



# SNAP Connect

## FAQ

(Updated 4.18.2025)

The SNAP Connect pilot is a new initiative designed to make it easier to complete required interviews and recertifying for the Supplemental Nutrition Assistance Program (SNAP). Please refer to the frequently asked questions for additional details about this program.

**Q: What is SNAP Connect?**

A: SNAP CONNECT is a new initiative that allows SNAP customers to complete required interviews for new applications and recertifications over the phone. This on-demand service provides SNAP customers with more flexibility to complete interviews at a time most convenient for them. This eliminates the need to come into the office or to have a scheduled interview.

**Q: Who is eligible?**

A: Currently, the SNAP Connect on-demand service will be available for customers receiving SNAP who live in the Pawtucket area. The catchment area of the program will expand to other cities and towns incrementally over the coming months.

**Q: What if I don't live in Pawtucket?**

A: Customers living in other cities and towns should follow the regular process to complete their SNAP interviews or recertifications. If you received a notice with a scheduled interview, please be sure to follow the instructions on your notice. Customers who have a scheduled interview must call DHS on or before their interview date.

**Q: How will I know that I'm now enrolled in the SNAP Connect program?**

A: You will receive a call informing you to call DHS back at 1-855-697-4347. When you call back using the phone number associated with DHS, you will be directed to the SNAP Connect queue automatically.

**Q: How does the program work?**

A: Customers will receive a call within three days of submitting an application and can either complete the interview at that time or another time that is more convenient within a designated time. It is recommended for the interview to take place within 4 days for SNAP expedited or 12 days for regular applications after the initial call to help ensure a timely decision.

**Q: What number will I be called from?**

A: All SNAP Connect participants will receive a call from 1-855-697-4347. The caller ID will show "RHODE ISLAND ST." If you miss it, DHS will leave a voicemail and send a follow-up text (if opted in).

**Q: How long do I have to complete the interview?**

A: If you miss the designated window of time to complete an interview, please call DHS as soon as possible.

**Q: Can I call at any time?**

A: You can call during regular Call Center hours (8:30 a.m. – 3 p.m.) to complete your interview.

**Q: I am part of the program and tried calling, yet I am not able to get through to complete my interview. Why is it not working?**

A: If you call on a Wednesday, you must call using the phone that is listed on your case, otherwise the automated phone system will not recognize you. If you do not know, or do not have the phone number listed on your case, please call back on Monday, Tuesday, Thursday or Friday and a DHS worker will ensure you are able to complete your interview.

**Q: What happens if I don't complete the interview?**

A: It is important for customers to call in within the designated time. Should a customer fail to complete the interview within the timeframe, DHS will mail a Missed Interview Notice.

**Q: What happens if my call drops?**

A: If your call drops during your interview, a DHS staff member will call you back to complete the process. If the call was disconnected before you could speak with someone, customers are advised to call back. It is important to complete the process within the designated time frame.

**Q: Why is it important to keep my contact information up to date with DHS?**

A: Accurate contact information helps DHS reach you about your SNAP benefits, appointments, and time-sensitive notices. If your phone number or address is incorrect, you may miss important calls (like those from SNAP Connect), eligibility decisions, or renewal instructions, which can delay or disrupt your benefits.

**Q: How can I update my contact information?**

A: You have several options to update your information:

- **Online:** Log in to your Customer Portal ([healthyrhode.ri.gov](https://healthyrhode.ri.gov)) and update your phone number, email, and address.
- **Mobile App:** Use the HealthyRhode app (available in the App Store or Google Play) to make updates anytime.
- **In-Person:** Visit any DHS regional office for in-person support.
- **Call Center:** Dial 1-855-697-4347 and speak to a DHS representative to update your contact information.

**Q: Can I get help updating my information if I'm not sure how to use the portal or mobile app?**

A: Yes! DHS Tech Adoption Days offer in-person support to walk you through how to log in, update your details, and upload documents. Staff are also available on Wednesdays at DHS offices to assist you with self-service tools.

**Q: Can I still come in to the office?**

A: Yes. DHS regional offices remain available for in-person services, document scanning, and to complete other tasks specific to your case. Customers can also request to have an interview in person instead. If an in-person interview is preferred, customers will need to complete a scheduled appointment at a specific date and time.

**Q: Does this mean I don't have to come in for my other interviews, like Rhode Island Works?**

A: At this time, the SNAP Connect pilot on-demand model is currently only available for anyone seeking or renewing their SNAP benefits and if they live in Pawtucket.

**Q: How do I opt in for text alerts?**

You can opt in online through your Customer Portal account at [healthyrhode.ri.gov](https://healthyrhode.ri.gov) or speak with a staff member over the phone or in the office to enroll.

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