




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' regional offices between **8:30 a.m. to 4 p.m.**



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	 <div style="border: 1px solid blue; padding: 2px; display: inline-block;"> DHS will call you for your interview. To reschedule, contact the Call Center. </div> 
	Have a Walk-In Appointment* Schedule an Appointment	
Recerts, Interim and Change Report Support	Document Submission	  <div style="border: 1px solid blue; padding: 2px; display: inline-block;"> Changes can also be reported via the Call Center. </div>  
EBT Questions	Check My EBT Balance; Report a Lost or Stolen Card	 <div style="border: 1px solid blue; padding: 2px; display: inline-block;"> Call ebtEdge at 1-888-979-9939 or dial 1 when prompted at 1-855-MYRIDHS. </div> 
Case Information	Request Proof of Benefits; Confirm Receipt of my Documents; Update Contact Information; Inquire About Change in Benefits	   <div style="border: 1px solid blue; padding: 2px; display: inline-block;"> Call Center self-service options give you access to case information and more. </div>
Customer Reminders	What Documents Were Requested?	 <div style="border: 1px solid blue; padding: 2px; display: inline-block;"> Sign up for text messages through the Customer Portal (HealthRhode.ri.gov), the HealthyRhode Mobile App, or when you speak with a DHS staff member. </div> 
	When is my Interview Date?	
	When is my Interim or Recertification Due?	

*Walk-in availability is based on office capacity.

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 offices listed have secure drop boxes available to submit applications, forms and other documents. Offices marked with † symbol indicate the availability of a document scanning center to submit documents securely and easily.

† Providence	*South County	*Newport Regional Family Center	Warwick
1 Reservoir Avenue,	4808 Tower Hill Road, Suite G1, Wakefield	31 John Clark Road, Middletown	195 Buttonwoods Avenue, Warwick
† Providence	*Pawtucket	*Woonsocket	*Administrative Offices
125 Holden Street (fall of 2023)	249 Roosevelt Avenue, Pawtucket	219 Pond Street, Woonsocket	Louis Pasteur Bldg. 25 Howard Ave., Cranston

*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.

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		Comprehensive Community Action Program	Equus Workforce Solutions	SSTARBIRTH
Genesis Center Main: 401-781-6110	One Neighborhood Builders Main: 401-351-8719	Main: 401-467-9610	Main: 401-462-8915	Main: 401-463-6001

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 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	