

Overview

The Constituent Affairs Office works to resolve issues pertaining to customer benefits and services for key stakeholders, including Rhode Island Congressional Delegation, state and municipal government offices, General Assembly members and our valued community partners. While customers have multiple ways to connect with DHS, you may find customers with challenging circumstances that may be best resolved with the assistance of the Constituent Affairs Office.



Ways to Reach Us

The Customer Portal at HealthyRhode.RI.Gov.
Reaching out to the Call Center by dialing 1-855-697-4347.
Visiting our regional offices across Rhode Island.

Office Locations

219 Pond Street
Woonsocket, RI 02895
FAX: 1-401-235-1273

249 Roosevelt Avenue
Pawtucket, RI 02860
FAX: 1-401-721-6659

31 John Clarke Road
Middletown, RI 02842
FAX:1-401-619-7201

4808 Tower Hill Road,
Suite G1
Wakefield, RI 02879
FAX:1-401-782-4316

125 Holden Street
Providence, RI 02908
FAX: 1-401-462-8052

APPOINTMENTS ARE REQUIRED

The Shepard Building
80 Washington Street
Providence, 02903 FAX:
(401) 537-7876

The Hazard Building
Building 74
41 West Road, Cranston
FAX: 1-401-736-1442 or
1-401-736-1443

Note: household members choosing not to seek benefits are not required to provide citizenship/immigration information but will be required to provide their financial information if it is needed to determine eligibility and benefit amount for persons who are applying. Household members who are seeking benefits must supply information about citizenship or immigration status. Certain members of the household may not opt out of the application and **MUST** be included.



DHS.RI.GOV



Navigating Constituent Affairs

The Constituent Affairs Office

RI Department of
Human Services

How can I reach Constituent Affairs?

Constituent Affairs can be reached via email at: DHS.Contact@dhs.ri.gov

When reaching out to Constituent Affairs, you can assist in the process by sharing customer information with DHS that has already been disclosed. Information to look for when submitting an inquiry includes:

- First and last name of customer
- Customer date of birth
- Customer's last four digits of their social security number
- Customer contact information
- A description of the issue
- Customer signed release of medical or SNAP information

If you have questions about the Constituent Affairs process, please call 401-462-2121.

What is the constituent services process?

1. Your Inquiry is sent to the Constituent Affairs Office via DHS.Contact@DHS.RI.GOV
2. Constituent Affairs reviews the inquiry for level of escalation
3. Constituent Affairs enters the inquiry into the Customer Relationship Management (CRM) database for tracking and escalation
4. All inquiries are assigned to supervisors to be worked and resolved
5. All customers receive a call back regarding the inquiry
6. Authorization of Release of Information form is needed for Constituent Affairs to speak to any person other than the client regarding the case.

When would I Contact Constituent Affairs?

Customers have multiple ways to access their case information including through the Customer Portal (healthyrhode.ri.gov), the Call Center (1-855-697-4347), HealthyRhode mobile app, and any regional office. Typically, DHS has 30 days to process new applications for benefits, but some exemptions apply. Should a constituent reach out to you for assistance, they should be first referred to the current self-service resources available as outlined in the Best Ways document (<https://dhs.ri.gov/about-us/contact-us>). For assistance with more challenging circumstances, such as the examples below, please reach out to the Constituent Affairs Office:

- Your Constituent is having issues with program recertifications/changes
- Your Constituent is experiencing a crisis or extreme situation
- Your Constituent is having Customer Portal issues
- Your Constituent has attempted to reach DHS through other access points and has not been successful