



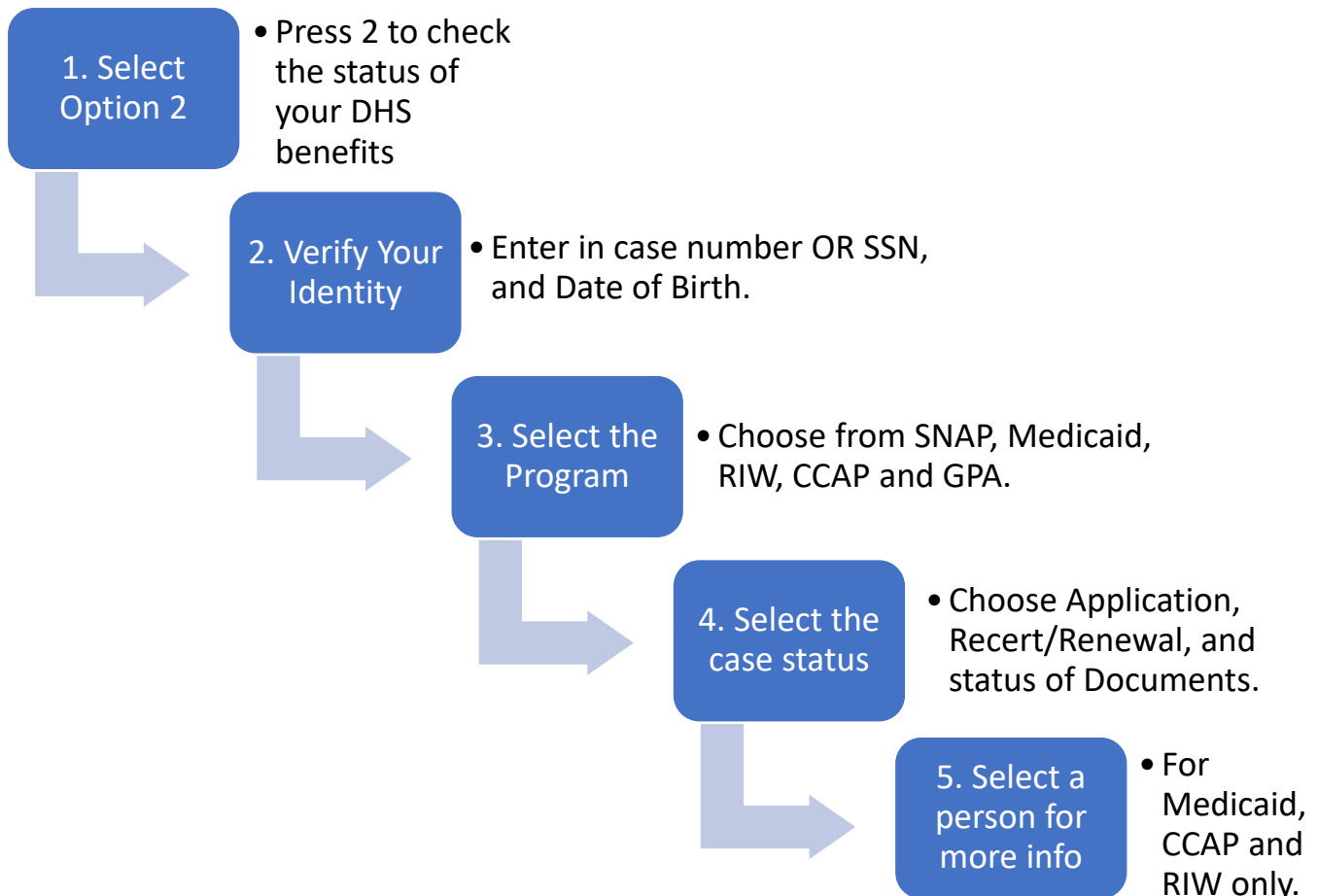
## Call Center

### Self-Service Options

Customers have multiple self-service options when reaching out to the Rhode Island Department of Human Services Call Center at 1-855-697-4347. As part of our effort to ensure all customers have immediate access to services and supports, you may be interested in the options available in the Call Center's automated line. Now, customers can get on-the-go information for **SNAP, Medicaid, Rhode Island Works, Child Care Assistance (CCAP), and General Public Assistance (GPA) cases**. Press 2 when prompted to *check the status of your DHS benefits*.

*Please note: To use these options, a social security number or case number and your date of birth are needed.*

#### IVR Call Flow to Check DHS Benefit Programs:



#### Have More Questions?

Visit our website: [www.dhs.ri.gov](http://www.dhs.ri.gov)

Call: 1-855-MY-RIDHS (1-855-697-4347) Mon, Tue, Thu, Fri, except holidays, from 8:30AM-3:00PM

Electronic Benefit Transfer (EBT) Customer Service: 1-888-979-9939

Last Updated: 7.2024

See the tables below to see what types of information are available for each program:

Supplemental Nutrition Assistance Program (SNAP)	Medicaid	Rhode Island Works (RIW)	Child Care Assistance Program (CCAP)	General Public Assistance (GPA)
Date of last verification documents received				
Date the application was received				
Status of SNAP Applications, Recertifications and Interim Reports	Status of application or renewal for each household member (select each individual when the first three letters of the name is called)	Status of RIW Applications, Recertifications and Interim Reports	Status of CCAP Applications and Recertifications	Status of GPA Applications
Monthly benefit amount	Type of Medicaid assistance for each household member	Semi-monthly benefit amount	Family co-pay for child care	Semi-monthly benefit amount
Interim Report and recertification due dates	Renewal due date	Interim Report and recertification due dates	Recertification due dates	
Eligibility status for the Restaurant Meals Program		Employment plan information for each adult (plan start and end dates, RIW vendor name(s) and phone number(s))	Age category and authorized hours for each child	
Non-expedited or expedited application status		Hardship information end date (if case is in hardship status)	Child care certification number	

### Anything else I should know?

Self-service options are available 24/7. Additional self-service prompts include:

- Option 1: External Transfer to EBT Edge
- Option 2: Request a DHS-2 application to be mailed
- Option 3: Hear Your Appointment Date and Time
- Option 4: Hear Office Hours and Locations

### Have More Questions?

Visit our website: [www.dhs.ri.gov](http://www.dhs.ri.gov)

Call: 1-855-MY-RIDHS (1-855-697-4347) Mon, Tue, Thu, Fri, except holidays, from 8:30AM-3:00PM

Electronic Benefit Transfer (EBT) Customer Service: 1-888-979-9939

Last Updated: 7.2024