interview Guide stores by batch at the end of each business day.

Can a client request a copy of the Interview Guide?
- Case materials not separately restricted by law or court order must be available to the client upon request. BAM 310 page 8

What is the allowed number of characters in the Interview Guide comment boxes?

- 3,750

How do supervisors delete a stored Interview Guide?
- How to steps:
  - **Step 1:** An AP supervisor or FIM enters in to Bridges. In left navigation under EDM, they select Delete Electronic Documents

  - **Step 2:** The user enters the data for the document in which they want to delete. The more detailed the information, the less documents will appear to sort through. For example, searching just by ID will yield all documents ever assigned to that ID. Consider narrowing it with a specific date received from and two. After entering all search data, be sure to select the box for show scanned as processed in all offices, and show documents in all offices if the document was not scanned, indexed and received by your office, or if the document was scanned as processed even within your office. Then click search.
  - **Step 3:** Locate the document you would like to delete, in this example I used the case number as this is a case level document and the received date and checked both my boxes. The exact document I wanted came up. Select a delete reason from the drop down. Click the trash can. You will asked to confirm the delete. Once deleted, the document is no longer viewable in bridges at all.
- Tips:
  - Be sure you are searching by the correct document type: is the document a case level document or an individual level document. If case level, use the case # search, if individual level, use the Individual ID search.
  - If you are not sure how or where the document was scanned, be sure both the Show Scanned as Processed in all Offices and Show Documents in all Offices boxes are checked.
  - If you do not see the Delete electronic documents in left navigation, you are not assigned the role of AP Supervisor or FIM in bridges MOR as this feature is tied to these two roles only.
  - If you do not want to remove the document from bridges, but the document is in the wrong case or individual, use the document re-indexing feature, not this delete feature"

If an EXP FAP comes in and the application has not been scanned, worker is unable to access the interview guide at that time. How should worker complete interview process?
- The "T" number should always be "broken" before an interview. If this is not possible the BSC or local offices will need to develop a procedure.

Why doesn't everyone have access to delete record on interview guide?
- The ability to delete an IG was delegated to the AP Supervisor and FIM role for security and integrity.

Why is the relationship information of a 3rd party not on the interview guide?
- This would be something the worker would need to capture in general comments in the IG, if necessary.

On the interview guide what is the correct way to answer C/I results if there is income from prior quarters that ended more than 30 days prior to the application? Should we answer yes even though the budget will not reflect what is on the C/I?

- Yes, and document the results in General Comments, including why they will not be used in the eligibility determination.

MI Bridges

Top Questions

Can clients see annotations to communication or their documents on MI Bridges?

- No, they will not have access to the ECF.

How do clients get access to view my benefits and view letters?

- They MUST confirm their identity in order to gain access to these features.

Will clients' existing MI Bridges information work on the new portal?

- Old MI Bridges clients will be able to use their same username and password to login to the new MI Bridges as long as:
  1. They have logged into the old MI Bridges within the past 18 months
  2. Their username wasn't already taken by someone else (this should be very rare)

How long will the old MI Bridges portal be available for?

- It will be available until April 2018.

Additional Questions

How do clients log in?

- New clients will create a username and password to login to the new MI Bridges. Most of the existing (i.e. old) MI Bridges clients will be able to use their same username and password to login (with some exceptions…see question below). Also, if a new client has an existing MILogin username/password from a different state website (e.g. treasury dep), they can use their MILogin username/password to sign in to the new MI Bridges.

Can a local office still reset client passwords?

- No. The client will need to call the help desk.

Who is taking the new help desk calls?

- The new MI Bridges help desk will be staffed by a third party (Maximus).

Will security questions be easier and make more sense?

- They are working on changing the list of security questions to only include questions clients can easily remember. This means when a new client creates an account or an existing client changes their security questions, they will only see the easier list of questions.

Will questions on the new MI Bridges be grayed out and locked after a clients goes through them during the application process?

- In the new online app, clients will be able to go back and change any answers at any point before submitting.

What does the process of verifying your identity entail/types of questions?

