Customer Portal Username/Password

Overview

If you have forgotten your username or password to get into your Customer Portal account (healthyrhode.ri.gov), you may be able to access your account by answering security questions. These questions are asked so we can verify your identity and protect your information. Use this Quick Reference Guide to help you gain the sign-in credentials needed to gain access to your Customer Portal account.

Log In Screen

You have the ability to retrieve your username or reset your password through the Forgot Username/Password link.

Clicking the link provides you with the opportunity to select whether to retrieve your username or reset your password:
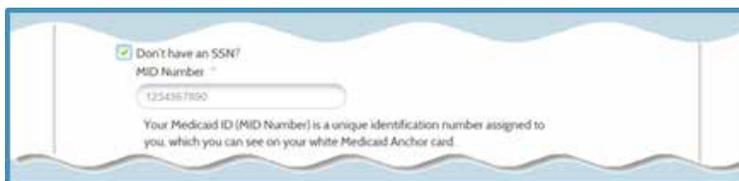

Username

If you are looking to retrieve your username you will be prompted to provide the following pieces of information:

- First Name
- Last Name
- Date of Birth
- Social Security Number

If you do not have a SSN, a checkbox is available that opens up a field that allows you to enter your Medicaid or Anchor card ID number. This box is accompanied by text letting you know what an MID (Medicaid/Anchor card ID number) is and where to find it.

This data must match what is on your Customer Portal account in order for you to retrieve your username.

Password

If you are looking to reset your password, you will be prompted to provide your username and one of the following:
- Date of Birth
- Phone Number
- Account Number
- Case Number
- Social Security Number

This data must match what is on your Customer Portal account in order for you to reset your password.
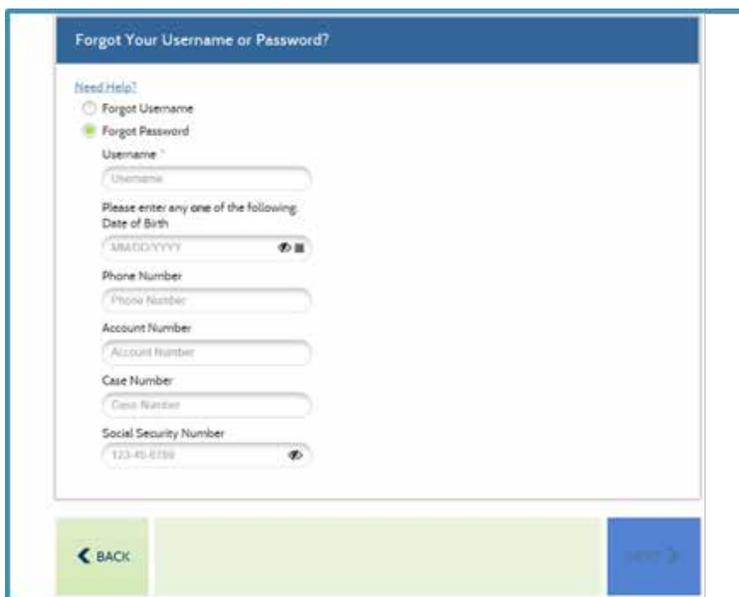
How To... Screens

Once the information is entered, you will get one or more of the following options for retrieving your username or resetting your password:
- One Time Password (OTP) text message
- Email
- Case #
- Security Questions

Use the best option available to you that would be associated with your account.

- Text message: you would select the correct masked cell # (shows last 4 digits).
- Email: you would select the correct masked email address (shows last two characters and domain).
- Case #: Listed on your DHS notices, but can also be acquired through staff in-person or the Call Center.
- Security Questions: Answers provided by you, the customer, during account creation/set up.