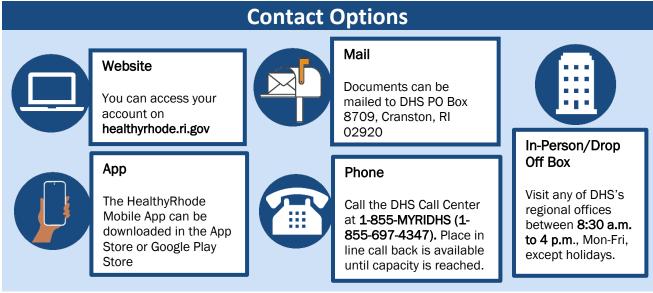


### Rhode Island Department of Human Services

## 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:



Star next to icon indicates preferred contact method.

	If I want to:	Best Ways to Connect	
	Submit an Application		
Application Support	Check Application Status		
	Submit Requested Documents		
	Complete an Interview		
Appointments	Have an In-Person Appointment*		
	Schedule/Request an Appointment		
Recerts, Interim and Change Report Support	Document Submission	DHS request for documentation required. Changes can also be reported via the Call Center.	
EBT Questions	Check My EBT Balance; Report a Lost or Stolen Card	Call ebtEdge at 1-888-979-9939 or dial 1 when prompted at 1-855- MYRIDHS.	
Case Information	Request Proof of Benefits; Confirm Receipt of my Documents; Update Contact Information; Inquire About Change in Benefits	Call Center self-service options give you access to case information and more.	
	What Documents Were Requested?		
Customer Reminders	When is my Interview Date?	Sign up for text messages through the Customer Portal (HealthyRhode.ri.gov),	
Odstonier Neminders	When is my Interim or Recertification Due?	the HealthyRhode Mobile App, or when you speak with a DHS staff member.	

<sup>\*</sup>Walk-in availability is based on office capacity during the weekdays, except Wednesdays when staff assist customers with account creation as part of Technology Adoption Day.

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

<sup>\*</sup>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	One Neighborhood Builders 401-351-8719	Comprehensive Community Action Program 401-467-9610	
Brown University Health – Connect for Health (patients only) 401-606-4720 connectforhealth@brownhealth.org	RI Alliance of Boys and Girls Club 401-434-6776 Ext. 203	Equus Workforce Solutions 401-462-8915 SSTARBIRTH 401-463-6001	
Genesis Center Main: 401-781-6110 gencenter.org/support- services#snap	United Way of RI Main: 211 401-519-0360 Seniors/Disabled: 401-462-4444	The Village for Kinship Families 401-481-5483 Sin-cere Multiservice Inc. 401-649-3479	

## **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.

# Community Partner Portal Support PILOT

These community partners are gaining access to additional technology support, like resetting Customer Portal accounts:

Comprehensive Community Action Program 401-467-9610

Equus Workforce Solutions 401-462-8915

Genesis Center 401-781-6110

Alliance of Boys and Girls Club – East Providence 401-434-6776

Comprehensive ( Action Program 311 Doric Avenue 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 One Social Woonsocke 245 Main S Woonsocke Main: 401-	et St. et
Westbay Community Action 487 Jefferson Boulevard, Warwick 401-732-4660		Community Action Partn Providence Coun 518 Hartford Avenue, Providence	ty ovidence		

85 Atlantic Ave, Providence 401-273-2000