- MDHHS is using Experian to verify users' identities. To verify their identity, users will have to answer a couple of multiple choice questions about themselves if they want to view information about their benefits. Questions may be about topics such as the user's credit history (car purchases, student loans, mortgages), past addresses, and job history. These questions come from Experian, and the department is not storing users' answers. This is a similar process to what many people have experienced when they applied for a credit card, opened a bank account, etc. Important note: Old MI Bridges users will not have to verify their identity to view benefits information in the new MI Bridges. <u>Identity verification is only required for new users.</u>
- <u>Identity verification only needs to be completed once.</u>
- <u>Only a HOH can do this and have access to the additional features</u>

Will undocumented immigrants with no SSN or folks without credit history be able to access the extra features on MI Bridges i.e. benefits info, correspondence, etc.?

- People who are undocumented immigrants or do not have SSNs will be able to verify their identities if Experian is able to find enough information about them (e.g. utility bills, mail records, etc.). If Experian is unable to find enough information about a client or the client does not want to complete online identity verification, they will have the option to bring identification into a local office and complete a paper form to verify their identity.

In MI Bridges – if you skip the identity confirmation, what do you see if you click View My Benefits?

- If you skip ID proofing, but were able to establish that you have a case in Bridges, when you click View My Benefits you will be shown a screen explaining you need to ID proof to see your benefits and you'll have the option to do it there.

MI Bridges: When and how do you confirm your identity later if you skip the initial confirm identity step.

- In the home page, if you click on any of the tiles that require you to confirm your identity (View My Benefits, View My Letters, View My Uploaded documents).

Will the colors and icons in MI Bridges be parallel to the colors on the new 1171, or is there different branding?

- We are planning to align the colors/icons. There may be some slight differences based on ADA/design requirements.

Will information be pre-populated for clients that have previously applied online in MI Bridges?

- At the moment, only limited information such as the applicant's name, DOB, and phone number will be pre-populated in the application. The client will have to re-enter everything else if they are filling out a new application

Can the new MI Bridges pdf be annotated?

- If the worker is using the new portal, those documents will go to filenet and yes the workers will be able to annotate on those documents and the PDFs that come out of there. The old MI Bridges documents and anyone who uses old mibridges will still go to the MIibridges server which will not allow annotations.

Which documents/letters will clients be able to see and which ones are "confidential" and won't be able to see through the portal?

- There are documents the department sends to a client that we legally cannot display in the View Letters section of MI Bridges (e.g. tax-related documents). Otherwise, a client will see all correspondence sent in the past 12 months for cases where they are the head of household.

What can clients see within their documents in MI Bridges?

- Clients will only see the correspondence as it's originally generated. They will not see any annotations.

On the New MI Bridges who can see and access correspondence?

- Only the Head of Household has this functionality.

How are documents organized for clients?

- MI Bridges displays all correspondence sent in the past 12 months for cases where a client is the head of household. The correspondence is organized with the most recent shown first.

What is the lag time between clients uploading documents and Caseworkers being able to see them?

- This should be real-time (or as close to real-time as possible).

What is the lag time between letters being sent out to clients and clients being able to see the letters in MI Bridges?

- As soon as Bridges generates a letter, that letter will be displayed in MI Bridges.

When and where can clients upload documents?

- Clients can upload documents at any time. However, they will also have the option to upload a document for a specific verification if they have a pending VCL (e.g. uploading a pay stub for employment verification).

How are the documents that a client uploaded tagged?
- If the client uploads a document for a specific verification, the document will be tagged with the Bridges ID of the person in the case who the verification is for (e.g. the person who has the job for employment verification). If the client uploads a document that is not associated with a pending VCL, then the document will be tagged with the Bridges ID of the client. Workers will still be able to re-tag in Bridges.

Can clients print from MI Bridges?
- Yes.

Will the 1010 pdf look different as well?
- Yes. The PDFs for the application, benefits renewal/redetermination, and reported changes will all be different.

Will DTMB be increasing the server capacity for MI Bridges?
- Yes, DTMB is planning to increase server capacity (both active and archival).

Will caseworkers be notified if a client has opted into a referral with a community partner?
- Caseworkers will only be able to see a clients' referral if they are a navigator in the new MI Bridges (e.g. Pathways workers) and they're assigned as the client's navigator.

How are community partner navigators opting to be included in the resources list on MI Bridges?

