

# **Completing a Bridges Application**



**Knowledge Base Article**

# Completing a Bridges Application

## Table of Contents

Overview.....	3
Locating the Bridges Application.....	3
Completing the Bridges Application.....	4
Completing the Recommendation Tab.....	6
Completing the Medicaid Details Section.....	7
Recording an Appeal.....	8

# Completing a Bridges Application

## Overview

This article provides instruction for completing a Bridges application.

The only time a Bridges application should be marked as Created in Error, is when it should never have been started in the first place; examples are:

- You wanted to start an application for Young Adult A, but mistakenly started the application in the case for Young Adult B.
- You started an application for a young adult before making contact with them to verify they wanted to apply. You should always make contact with the young adult to confirm they want to apply for the program prior to starting the application.

The only time Withdrawn will be selected as the Application Recommendation is if, during the application process, the young adult states they no longer want to submit the application for program consideration. The only time Applicant Disengaged will be selected as the Application Recommendation is if, during the application process, the Liaison loses contact with the young adult and is unable to reestablish contact. Exceptions to these are situations in which a young adult has signed his or her application. Bridges is an entitlement program; therefore, when a young adult signs the application, they gain appeal rights. If they no longer wish to proceed with the application process, or they disengage from the process after signing the application, the Recommendation will be Denied. ODJFS will send out a Notice of Denial and information on State Hearing Rights. Application Recommendations of Withdrawn and Applicant Disengaged can be approved at the Supervisor level.

The service team has 30 days from case opening to submit the application to ODJFS. The service team is required to make at least one (1) weekly contact attempt during this period. The 30-day period can be extended if the young adult is actively engaged with the service team and is working to gather all required documentation to submit their application.

## Locating the Bridges Application

From the Ohio SACWIS Home Page:

1. Navigate to the **Case Overview** page.
2. In the navigation pane, click, **Bridges Application/VPA**.

# Completing a Bridges Application

The screenshot shows a navigation bar with tabs: Home, Intake, Case (highlighted), Provider, Financial, and Administration. Below the navigation bar is a 'Workload' tab and a 'Court Calendar' section. A left sidebar contains a list of menu items: Case Overview (highlighted), Activity Log, Attorney Communication, Intake List, Forms/Notices, Case Services, Legal Actions, Legal Custody/Status, Housing Service Record, Initial Removal, Child Location/ICCA, Independent Living, Bridges Application / VPA (highlighted with a red box), and Bridges Assessment. The main content area displays case information for 'Bridges' (Case Name / ID: Sacwis, Susie / 123456, Open (07/03/2024)). It includes fields for ADDRESS (123 Test Rd, Test, Oh 12345), CONTACT, AGENCY (Bridges), PRIMARY WORKER (Assign Primary Worker), and SUPERVISOR(S) (Test Supervisor). Below this is a 'Case Actions' section with a blue bar and a link: View Case Information | 0 Linked Cases | Program Categories | Case Status History.

The **Bridges Applications** screen appears.

### 3. Click, **Add Bridges Application**.

The screenshot shows the 'Bridges Applications' screen. The left sidebar is the same as in the previous screenshot, with 'Bridges Application / VPA' highlighted. The main content area shows the case information for 'Bridges' (Case Name / ID: Sacwis, Susie / 123456, Open (07/03/2024)). Below this is a blue bar with the text 'Bridges Applications'. Underneath, it says 'There are no application records for this person.' and a red box highlights the 'Add Bridges Application' button.

The **Application** screen appears.

## Completing the Bridges Application

### 1. Complete all requested information.

**Note:** The liaison can either gather the information from the young adult, or complete the application while the young adult is present.

**Important:** It is important to be certain the Person record is current, as this is where the information is pulled for the application. The information can either be corrected, if necessary, on the Person record, or the hyperlinks within the application may be used.

# Completing a Bridges Application

APPLICATION DATE: 07/24/2024

STATUS: In Progress

Application Recommendation

## Applicant Information

Sacwis, Susie / 123456 . - Age 19

If applicant's pregnancy status has changed, please update the Person record.

Language(s):

English

Address:

123 Test Rd  
Test Oh 12345

County:

Test

Contact:

Cell

Preferred Communication Methods:

- Phone Call       Text Message  
 Email             US Mail

Housing Type:

Select living arrangement

## Parenting

No children have been added.

Add Child(ren)

## Emancipation/Legal Status Information

Emancipation Status:

No

Most Recent Legal Status:

PPLA

Effective Date:

03/03/2023

Termination Date:

Termination Reason:

Agency:

Test County Children Services

## Eligibility Requirement for Bridges

You must meet at least one of the following criteria to be eligible for Bridges. Check all that apply.

Documentation is required for all criteria and will be requested once selected.

- Completing secondary education (high school) or a program leading to an equivalent credential  
 Enrolled in an institution that provides post-secondary (college) or vocational education  
 Participating in a program that is designed to promote or remove barriers to employment  
 Employed at least 80 hours in a month  
 Incapable of completing education or employment requirements due to physical or mental health condition

## Emergency Contact

Name:

Relationship:

Select relationship

Phone:

Ext:

Additional Contact Information:

# Completing a Bridges Application

2. Once the application is complete, click the **Recommendation** tab near the top of the **Application** screen.

Case / Workload / Bridges Application / Application

CASE NAME / ID: Sacwis, Susie / 123456	Bridges / Open (07/03/2024)
APPLICATION DATE: 07/24/2024	STATUS: In Progress
Application	Recommendation
Applicant Information	

## Completing the Recommendation Tab

The **Recommendation** screen displays the message: **Your data has been saved.**

1. Click the **Upload Document** button to upload any necessary documents.
2. Make a selection from the **Application Recommendation** drop-down menu.
3. Provide narrative for the **Describe reasons for application recommendation** text box.

