INTEGRATED SERVICE DELIVERY PROJECT

WIC COORDINATOR SUMMIT
OCTOBER 23, 2018

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WHAT IS THE INTEGRATED SERVICE DELIVERY PROJECT?

Integrated Service Delivery (ISD) is a comprehensive, transformative effort in Michigan to better integrate programs and improve customer service and health outcomes.

Michigan WIC is partnering with ISD to identify potential WIC clients and connect them to WIC clinics nearby through the self-guided service portal (MIBridges).

The MIBridges Portal will be able to identify potential WIC clients during navigation. They will be presented with an option to send their information to WIC. If they choose, this information will be sent directly to the MI-WIC system for our staff to view and respond to.
The mission of the Michigan WIC program is to improve health outcomes and quality of life for eligible women, infants and children by providing nutritious food, nutrition education, breastfeeding promotion and support, and referrals to health and other services.

Our goal in this integration project is to help connect potentially eligible clients with WIC.

- Increase promotion
- Higher retention
- Higher caseload

While over 83% of current WIC client are adjunctly enrolled in programs such as Medicaid, SNAP and TANF, there are still potentially eligible clients that are not enrolled in WIC.
WHAT IS MIBRIDGES?

MIBridges is a new online portal that provides a streamlined and dynamic process for applying for Healthcare Coverage, Cash Assistance, Food Assistance, State Emergency Relief, and Child Development and Care. It also allows clients to view benefits from various programs, receive notifications and explore community resources all in one place.
MI-Bridges was launched in Spring of 2018, reaching statewide status on April 2, 2018.

Since the initial release, more than 483,000 Michigan residents have become MI Bridges users, submitting over 390,000 applications in less than half the time required to complete an application previously.
Clients can easily search through the 2-1-1 database for Michigan WIC clinics to connect with a WIC Clinic near them.
WHAT IS MIBRIDGES?

THE CLIENT’S DASHBOARD

There are four pathways within the MIBridges Portal that will connect a client with WIC:

- Help Me Find Resources
- Explore Resources
- View My Benefits
- Apply for Benefits
MI Bridges can help you get the resources you need.

When you register with MI Bridges, you can connect to resources specific to your location, needs, and circumstances.

Access more than 30,000 state and local resources through a MI Bridges account.
HELPING CLIENTS THROUGH MANY OF LIFE’S EVENTS
WHAT IS MIBRIDGES?
HELP ME FIND RESOURCES

‘Help Me Find Resources’ guides clients to community resources that can help meet their needs based on a series of questions.

- To be connected with WIC, clients would start by selecting the FOOD Topic.

- A client would select at least one of the following:
  - Paying for Groceries
  - Paying for baby food or formula
  - Healthy Food Options (farmers markets, nutrition classes)

- They would need to indicate someone in their home is…
  - Pregnant
  - Age 5 or under
  - Breastfeeding
‘Explore Resources’ allows clients to look through various community resources by searching for specific categories and topics.

- To find WIC, clients would need to search under the ‘Food’ Topic, and select the ‘Women, Infants, and Children (WIC)’ sub-topic.
- Once they search, clients will be presented with a list of WIC clinics.
- Clinics will display in order of distance from their home address.
WHAT IS MIBRIDGES?

VIEW BENEFITS

Clients have the ability to view their existing benefits on the MIBridges Portal.

- If they are enrolled in specific types of Medicaid programs that indicate they may be eligible for WIC, they will see a banner at the top of their benefits page reminding them they may be eligible for WIC.
WHAT IS MIBRIDGES?

APPLY FOR BENEFITS

The MIBridges portal allows clients to complete applications for Healthcare Coverage, Food Assistance, Cash Assistance, Child Development and Care and State Emergency Relief.

Based on answers to certain key questions throughout all of these applications, clients will be presented with the ability to send their information to WIC at the end of their application.
## WHAT IS MIBRIDGES?