- Any organization that is in the Michigan 2-1-1 database (regardless of whether they're a community partner) will show up in MI Bridges when a client searches for resources. Organizations that are listed in 2-1-1 have the option to receive electronic referrals if they sign up to become a MI Bridges community partner.

How can community organizations register to be navigators?
- Organizations can indicate they want to become Navigation Partners during the MI Bridges Community Partner registration process. Organizations who are interested in becoming MI Bridges community partners should visit Michigan.gov/mibridgespartners.

How do navigators gain access to client information?
- Clients will have a "Connect to Navigator" option in MI Bridges where they can enter a Navigator's unique identification number. This connects the client to that specific Navigator, but the client has the option to stop sharing information with their Navigator at any time.

What client information do navigators get access to?

- Clients can choose which information they share with their Navigator: contact information, resources, and benefits information. If the client shares benefits information, the Navigator will be able to see the client's View Benefits and View Letters screens.

Can we get a hand out of the new pdf to see how the information is laid out?

- A training and job aide for the new pdf is being developed by OWDT and will be distributed to field staff prior to the new MI Bridges going live.

The current MIBridges application contains questions and answers that are required for FIP that are on the 619 Jobs and Self Sufficiency & 1538 Work Rules, will MiBridges still contain these questions so these forms don't have to be sent to the client?

- The only questions not in the new online application are the questions regarding transportation and childcare needs making it difficult to attend work or PATH

When online apps come in to EDM will they also only say DHS-1171 (as the paper ones will) or will online apps show the pending programs in EDM?

- Paper applications will only say 1171 similar to the paper ones in today's world. The online applications will continue to show the programs requested in the RSS and FIS/ES EDM inbox after the portal rolls out

Will workers still have limited MIBRIDGES access via Bridges left navigation when the new MIBRIDGES becomes active?

- No.

Will clients be able to view the verifications they submitted via MIBRIDGES & if so, when will the docs be available to view?

- Yes, they can view uploaded documents immediately after uploading them.

Will MIBRIDGES inform clients that they need to submit current or updated documents?

- Yes, if they have a VCL, they will see the type of document they need to submit in the Upload Documents section.

Will clients be able to bypass the citizenship question in MI Bridges?

- The only time they can't bypass the citizenship question is if they are requesting Healthcare. For all other programs, they can bypass it.

Will a head of household be able to see documents of other adult members if they leave the case?

- The answer is that an HoH with a MI Bridges account will be able to see all documents the HoH uploaded via MI Bridges for anyone on their case for 12 months regardless of whether someone within the household left the case. For example, if the HoH uploaded a document for a spouse, then they would continue to see that uploaded document even after the spouse left the case. The only way the HoH would stop seeing uploaded documents is if their case closed (or it was more than 12 months ago).

Will MIBRIDGES have resources for the deaf community?

- Resources specifically for the deaf community may show up in MI Bridges if they are in the 2-1-1 database. However, in the Explore Resources/Help Me Find Resources functions there is no option to only search resources for the deaf community

Will the education questions be on the online app or only on the IG as it is with the paper app?

- The questions will not be on the online application, and will need to be followed up on by the specialist.

Can the citizenship question be skipped on the new MI Bridges?

- The only time they can't bypass the citizenship question is if they are requesting Healthcare. For all other programs, they can bypass it.

MI Bridges – Is there a list of partners available? Is WIC a partner?

- "Not at this time, any resource on 211 is available, it is up to the organization to register as a partner. More information is available here:

http://www.michigan.gov/mdhhs/0,5885,7-339-71551_82637---,00.html"

Will applications and supplemental forms be available for central print via Bridges?

- Not at this time.

Where can interested Community Partners find more information about MI Bridges training?

- Community Partners must first register in MI Bridges before they can register for training. Partners can review the Community Partner website http://www.michigan.gov/mdhhs/0,5885,7-339-71551_82637_82639---,00.html
- to view detailed information on steps to register, along with the steps and links to register their organization. After registering, the agency will receive an email from MDHHS with instructors on how to register their users for training. A copy of the training schedule can also be found on the website: http://www.michigan.gov/mdhhs/0,5885,7-339-71551_82637_82640---,00.html
- If the partner has any questions, please have them contact mdhhscommunitypartners@michigan.gov