



DHS IVR Social Media Kit

The RI Department of Human Services (DHS) Call Center (1-855-697-4347) includes support for Supplemental Nutrition Assistance Program (SNAP) and Medicaid customers. With a Social Security number or case number and date of birth, option 2 can be used on the automated system to get case status, renewal due dates, and confirm receipt of verification documents.

To use the graphics in this toolkit, right click on any image and select 'save image as' to include it directly in your message. Sample content is available below.

General

- Are you calling DHS to get the status of your SNAP or Medicaid case? Options are available when you press 2, when prompted at 1-855-697-4347. Options include access to your case status, renewal dates, benefit amounts and more. Your SSN or case number and date of birth are required.
- Did you know about the self-service options available at the Call Center? With just your SSN or case number and date of birth, you can get quick access to your Medicaid or SNAP case information. Just press 2 when prompted at 1-855-MY-RIDHS.
- Trying to confirm receipt of recent verification document activity? Using your SSN or case number and date of birth, you can receive that information on the automated system at the Call Center (1-855-697-4347) by using option 2 when prompted.

Medicaid Support Messages

- Have you been contacted about renewing your Medicaid? Use option 2 when calling the DHS Call Center for easy access to your renewal date, benefit information, or receipt of verification documents. All you need is your SSN or case number with your date of birth.
- Medicaid customers now have additional automated options when contacting the Call Center (1-855-697-4347). With your SSN or case number and date of birth, use option 2 when prompted to access renewal information specific to your case and more!
- Not sure if DHS received your Medicaid verification documents? With your SSN or case number and date of birth, you can confirm receipt of the last submitted document by using option 2 when calling the Call Center (1-855-MY-RIDHS). See for yourself how the multiple self-service options available at the Call Center are supporting Medicaid redeterminations.

SNAP Support Messages

- Your SNAP information is available using the automated Call Center (1-855-MY-RIDHS) options. Use option 2 when calling to learn about your case status, application submission date, important due dates, monthly benefit amounts and more. Your SSN or case number and date of birth will be needed.
- Customers receiving SNAP benefits have options when using the DHS Call Center! Using your SSN or case number with your date of birth, you can confirm verification documents were received and other key information. Use option 2 when prompted to take advantage of the helpful options.
- Are you waiting for an update on your SNAP application or recertification? Use option 2 when using the Call Center (1-855-MY-RIDHS) to learn whether your most recent verification documents have been received. Your SSN or case number and date of birth will be needed to access these helpful options.

Graphics Only

Did You Know. . .

More SNAP and Medicaid tools can be accessed through the Call Center!

**Immediate
Access, No Wait**

Make use of the new helpful tools to check:

- Application status
- Important Due Dates
- Receipt of documents
- And more . . .



Available through option 2 at 1-855-MYRIDHS



SNAP Support Just Got Easier!

**Immediate
Access, No Wait**

Use the
automated line
for fast,
convenient
access to your
case status



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