




Rhode Island Department of Human Services


What's The Best Way to Reach Us?

The RI Department of Human Services (DHS) can be reached in multiple ways depending on your specific need. See the best way to contact us below:


Contact Options




Website
You can access your account on healthyrhode.ri.gov.




Mail
Documents can be mailed to DHS PO Box 8709, Cranston, RI 02920.



In-Person/Drop Off Box
Visit any of DHS's regional offices between **8:30 a.m. to 4 p.m.**, Mon-Fri, except holidays.





























App
The HealthyRhode Mobile App can be downloaded in the App Store or Google Play Store.



Phone
Call the DHS Call Center at **1-855-MYRIDHS (1-855-697-4347)**. Place in line call back is available until capacity is reached.

Star next to icon indicates preferred contact method.

	If I want to:	Best Ways to Connect
Application Support	Submit an Application	  <small>Customers can apply over the phone (1-855-697-4347) with telephonic signature.</small>  
	Check Application Status	  
	Submit Requested Documents	  
Appointments	Complete an Interview	 
	Have an In-Person Appointment*	
	Schedule/Request an Appointment	 
Recerts, Interim and Change Report Support	Document Submission	  <small>DHS request for documentation required. Changes can also be reported via the Call Center.</small>  
EBT Questions	Check My EBT Balance; Report a Lost or Stolen Card	 <small>Call ebtEdge at 1-888-979-9939 or dial 1 when prompted at 1-855-MYRIDHS.</small> 
Case Information	Request Proof of Benefits; Confirm Receipt of my Documents; Update Contact Information; Inquire About Change in Benefits	   <small>Call Center self-service options give you access to case information and more.</small>
Customer Reminders	What Documents Were Requested?	 <small>Sign up for text messages through the Customer Portal (HealthyRhode.ri.gov), the HealthyRhode Mobile App, or when you speak with a DHS staff member.</small> 
	When is my Interview Date?	
	When is my Interim or Recertification Due?	

*Walk-in availability is based on office capacity during the weekdays, except Wednesdays when staff assist customers with account creation as part of Technology Adoption Day.

Have More Questions?

Visit our website: www.dhs.ri.gov

Call: 1-855-MY-RIDHS (1-855-697-4347) Mon, Tue, Thu, Fri, except holidays, from 8:30AM-3:00PM

DHS Walk-In Office Locations

Each of the offices listed provide walk-in services and have secure drop boxes available to submit applications, forms and other documents.

* † Providence	† Pawtucket	* Woonsocket
125 Holden Street, Providence	249 Roosevelt Avenue, Pawtucket	219 Pond Street, Woonsocket
* South County		Newport Regional Family Center
4808 Tower Hill Road, Suite G1, Wakefield		31 John Clark Road, Middletown

*These locations have drop boxes located outside, which can be accessed 24/7. DHS staff check drop boxes Monday-Friday, except holidays, at least once a day. †These locations indicate the availability of a document scanning center.

Providence & Cranston
APPOINTMENTS ARE REQUIRED

The Shepard Building
 80 Washington Street,
 Providence

Hazard Building
 Building 74
 41 West Rd.,
 Cranston

Outreach Vendors

Outreach vendors can help customers learn about application processes, eligibility requirements, and more.

SNAP		RI Works
Center for Southeast Asians (CSEA) Main: 401-274-8811	One Neighborhood Builders 401-351-8719 info@onenb.org	Comprehensive Community Action Program 401-467-9610
Brown University Health – Connect for Health (patients only) 401-606-4720 connectforhealth@brownhealth.org	RI Alliance of Boys and Girls Club 401-434-6776 Ext. 203	Equus Workforce Solutions 401-462-8915
Genesis Center Main: 401-781-6110 gencenter.org/support-services#snap	United Way of RI Main: 211 401-519-0360 Aging and Disability Resource Center: 401-462-4444	SSTARBIRTH 401-463-6001
		The Village for Kinship Families 401-481-5483
		Sin-cere Multiservice Inc. 401-649-3479

Community Partner Portal Support PILOT

These community partners are gaining access to additional technology support, like resetting Customer Portal accounts:

Comprehensive Community Action Program
401-467-9610

Equus Workforce Solutions
401-462-8915

Genesis Center
401-781-6110

Alliance of Boys and Girls Club – East Providence
401-434-6776

Community Partners

Community partners are available to answer non-case specific, DHS program questions. These partners also provide additional support and resources for programs and services they offer.

Comprehensive Community Action Program 311 Doric Avenue, Cranston 401-467-9610	Blackstone Valley CAP 32 Goff Avenue, Pawtucket 401-723-4520 BVCAP community center 210 West Ave, Pawtucket 401-475-5071	Tri-County Community Action Agency 1126 Hartford Avenue, Johnston 415 Tower Hill Rd., North Kingstown 33 Maple Ave., North Providence 401-223-0954	Community Care Alliance One Social St., Woonsocket 245 Main St. Woonsocket Main: 401-235-7000
Westbay Community Action 487 Jefferson Boulevard, Warwick 401-732-4660	Community Action Partnership of Providence County 518 Hartford Avenue, Providence 85 Atlantic Ave, Providence 401-273-2000	East Bay Community Action Agency 19 Broadway, Newport 02840 100 Bullocks Point Ave., East Providence, 02915 East Providence & Bristol County 401-437-1000 Newport County: 401-847-7821	