

EFFECTIVE

Upon implementation of Bridges

SUBJECTS

1. Bridges pilot.
2. BEM, BAM and BPG glossary.
 - New manual group.
 - BEM and BAM.
 - BPB glossary.
 - List of manuals desk aid.
 - DHS public manuals
3. Some ways Bridges is different.
 - Benefit issuance.
 - Policy exceptions.
4. Other Bridges-related changes.
5. Using search in OLM.

Reason: Implementation of Bridges results in a dramatic shift in how DHS approaches the determination of eligibility for programs and issuance of benefits. Therefore, new manuals were created using policy from the PEM and PAM manual items. These items were re-written to accommodate the Bridges' way of doing business. The intent of policy has not changed, but is being reworded to use Bridges terminology and processes.

1) BRIDGES PILOT**All programs, SER**

The Bridges integrated eligibility system is going to pilot in Barry, Eaton and Calhoun counties on August 19, 2008. All active, pending, and recently denied or closed DHS financial assistance program cases in these counties will be converted to Bridges on August 18, 2008. It is expected that non-pilot counties may have to service some Bridges cases. Non-pilot county cases will be converted to Bridges as a result of being related to a pilot county case. The number of these cases is limited to approximately 4% of pilot totals. Non-pilot offices may also receive Bridges cases and/or clients as transfers occur.

Once a case or a client is converted to Bridges, all case actions must take place in Bridges. Bridges cases and individuals cannot be converted back to legacy systems (ASSIST, CIMS and LOA2). Cases converted in non-pilot counties must be handled by the Bridges expert identified for each county.

Eligibility rules for financial assistance programs in Michigan are programmed into Bridges. An integrated eligibility system is different from legacy systems in several ways. The functions currently performed by ASSIST, CIMS and LOA2 will all be performed by Bridges. Changes in terminology, processes and procedures in Bridges required creation of Bridges policy manuals, Bridges Eligibility Manual (BEM) and Bridges Administrative Manual (BAM). Until Bridges is implemented statewide, DHS will develop and maintain both Bridges and non-Bridges policy manuals.

2) BEM, BAM AND BPG GLOSSARY

New Manual Group

Beginning with the initial pilot, the July 2008 versions of PEM, PAM and PRG Glossary were copied into a new manual group, Bridges Policy Manuals. As policy is updated it will be maintained in both Program Policy and Bridges Policy manuals. Bridges Policy manuals will be updated to delete references to legacy systems and add Bridges terminology and processes.

The new manuals are:

- Bridges Administrative Manual (BAM).
- Bridges Eligibility Manual (BEM).
- Bridges Policy Bulletin (BPB).
- Bridges Policy Glossary (BPG).

BEM and BAM

Some of the BEM and BAM manual items have already been created using Bridges terminology and processes and are available for your reference. Many manual items have not yet been reworded. Terminology and processes will be added to more BEM and BAM items with each policy release.

Revised BEM and BAM items include:

- BAM 200, Food Assistance Simplified Reporting.
- BAM 205, Reinstatements.
- BEM 201, Minor Parents.
- BEM 202, Immunizations.
- BEM 203, Criminal Justice Disqualifications.
- BEM 210, FIP Group Composition.
- BEM 212, Food Assistance Program Group Composition.
- BEM 214, SDA/AMP Group Composition.
- BEM 220, Residence.

- BEM 221, Identity.
- BEM 223, Social Security Numbers.
- BEM 233C, Failure to Meet Employment Requirements: RAP Cash.
- BEM 240, Age.
- BEM 245, School Attendance and Student Status.
- BEM 270, Pursuit of Benefits.
- BEM 554, FAP Allowable Expenses and Expense Budgeting.
- BEM 556, Computing the Food Assistance Budget.
- BEM 630, Refugee Assistance Program.

Note: All items, not just those listed above, are updated to remove references to PEM, PAM, PRT, FIA, etc. Items listed above are updated to remove references to ASSIST, CIMS and LOA2.

Bridges Policy Glossary (BPG)

The Bridges Policy Glossary (BPG) contains definitions of terms used in policies for cash, food, and medical assistance programs, as well as child development and care and preventive services. Many definitions for Bridges terms are included in this first release and will continue to be added as manual items are updated for Bridges. Many of the definitions now contained within manual items will be moved to the BPG.

List of Manuals Desk Aid

Refer to the "List of Manuals" desk aid which lists all manuals currently in production and provides a description of each three-character code listed in the Open/Jump/Search (OJS) panel in the DHS online manuals.

DHS Public Manuals

The Bridges manuals are added to the Policy and Procedure Manuals Web site available on the DHS public Web site in PDF format. Only the most current items are available on the public Web site, historical policy is not available. Users will need Adobe Acrobat Reader 6.0 or higher to view the manuals. To access the public manuals go to www.michigan.gov/dhs-manuals.

3) SOME WAYS BRIDGES IS DIFFERENT

The Bridges system is designed to accept raw data about our clients, and:

- Determine if any required data or verifications are missing.
- Produce a verification checklist (VCL) notifying clients what is needed.
- Generate an *employee task/reminder* when the verification due date has passed and Bridges does not show an acceptable verification source.
- Determine group composition for all programs and Medicaid (MA) categories.
- Determine whose income and assets are considered.
- Determine program eligibility and benefit level.
- Produce a consolidated client notice informing the client of case actions.
- Generate redetermination packets using the abbreviated redetermination form DHS-1010.
- Schedule interviews for programs requiring an in-person interview at redetermination.
- Close cases at redetermination if Bridges has not been notified that a client attended a scheduled interview or returned the redetermination packet.
- Process some case actions without specialist intervention when information is received through various interfaces.

