



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	  
	Check Application Status	  
	Submit Requested Documents	  
Appointments	Complete an Interview	 
	Have an In-Person Appointment*	
	Schedule/Request an Appointment	
Recertification, Interim, and Case Change Support	Document Submission	  DHS request for documentation required. Changes can also be reported via the Call Center.  
EBT Questions	Check My EBT Balance; Report a Lost or Stolen Card	 Call ebtEdge at 1-888-979-9939 or dial 1 when prompted at 1-855-MYRIDHS. 
Case Information	Request Proof of Benefits; Confirm Receipt of my Documents; Update Contact Information; Inquire About Change in Benefits	   Call Center self-service options give you access to case information and more.
Customer Reminders	What Documents Were Requested?	 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. 
	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 Office Locations

Each of the listed offices provides walk-in or appointment only services and has secure drop boxes available to submit applications, forms and other documents.

WALK-IN			APPOINTMENT ONLY
Woonsocket	Pawtucket	Providence	Providence
219 Pond Street, Woonsocket Drop Box Inside/Outside	249 Roosevelt Avenue, Pawtucket Drop Box Inside Document Scanning Center	125 Holden Street, Providence Drop Box Inside Document Scanning Center	<u>The Shepard Building</u> 80 Washington Street, Providence Drop Box Inside
South County		Newport Regional Family Center	Cranston
4808 Tower Hill Road, Suite G1, Wakefield Drop Box Outside		31 John Clark Road, Middletown Drop Box Outside	<u>Hazard Building</u> Building 74, 41 West Rd., Cranston Drop Box Outside

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 United Way of RI Main: 211 401-519-0360 Aging and Disability Resource Center: 401-462-4444 RI Community Food Bank 401.230.1695 jsanchez@rifoodbank.org	Comprehensive Community Action Program 401-467-9610 Equus Workforce Solutions 401-462-8915 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

Center for Southeast Asians
401-274-8811

One Neighborhood Builders
401-351-8719
info@onenb.org

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	