

How it works (Cont)



Unanswered Call Notification: If the call is unanswered, DHS will send a text notification reminding you to call back and complete the interview (if you are registered for text).



Missed Interview: If you don't call back within the allotted time: A Notice of Missed Interview will be sent, along with a text alert.



Denial Notice: If you don't complete your SNAP interview within 30 days, a Denial Notice will be issued. For information on the appeal process, please visit [DHS.RI.GOV](https://dhs.ri.gov).



Additional Information

For more details and to manage your SNAP benefits:

1. Visit: [DHS.RI.GOV](https://dhs.ri.gov)
2. Login to your online account on the Customer Portal:
<https://healthyrhode.ri.gov>
3. Download the HealthyRhode Mobile App: Available on the App Store and Google Play.
<https://dhs.ri.gov/resources/tech-resources>
4. Opt in for Text Messaging: Sign up to receive timely updates and reminders to your case online, or ask about opting in when speaking with a DHS staff member!
<https://dhs.ri.gov/resources/tech-resources>

Get To Know SNAP Connect



[DHS.RI.GOV](https://dhs.ri.gov)



RI Department of
Human Services



Benefits to Customers:

Flexibility

Choose the most convenient time for your interview call, reducing stress and making the experience easier.



Reduced Wait Times

The SNAP Connect on-demand model helps clear backlogs faster, leading to more timely processing of applications and recertifications.



Improved Communication

Automated reminders and clear instructions keep you informed and minimize confusion.



Enhanced Access

Continuous availability of interview slots facilitates more instances of quicker completion, ensuring faster access to benefits. From document submission to interview scheduling and case status updates, SNAP Connect works around your schedule with no in-person meetings required.



How it works



Initial Contact: You'll receive a text alert notifying you that your application or recertification has been received (if you are registered for text). Expect a call within three business days to schedule your interview. A reminder notice will also be mailed, detailing steps to take in case you missed the call.

Depending on your service provider, most should receive a phone call with caller ID from 1.855.697.4347 State of Rhode Island.



Answering the Call: If you answer the call, you'll be asked if you're ready to complete your interview. If so, you'll be connected to a DHS Eligibility Technician who will guide you through the interview. Process complete!

Missed Call Instructions: If you don't answer, you can call DHS back during business hours (8:30 AM – 3:00 PM EST) to



Complete Your Interview Within the Designated Time: After the initial call, it is recommended to complete the interview within 4 days for SNAP expedited or 12 days for regular applications to help ensure a timely decision.