## APPLY FOR BENEFITS

### Who’s included in your household?

This includes everyone who lives in your home, even if they are not there all the time.

Since you are applying for healthcare coverage, list everyone who will be included on your federal tax return this year (Note: you do not need to file taxes to receive assistance).

<table>
<thead>
<tr>
<th>Name</th>
<th>Date of Birth</th>
<th>Edit</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rudolph Gordier</td>
<td>01/01/1986 (52)</td>
<td><img src="edit-icon" alt="Edit" /></td>
<td><img src="remove-icon" alt="Remove" /></td>
</tr>
<tr>
<td>Bobby Smith</td>
<td>02/19/2018 (0)</td>
<td><img src="edit-icon" alt="Edit" /></td>
<td></td>
</tr>
</tbody>
</table>

**Add New Member**

**A WIC Referral will trigger if anyone in the household is under the age of 5**
WHAT IS MIBRIDGES?

APPLY FOR BENEFITS

Is anyone in your household a foster child?

Who in your household is a foster child?

- Bobby Smith (0)

Is anyone in your household pregnant now or were they in the last 3 months?

Who is/was pregnant?

- Stacey Smith (36)

Number of Expected Children

- 1

End/Due Date

02/09/2019

If there is a foster child in the household under age 5, a WIC referral would be triggered.

If anyone is pregnant, or has been within three months, a WIC referral will be triggered.
WHAT IS MIBRIDGES?

SHARE INFORMATION WITH WIC

Share Information with WIC

If you choose to send your information to WIC (Women, Infants, and Children), we will send your contact and current benefits information. This information helps WIC process your application faster. Once you share your information, someone from WIC will contact you in about two business days to complete your application process.

Home Phone  

Cell Phone  

Send My Information to WIC

I do not want to send my information to WIC

Any time a client saves a WIC resource or clicks ‘Send’, they will see a pop-up asking them to enter their phone number, if one was not already provided. Clicking ‘Send My Information to WIC’ indicates their consent to sharing their information with WIC and populates their information directly in MI-WIC.
ISD AND MI-WIC
To go to the ‘Incoming Referral Work Queue’

- Click ‘Proceed’ on the pop-up when logging into the Clinic Module, or
- Select ‘Incoming Referral Work Queue’ from the ‘Scheduler’ Drop Down on the top menu, or
- Select the People icon, next to the History icon.
The Incoming Referral Work Queue is divided into three Tabs:

- **New Referrals**
  - Any referral received from the MIBridges Portal that has yet to have any action taken.

- **Pending Referrals**
  - Any referral received from the MIBridges Portal that has had action taken but is not yet resolved.

- **Resolved Referrals**
  - Any referral received from the MIBridges Portal that has been completely addressed.
The ‘Incoming Referral Work Queue’ will default to display all incoming referrals for the entire agency.

To display those referrals for only a single clinic, users will need to update the scope of the filter and select their clinic from the dropdown menu.

Even though staff will be able to see Incoming Referrals for all clinics in the Local Agency, **staff will only be able to act on Referrals in clinics in which they have roles.**
ISD AND MI-WIC

INCOMING REFERRAL WORK QUEUE

- Staff with the below roles will have update access to the ‘Incoming Referral Work Queue’:
  - LA- Clerk
  - LA-CPA
  - LA- RD
  - LA- Centralized Scheduler
  - LA- Temporary Single Certifier
  - SOM- Permanent Single Certifier
  - SOM- LA WIC Coordinator
ISD AND MI-WIC

INCOMING REFERRAL WORK QUEUE

- **'Past due’** - will alert users when a new referral is older than 2 business days.
- **'Date Generated’** - displays the date that the client submitted the referral.
- **‘Authorized Person Last Name’** and **‘Authorized Person FirstName’** - the name of the individual who is the Head of Household on the MIBridges portal.
- **‘Contact Number’** - lists the primary contact number for the client.
If the client selected a specific clinic in the MIBridges portal, that clinic will display in the clinic column.

