

How to Navigate the Health Source RI Customer Portal: Creating an Account

1

Navigate to the Portal:

Go to the [HealthSourceRI](#) Customer Service Portal.



2

Bypass Announcements:

On any important announcements popup, select **Close & Continue to Site.**



3

Initiate Account Creation:

On the login page, select the **Create Account** hyperlink.



4

Check for Existing Account

The portal will prompt you to search by **Social Security Number (SSN)** or **Medicaid Identification Number (MID)** along with your **Date of Birth** to see if a record already exists.

5

Provide Information

Username: Must be 5-10 letters or numbers, starting with a letter

Password: Must be 10-15 characters, including at least one number, one special character (!@\$_=), & a mix of uppercase and lowercase letters.

Security Questions: Set these up to assist with future password recovery.



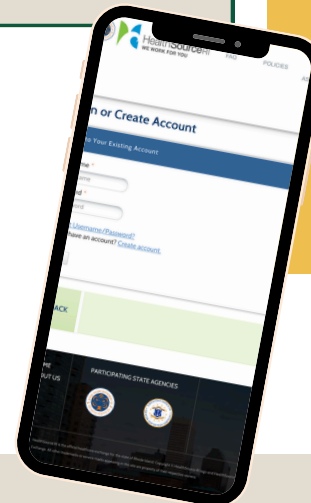
6

Finalize:

Accept the **User Acceptance** agreement & select **Next** to complete setup.



Scan QR code for more information.



Logging In & Troubleshooting

- **Existing accounts:** Enter your credentials under the Log in to Your Existing Account section. **It is highly recommended to check for an existing account before creating a new one to avoid duplicates.**
- **Forgot Credentials:** Use your Forgot/Username /Password link. You can recover these by answering security questions or receiving a reset link via the email associated with your account.
- **Account Lockouts:** If your account is locked, you can use the web chat service (the blue “chat” button at the bottom of the page) for assistance. Alternatively, you can call the HSRI contact center at 1-855-840-4774.



RHODE ISLAND COMMUNITY
FOOD BANK

How to Navigate the Health Source RI Customer Portal: Applying for New Programs

The “**How Can We Help You**” screen is the starting point for new benefits.

1

Select the “**I don’t know what programs to apply for**” button to be guided through a series of questions to determine eligibility.

or

If you know what you need, select “**I know what program to apply for**” to see a list e.g., SNAP, RI Works, Health Coverage).

2

The system may pre-populate fields with information it already knows about your household.

It is recommended that you sign up for text messages in case there are important updates that are time sensitive.

3

Final Steps:

Complete the application, sign it electronically, and **save the tracking number** for your records.

Key Navigations

- **Dashboard:** Your main landing page after login; it displays an overview of your current eligibility and active programs.
- **Report Changes:** Click the blue **Report Change** button to update income, employment, or household size. You will then select “Edit Information” in the relevant section and resubmit the application.
- **Pay Bills:** Navigate to the **Payments** tab to view invoices or make one-time or recurring payments. Note that recurring payments often require a successful initial one-time payment first.
- **Upload documents:** You can upload required documents (like photos of IDs or pay stubs) directly through the web portal.
- **View notices:** Access important documents regarding your coverage under the **Notices** or **Messages** section.

Video Tutorials

Scan this QR code to watch how to complete and submit an application online:

