

# Michigan 2-1-1 Informational Guide

A resource for the SIM Patient Centered Medical Home Initiative

## Tell Me More...

### Who answers the phone when a patient dials 2-1-1?

2-1-1 is available by phone in most of the state, and by web statewide. 2-1-1 contact centers are staffed by referral specialists who are Alliance of Information and Referral System (AIRS) certified and the agencies themselves are AIRS accredited. AIRS sets standards of quality in the field of information and referral. Their standards ensure quality and confidentiality with every contact.

### Can a Care Manager/ Care Coordinator call 2-1-1 on behalf of a patient?

Yes, anyone can call on behalf of a person in need. The caller will need to provide the first name, zip code, phone number, and list of needs identified for the patient.

### Does 2-1-1 follow up with patients after they receive referrals?

At this time, there is not a mechanism for 2-1-1 to follow up with every patient to ensure a linkage is made. Practices should follow up with their patients to ensure needs have been met.

### What if I know of resources that are not included within 2-1-1?

Please go [here](#). If you experience any difficulties in your 2-1-1 resource update/inclusion process please contact

[mdhhscommunitypartners@michigan.gov](mailto:mdhhscommunitypartners@michigan.gov).

### Members of the Care Team can utilize 2-1-1 resources in the follow ways:

**Dial 2-1-1:** Care Team Members can dial 2-1-1 directly. When an Informational and Referral Specialist answers, provide them with your name and role, then explain the type of services you're patient needs.

Go to [www.mi211.org](http://www.mi211.org): to search for resources.

**Go to the MDHHS MI Bridges Portal:** You can become a community partner. There are many [benefits](#) to serving as a community partner. Partners can visit [www.michigan.gov/mibridgespartners](http://www.michigan.gov/mibridgespartners) to learn information specific for community partners and find the latest MI Bridges information.

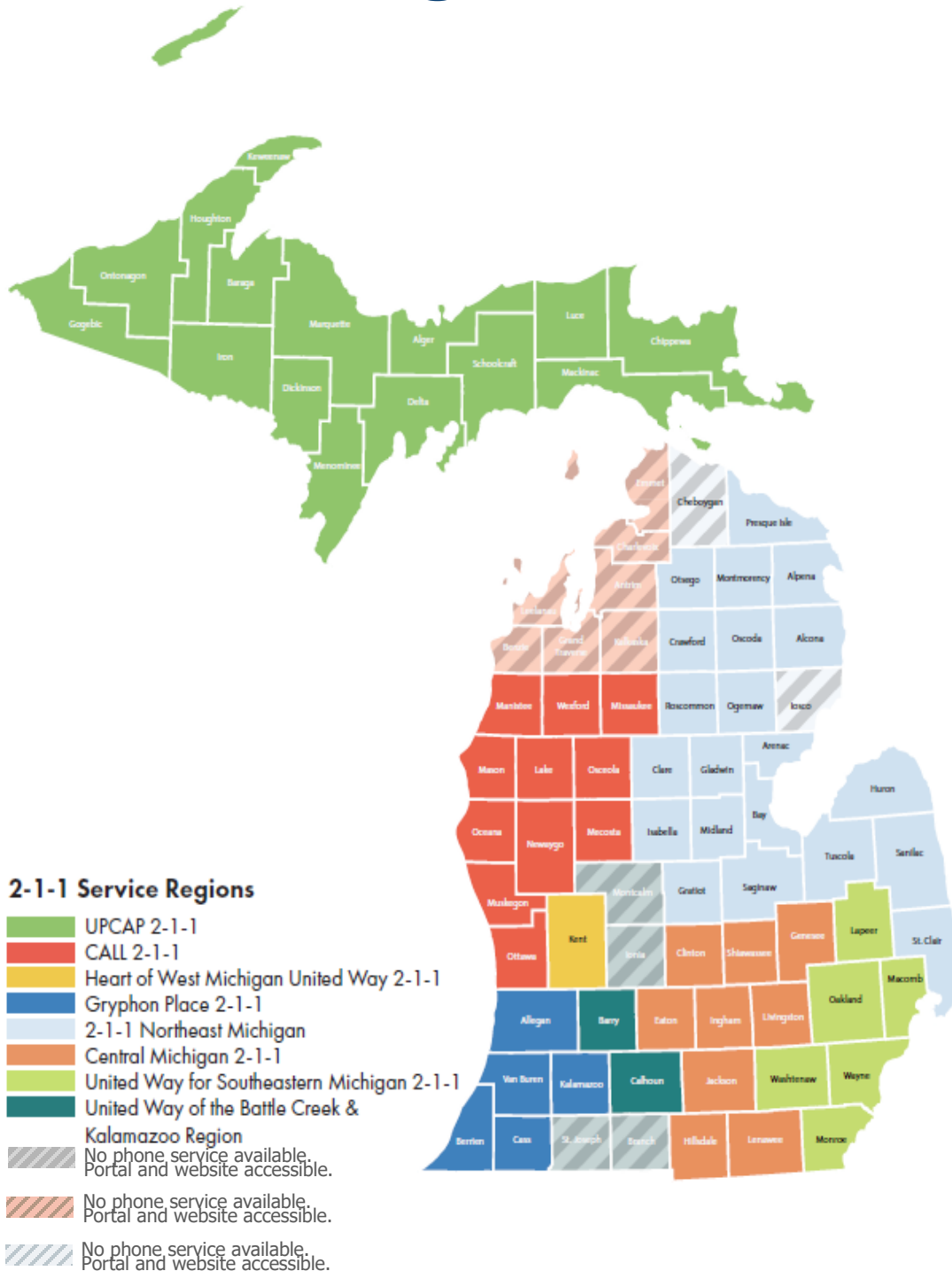


## What is 2-1-1?

2-1-1 connects people to community resources when they need help. It is a free, confidential service that offers access to thousands of programs and services statewide. Anyone-- person, patient or member of a care team can use 2-1-1 at any time, to find resource for services such as food, housing, utility assistance, etc. 2-1-1 codes resources based on specific terms and categories to help Care Managers find what they need to assist patients.



# Integrated Service Delivery (ISD)



- Integrated Service Delivery helps link the existing 2-1-1 services and database to the MI Bridges portal to better integrate services and programs across the state
- The MI Bridges portal is free to access and MDHHS provides free training on how to use it
- While the MI Bridges portal pulls resources from the existing 2-1-1 database, you do not need to be in a 2-1-1 telephone service area to access it
- Users do not need to apply for benefits or be an MDHHS benefit recipient to use this resource
- Creating an account is necessary to access the portal, but basic functionality does not require more than a client's name, date of birth, and address in order to identify surrounding resources
- Organizations within Community Health Innovation Regions could utilize MI Bridges or 2-1-1 to help meet the State Innovation Model goals of referring and linking patients to clinical and community resources
- Organizations outside of Community Health Innovations could use MI Bridges or 2-1-1 to begin the clinical-community linking process in a cost-effective and a readily implementable way, or streamline and enhance existing efforts in the community to help meet the needs of the State Innovation Model