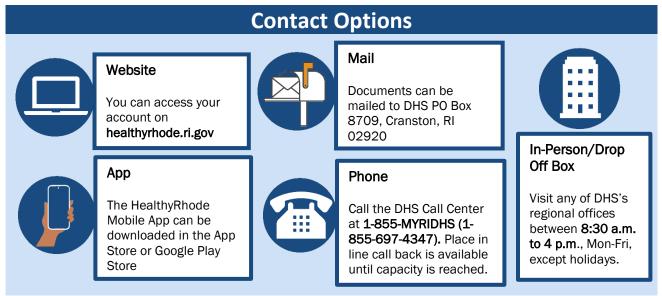


Rhode Island Department of Human Services

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	Customers can apply byer the phone (1-855-697-4347) with telephonic signature.	
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 <u>ebtEdge</u> 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),	
Caccomor Rommado	When is my Interim or Recertification Due?	the HealthyRhode Mobile App, or when you speak with a DHS staff member.	

^{*}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 provide walk-in services and 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	
125 Holden Street, Providence	249 Roosevelt Avenue, Pawtucket	219 Pond Street, Woonsocket	
*Warwick	*South County	Newport Regional Family Center	
195 Buttonwoods Avenue, Warwick	4808 Tower Hill Road, Suite G1, Wakefield	31 John Clark Road, Middletown	

Providence		
APPOINTMENTS		
ARE REQUIRED		
The Shepard		
Building		
80 Washington		
Street,		
Providence		

^{*}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 Control 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 Care Alliance One Social St., Woonsocket 245 Main St. Woonsocket Main: 401-235-7000
Westbay Community Action 487 Jefferson Boulevard, Warwick 401-732-4660		Community Action Partn Providence Coun 518 Hartford Avenue, Provi	nty rovidence	

401-273-2000