If the client does not select a clinic in the MIBridges portal, MI-WIC will automatically display the clinic that is closest to their home address.

If the client selected multiple clinics in the MIBridges portal, the word “Multiple” will display in the clinic column.
If a client selects more than one clinic in the portal, the word ‘Multiple’ will display on the ‘Incoming Referral Work Queue’.

When this is the case, the referral will display for all clinics that the client selected until the clinic is officially assigned. Staff will be able to view the ‘Contact History Grid’ for the client, including any contact attempts made by a different Clinic/Agency.

To assign the clinic, select one of the clinics from the Clinic Grid on the Referral Details Screen, after confirming with the client.

Once the clinic has been assigned, only the assigned clinic staff will be able to see the Incoming Referral.

Refer to ‘How to Assign a Clinic to a Referral with Multiple Clinics’ Help Document for more information.
If WIC Staff are not able to successfully reach a potential client, a letter is available to mail.

To send the letter, simply select the grid row and click the ‘Send Letter’ button.

This will automatically send a letter through DTMB Mail Services. The letter will be printed and mailed the next day during the standard Notification Mailing process.

Selecting the ‘Send Letter’ button will automatically change the referral status to ‘Resolved’ and move the referral to the ‘Resolved Referral’ Tab.
The Un-Resolved button can be used to move a referral back to the Pending Referral Queue.

A referral can be un-resolved only if an appointment has not already been scheduled for the client.

This may be helpful if a letter was mailed to a client and they call back at a later date to schedule an appointment.
Each time a potential client is contacted, an entry should be made in the ‘Contact History Grid’.

To do this, select the applicable name in the grid and select the ‘Add Button’.
- The Date and Staff Name will automatically populate.
- Staff are to select from the drop down the Method of Contact and the Action.
- Notes can be added as needed.

The action will ultimately determine the status of the referral.
To view the Contact History Grid, select the arrow on the far left of the grid.

This will display the collapsible grid containing all the previously documented contacts.
<table>
<thead>
<tr>
<th>Action</th>
<th>Status</th>
<th>Resolution</th>
<th>Manual or System Generated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wrong Phone Number</td>
<td>Pending</td>
<td>Contact Attempted</td>
<td>Manually Entered</td>
</tr>
<tr>
<td>Phone Disconnected</td>
<td>Pending</td>
<td>Contact Attempted</td>
<td>Manually Entered</td>
</tr>
<tr>
<td>No Answer</td>
<td>Pending</td>
<td>Contact Attempted</td>
<td>Manually Entered</td>
</tr>
<tr>
<td>Phone Busy</td>
<td>Pending</td>
<td>Contact Attempted</td>
<td>Manually Entered</td>
</tr>
<tr>
<td>Left Message</td>
<td>Pending</td>
<td>Contact Attempted</td>
<td>Manually Entered</td>
</tr>
<tr>
<td>Phone Blocked</td>
<td>Pending</td>
<td>Contact Attempted</td>
<td>Manually Entered</td>
</tr>
<tr>
<td>Unresolved</td>
<td>Pending</td>
<td>Moved back from resolved</td>
<td>System Generated</td>
</tr>
<tr>
<td>Precert record created, no WIC appointment</td>
<td>Pending</td>
<td>Precert record created</td>
<td>System Generated</td>
</tr>
<tr>
<td>Not Interested</td>
<td>Resolved</td>
<td>Not Interested</td>
<td>Manually Entered</td>
</tr>
<tr>
<td>Inappropriate Referral</td>
<td>Resolved</td>
<td>Inappropriate Referral</td>
<td>Manually Entered</td>
</tr>
<tr>
<td>Already WIC Client</td>
<td>Resolved</td>
<td>Already WIC Client</td>
<td>Manually Entered</td>
</tr>
<tr>
<td>Letter Sent</td>
<td>Resolved</td>
<td>Letter Mailed</td>
<td>System Generated</td>
</tr>
<tr>
<td>Appointment Scheduled</td>
<td>Resolved</td>
<td>Appointment Scheduled</td>
<td>System Generated</td>
</tr>
</tbody>
</table>
To see additional information included with the referral:

Double Click on a row from the grid

OR

Select a row and click the ‘Referral Details’ Button
ISD AND MI-WIC

REFERRAL DETAILS

Based on which pathway the referral was generated from within the MIBridges Portal, information available from the Incoming Referral varies.

