

What's the Best Way to...

Here are the best ways to get help with what you need from the Rhode Island Department of Human Services



Learn About Programs	www.DHS.ri.gov Healthyrhode.ri.gov				
File an Application	Healthyrhode.ri.gov		*Mail	Drop Off	
Check Application Status	Healthyrhode.ri.gov	DHS Call Center Automated System – Press 2 for SNAP Information			
Submit Requested Documents	Healthyrhode.ri.gov		*Mail	Drop Off	HealthyRhode Mobile App
Find Interview Date & Time	Healthyrhode.ri.gov (Appointment Notice Under Notice Tab)	Automated System – Press 4			
Complete an Interview		DHS Call Center		Optional	
Get or Report Lost/Stolen EBT Card	www.EBTedge.com <i>Replacement form:</i> www.DHS.ri.gov	Automated System – Press 1	*Mail		
Check EBT Balance	www.EBTedge.com	EBT Edge 888-979-9939 Automated System – Press 1			HealthyRhode Mobile App
See Programs Enrolled In	Healthyrhode.ri.gov				HealthyRhode Mobile App
Get Status/Proof of Benefits	Healthyrhode.ri.gov	DHS Call Center Automated System – Press 2 for SNAP Information			
See Previous Notices Sent by DHS	Healthyrhode.ri.gov				
Report a Change	Healthyrhode.ri.gov <i>Print change report from:</i> www.DHS.ri.gov	DHS Call Center	*Mail	Drop Off	
Get DHS Forms/Applications	www.DHS.ri.gov	Automated System – Press 3 DHS Call Center		Pick Up	
Get General Info (Office Hours/Fax #)	www.DHS.ri.gov Healthyrhode.ri.gov	Automated System – Press 5 DHS Call Center			
Talk with DHS staff		DHS Call Center – Press 6		Optional	

* Mail documents to: **DHS PO Box 8709, Cranston RI 02920-8787**

A list of DHS offices and regional family centers can be found below and on our website here: <https://dhs.ri.gov/about-us/dhs-offices>. All of these locations have secure drop boxes for you to place applications, forms and other documents. Department staff check these drop boxes at least daily Monday through Friday, except holidays.

Providence 1 Reservoir Avenue Providence South County Regional Family Center 4808 Tower Hill Road, Suite G1 Wakefield	Pawtucket 249 Roosevelt Avenue Pawtucket Newport Regional Family Center 31 John Clarke Road Middletown	Woonsocket 219 Pond Street Woonsocket Administrative Offices Louis Pasteur Building 57 25 Howard Avenue Cranston	Warwick 195 Buttonwoods Avenue Warwick
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As shown on the table above, requested documents can also be submitted via the Customer Portal (healthyrhode.ri.gov) or the HealthyRhode Mobile App. The HealthyRhode Mobile App can be downloaded in the Apple App Store or the Google Play Store. If you have trouble finding them in either store, direct links are also on our website here: <https://dhs.ri.gov/resources/tech-resources>. Please note you must have a Customer Portal account to use the mobile app.

- Customers who would like assistance accessing their Customer Portal account or are simply interested in learning about the technology resources available at DHS can call United Way’s 211 team.

In addition to the many ways to reach Department staff, the following community partners can also be of assistance:

- The Department has SNAP Outreach vendors to help Rhode Islanders learn about the application process, eligibility requirements and benefits of SNAP. More can be found out about each on our website (<https://dhs.ri.gov/programs-and-services/supplemental-nutrition-assistance-program-snap/snap-outreach-toolkit>). Current vendors are:

Center for Southeast Asians (CSEA) Main: 401-274-8811 Genesis Center Main: 401-781-6110	Foster Forward Main: 401-438-3900 ONE Neighborhood Builders Main: 401-351-8719
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- DHS has RI Works vendors (the first two have multiple locations throughout the State) that work with Rhode Island Works applicants and customers with all their needs. They are:

Comprehensive Community Action Program (401) 467-9610	RESCARE (401) 462-8915	SSTARBIRTH (401) 463-6001
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- The Department works with Rhode Island’s seven Community Action Programs and United Way of Rhode Island’s **211** on a variety of needs for our State’s residents. They are available to answer non-case specific, DHS program questions and additional customer support as well as resources for additional programs and services they offer. We also have more than 100 navigators across the State who also available for health coverage questions. To find one, call **1-855-840-4774** or go here: <https://healthyrhode.ri.gov/HIXWeb13/DisplayNavigatorSearch>

Comprehensive CAP 311 Doric Avenue, Cranston (401) 467-9610 Eastbay CAP 100 Bullocks Avenue, Riverside 19 Broadway, Newport 401-437-1000/401-847-7821	Blackstone Valley CAP 32 Goff Avenue, Pawtucket 401-723-4520 Tri-County Community Action Agency 1126 Hartford Avenue, Johnston 415 Tower Hill Rd., North Kingstown 33 Maple Ave., North Providence 401-223-0954	Community Action Partnership of Providence County 518 Hartford Avenue, Providence 401-273-2000 Westbay Community Action 487 Jefferson Boulevard, Warwick 401-732-4660	Community Care Alliance One Social St. Woonsocket 401-235-7000
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