Benefit Issuance

Bridges cannot issue benefits that the *eligibility determination/benefit calculation* (EDBC) process does not support except by manual issuance, central office exception, or putting the case in override mode.

Local offices have the ability to issue benefits manually for benefit periods prior to Bridges conversion.

Policy Exceptions

In offices that have converted to Bridges (pilot counties), policy exceptions are requested and processed in the Bridges application. Immediately after running program eligibility in Bridges, the specialist initiates the exception process by clicking on the *policy exception request* tab on the *eligibility summary screen*. Once all the details of the exception are entered in the override reason box, the specialist clicks on *request override*. A task/reminder is sent to the family independence manager (FIM)/supervisor.

If the FIM/supervisor denies the request, the specialist is notified by a task/reminder. If the FIM/supervisor approves the request, a task/reminder is sent to the appropriate program area in central office. When central office approves/denies the policy exception, the specialist and FIM/supervisor receive a task/reminder notifying them of the decision.

Eligibility results cannot be certified in Bridges unless eligibility has been run the same day. Ideally, the exception process is started and completed within the same day. Communicating with the program policy email box regarding your exception request prior to initiating the request in Bridges may expedite the process.

Note: Refer to BEM 100 for instructions on accessing the program policy email boxes.

4) OTHER BRIDGES-RELATED CHANGES

Bridges dramatically changes the way business is handled in the income support programs eligibility arena. The Bridges Implementation Team identified ten areas of most significant change and the need to begin transitioning to the "Bridges Way of Doing Business." It is anticipated that more changes will be identified during Bridges training sessions. Prior to policy being updated, staff will be notified about more changes through the Bridges memo series located on the Bridges Project Web site home page.

**5) USING SEARCH IN
OLM**

Refer to page 23 of the OLM User Guide for instructions on how to use the Open/Jump/Search panel in the DHS manuals to look for a specific key word or phrase. While the table of contents for BEM and BAM remains the same as PEM and PAM, using the search function will help locate specific topics.

The OLM User Guide is located in the OLM News & Tips Web site that opens when the DHS Online Manuals (OLM) opens. This Web site is also available from Other Links in the DHS-Net (intranet) and from the Help menu when OLM is open.

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Added Items ...

**BAM 101
BAM 102
BAM 105
BAM 110
BAM 115
BAM 116
BAM 117
BAM 118
BAM 120
BAM 125
BAM 130
BAM 200
BAM 205
BAM 210
BAM 220
BAM 300
BAM 301
BAM 305
BAM 310
BAM 315
BAM 316
BAM 320
BAM 400
BAM 401E
BAM 402
BAM 405
BAM 406
BAM 420
BAM 425
BAM 430
BAM 435
BAM 500
BAM 501
BAM 502
BAM 505
BAM 506
BAM 600
BAM 700
BAM 705**

**BAM 710
BAM 715
BAM 720
BAM 725
BAM 800
BAM 801
BAM 802
BAM 803
BAM 804
BAM 805
BAM 806
BAM 807
BAM 808
BAM 810
BAM 815
BAM 825
BAM 830
BAM 903
BAM 904
BAM 905
BAM 908
BAM 909
BEM 100
BEM 105
BEM 106
BEM 110
BEM 111
BEM 113
BEM 117
BEM 118
BEM 124
BEM 125
BEM 126
BEM 129
BEM 131
BEM 132
BEM 135
BEM 145
BEM 150
BEM 154
BEM 155
BEM 156
BEM 157
BEM 158
BEM 163**

BEM 164
BEM 165
BEM 166
BEM 169
BEM 170
BEM 171
BEM 172
BEM 173
BEM 174
BEM 200
BEM 201
BEM 202
BEM 203
BEM 205
BEM 210
BEM 211
BEM 212
BEM 213
BEM 214
BEM 218
BEM 220
BEM 221
BEM 222
BEM 223
BEM 225
BEM 225A
BEM 226
BEM 227
BEM 228
BEM 229
BEM 230A
BEM 230B
BEM 232
BEM 233A
BEM 233B
BEM 233C
BEM 240
BEM 245
BEM 255
BEM 256
BEM 257
BEM 260
BEM 261
BEM 265
BEM 270

**BEM 271
BEM 272
BEM 300
BEM 301
BEM 302
BEM 303
BEM 304
BEM 305
BEM 400
BEM 401
BEM 402
BEM 405
BEM 500
BEM 505
BEM 515
BEM 518
BEM 519
BEM 520
BEM 525
BEM 530
BEM 531
BEM 536
BEM 540
BEM 541
BEM 544
BEM 545
BEM 546
BEM 547
BEM 549
BEM 550
BEM 554
BEM 556
BEM 610
BEM 615
BEM 616
BEM 617
BEM 630
BEM 640
BEM 647
BEM 650
BEM 655
BEM 657
BEM 660
BEM 702
BEM 703**

**BEM 704
BEM 705
BEM 706
BEM 710
BPG GLOSSARY**