MI-WIC will display all of the available information we receive from the MIBridges Portal.

Remember, lack of information in the referral does not automatically indicate the information does not exist.

All Information on this page is read only. Once the referral has been moved to the precertification screen revisions can be made as appropriate.
Based on the information available, the referral may include:

- Authorized Person Name
- Authorized Person Date of Birth
- Language
- Home Address
- Mailing Address
- Clinic
- If anyone in the household is pregnant or breastfeeding
- Applicant Names
- Adjunct Eligibility Information
- Income Information
- Available Contact Information
- Referral Date
- Referral Type
- Portal ID
- Needs Statement- This is where clients indicate their areas of greatest need
Once a client has been contacted and confirms they are ready to set up their first WIC appointment, you will:

- Select all applicable applicants from the Applicant Grid, if available.
- Select the ‘Proceed’ Button to be directed to the Precertification Screen.
All available information will populate into the Precertification Screen.

If any information needs to be revised or updated, it can be done at this time.

Once the information has been confirmed and any missing field completed, save the Precertification Record and schedule an appointment as per standard practice.
If Income Information was included in the Incoming Referral, that information will be automatically populated in the Income Screen.

During their appointment, staff will be able to simply verify the information without having to re-enter the information.
If Adjunct Eligibility information was included in the Incoming Referral, it will populate in the Adjunct Eligibility Screen on the day their appointment is marked as attended.

For **Medicaid:**
- If the Redetermination date is in the future, their Medicaid ID will populate and the REP* will be YES and VER will check
- If the Redetermination date is in the past, the Medicaid ID will still populate, but the REP* and VER boxes will remain blank

For **Food Stamps and FIP:**
- If the Redetermination date is in the future, the ID will populate and the REP* will be YES and VER will check
- If the Redetermination date is in the past, no information will populate
It is the expectation of the MIBridges portal that a WIC staff member attempts to contact the client within two business days of the date the Referral was generated.

Example: If a referral is generated on a Thursday, contact should be attempted by the end of the day on Monday.

If staff are unable to accommodate this expectation, please contact Kristina Ressler at ResslerK@Michigan.gov.
October 17 - MI-WIC Release 8.0
- Screens have been added to MI-WIC.

October 27 - MIBridges Release
- WIC Referral functionality added to the MIBridges Website.

October 28
- Incoming Referrals able to sent from MIBridges Portal and viewed in MI-WIC.
ISD RESOURCES

- WIC Division Procedure
- Procedure Workflow
- One Page Help Documents
  - How To Add a Line in the Contact History
  - How To Follow Up with a Client
  - How to Assign a Clinic to a Referral with Multiple Clinics
  - How to Move a Referral to Precertification
- Frequently Asked Questions
- WIC Integrated Service Delivery Webcast – Archived, September 27, 2018
FUTURE TRAINING

- **Clerical Training**
  - Information will be added into the existing Clerical Training for long term training starting in March of 2019

- **2019 WIC Training and Educational Conference**
  - Planned training in coordination with the 2019 WIC Training and Educational Conference with curriculum focusing on training clerical and other scheduling staff on functions of the Incoming Referral Work Queue and other ISD features
QUESTIONS?
THANK YOU FOR ALL YOU DO FOR WIC!

IF YOU HAVE ADDITIONAL QUESTIONS, PLEASE CONTACT

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