APPLICATION DATE: 07/24/2024	STATUS: In Progress
✔ Your data has been saved. ✕	
Application	Recommendation
Attached Documents	
No Documents Attached.	
Upload Document	
Recommendation	
Application Recommendation: Select Recommendation ▾	
Describe reasons for application recommendation: <a href="#">(expand full screen)</a>	
	✔ ABC 4000

# Completing a Bridges Application

## Completing the Medicaid Details Section

1. Make a selection for **Managed Care Organization (MCO) Plan Selection**, if applicable.

**Important:** Once this is completed, Ohio SACWIS will send an update to Ohio Benefits to update the Young Adult's Medicaid span.

**Note:** The MCO Selection dropdown will default in several scenarios based on predetermined information recorded in your Agency:

- **Drop down is Non-Modifiable:** Your Agency has Pre-Selected to use the ODM Enrollment Broker to select the youth's MCO plan.
- **An MCO has been Pre-Determined by your Agency.** This is still modifiable by the User as needed.
- **An MCO appears in the drop down:** System is displaying the Youth's last known MCO plan. This is still modifiable by the user.
- **No Default:** The User will need to select a MCO Plan.

Medicaid Details

Managed Care Organization (MCO) Plan Selection:

AmeriHealth Caritas

*The selection above is the applicant's most recent plan.*

Created By: Created Date: 10/01/2024  
Modified By: Modified Date: 10/04/2024

Apply Save Cancel Submit For Approval

4. Click, **Submit For Approval**.

**Note:** Recommendations of Withdrawn and Applicant Disengaged are not routed to ODJFS for Approval.

**Note:** If the grantee has an internal review process for Application Recommendations, the Bridges Liaison may route the Application internally before it is routed to ODJFS.

The **Process Approval** screen appears.

1. Make a selection from the **Action** drop-down menu.
2. Select **Ohio Department of Children and Youth** from the **Agency** drop-down menu.

# Completing a Bridges Application

- 3. Make a selection from the Reviewers/Approvers drop-down menu.
- 4. Click, **Save**.

**Process Approval**

**Work Item**

ID:	81	Type:	PERSON	Reference:
Task ID:	38	Task Type:	Bridges Application	Task Reference:
				Task Status:

**Routing/Approval Action**

Action: \* Please Select An Action ▾

Comments:

Spell Check Clear 2000

Agency: Ohio Department of Children and Youth ▾

Reviewers/ Approvers: Please Select A Reviewer/Approver ▾

Save Cancel

The **Bridges Applications** screen appears, displaying a **Pending Approval** status.

Case Overview  
Activity Log  
Attorney Communication  
Intake List  
Forms/Notices  
Case Services  
Legal Actions  
Legal Custody/Status  
Housing Service Record  
Initial Removal  
Child Location/ICCA  
Independent Living  
**Bridges Application / VPA**

CASE NAME / ID: *Bridges*  
Sacwis, Susie / 123456 *Open (06/07/2024)*

**Bridges Applications**

Include:  Created in Error

Showing 1 applications:

Application Date	Recommendation	Application Status	Approval Date	Agency	
<a href="#">view</a> 06/18/2024	Approved	<u>Pending Approval</u>	06/21/2024	Bridges	<a href="#">NYTD</a>

## Recording an Appeal

The Appeal link will display for the following Applications:

- The Application has a Recommendation of 'Denied' and is in Completed Status.
- Appeal History for the Denied Application.

1. Click the **appeal** link.

# Completing a Bridges Application

Case Overview  
Activity Log  
Attorney Communication  
Intake List  
Forms/Notices  
Case Services  
Legal Actions  
Legal Custody/Status  
Housing Service Record  
Initial Removal  
Child Location/CCA  
Independent Living  
Bridges Application / VPA

CASE NAME / ID: **Bridges**  
Sacwis, Susie / 123456 Open (06/07/2024)

**Bridges Applications**

Include:  Created in Error  
Showing 1 applications:

Application Date	Recommendation	Application Status	Approval Date	Agency			
view 06/18/2024	Approved	In Progress	06/21/2024	Bridges	appeal	NYTD	

The **Add Bridges Appeal Decision** screen appears.

When an Application has an Appeal recorded with an Appeal Decision of “Appeal Sustained,” the system will update the Application Status to “In Progress” and clear out the Application Recommendation dropdown.

When an Application has an Appeal recorded with an Appeal Decision of “Appeal Overruled,” the system saves the information, and no changes are made to the Application.

2. Complete the required information (denoted with a red asterisk).
3. Click, **Save**.

Add Bridges Appeal Decision

CASE NAME / ID: Bridges / Open (09/01/2017)

Appeal Decision Details

Appeal Date: \*  
Appeal Type: \*  
Appeal Decision: \*  
Appeal Officer: \*  
Comments:

Appeal Number:  
Decision Date: \*  
Compliance Date:

Save Cancel

The Bridges Appeals screen appears, displaying the **Appeal Decision**.

Bridges Appeals

CASE NAME / ID: Bridges / Open (09/01/2017)

Your data has been saved.

Appeal History

Appeal #	Appeal Date	Appeal Decision	Decision Date	Compliance Date
view	11/16/2017	Appeal Sustained	11/16/2017	

## Completing a Bridges Application

If you have additional questions pertaining to this Deployment Communication, please contact the [Customer Care Center](#).