



Troubleshooting Problems

What to do if you run into problems while renewing your Medicaid coverage.

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1. MI Bridges unavailable or delayed?

If you cannot access MI Bridges online, there are backup options to help keep your renewal on track.

- Contact or visit your local MDHHS office in person.
- Reach out to the caseworker listed on your most recent MDHHS communication.
- Mail Medicaid enrollment documents to the appropriate MDHHS office as a backup measure.
- Submit a help request for assistance with faxing documents.



MI Bridges Technical Support



Help Desk: 1-844-799-9876



TTY: 1-833-285-5910



Hours: Monday–Friday,
8 a.m.–5 p.m.

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2. Missing documents?

If you are not sure what documents are needed or cannot get them right away, take these steps to protect your coverage.

- Log in to MI Bridges and check your Verification Checklist.
- If you cannot submit documents before the deadline, ask MDHHS for a 10-day extension.
- You have 10 calendar days from the date MDHHS requests verification. The date of the request does not count.
- At least one extension must be granted if you show a reasonable effort.
- MDHHS may send a Verification Checklist Letter (VCL) if your renewal was submitted but information is missing.
- Verifications are due by the end of the renewal month or within 10 days, whichever is later.

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3. Missed the renewal deadline?

Missing the deadline does not always mean you lose coverage permanently. Act quickly.

- If your coverage has lapsed, you may have up to 90 days to submit renewal forms and be reinstated without a completely new application.
- Contact your MDHHS caseworker right away to start the reinstatement process.



MI Bridges

Scan to update your contact information, check your renewal status, renew your coverage, and use online tools.



- Website: michigan.gov/miBridges
- Renewal Help Line: 833-599-6444
- TTY: 866-501-5656
- Hours: Monday–Friday,
8 a.m.–7 p.m.



Coverage is Care Resources

Visit our Coverage is Care webpage for helpful tools, guides, and information to support your Medicaid journey.



- coverageiscare.org
- 1-833-687-0515
- CHW4U@trinity-health.org