




# 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:


### Contact Options




**Website**  
You can access your account on [healthyrhode.ri.gov](http://healthyrhode.ri.gov)




**Mail**  
Documents can be mailed to DHS PO Box 8709, Cranston, RI 02920



**In-Person/Drop Off Box**  
Visit any of DHS's regional offices between **8:30 a.m. to 4 p.m.**, Mon-Fri, except holidays.





























**App**  
The HealthyRhode Mobile App can be downloaded in the App Store or Google Play Store



**Phone**  
Call the DHS Call Center at **1-855-MYRIDHS (1-855-697-4347)**. Place in line call back is available until capacity is reached.

Star next to icon indicates preferred contact method.

	If I want to:	Best Ways to Connect
Application Support	Submit an Application	  <small>Customers can apply over the phone (1-855-697-4347) with telephonic signature.</small>  
	Check Application Status	  
	Submit Requested Documents	  
Appointments	Complete an Interview	 
	Have an In-Person Appointment*	
	Schedule/Request an Appointment	 
Recerts, Interim and Change Report Support	Document Submission	  <small>DHS request for documentation required. Changes can also be reported via the Call Center.</small>  
EBT Questions	Check My EBT Balance; Report a Lost or Stolen Card	 <small>Call <b>ebtEdge</b> at <b>1-888-979-9939</b> or dial 1 when prompted at 1-855-MYRIDHS.</small> 
Case Information	Request Proof of Benefits; Confirm Receipt of my Documents; Update Contact Information; Inquire About Change in Benefits	   <small>Call Center self-service options give you access to case information and more.</small>
Customer Reminders	What Documents Were Requested?	 <small>Sign up for text messages through the Customer Portal (<a href="http://HealthyRhode.ri.gov">HealthyRhode.ri.gov</a>), the HealthyRhode Mobile App, or when you speak with a DHS staff member.</small> 
	When is my Interview Date?	
	When is my Interim or Recertification Due?	

\*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](http://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.

<b>*†Providence</b>	<b>†Pawtucket</b>	<b>*Woonsocket</b>	<b>Providence</b> <b>APPOINTMENTS ARE REQUIRED</b>  The Shepard Building 80 Washington Street, Providence
125 Holden Street, Providence	249 Roosevelt Avenue, Pawtucket	219 Pond Street, Woonsocket	
<b>*Warwick</b>	<b>*South County</b>	<b>Newport Regional Family Center</b>	
195 Buttonwoods Avenue, Warwick	4808 Tower Hill Road, Suite G1, Wakefield	31 John Clark Road, Middletown	

\*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
<b>Center for Southeast Asians (CSEA)</b> Main: 401-274-8811	<b>One Neighborhood Builders</b> 401-351-8719	<b>Comprehensive Community Action Program</b> 401-467-9610
<b>Brown University Health – Connect for Health (patients only)</b> 401-606-4720 <a href="mailto:connectforhealth@brownhealth.org">connectforhealth@brownhealth.org</a>	<b>RI Alliance of Boys and Girls Club</b> 401-434-6776 Ext. 203	<b>Equus Workforce Solutions</b> 401-462-8915
<b>Genesis Center</b> Main: 401-781-6110 <a href="http://gencenter.org/support-services#snap">gencenter.org/support-services#snap</a>	<b>United Way of RI</b> Main: 211 401-519-0360 Seniors/Disabled: 401-462-4444	<b>SSTARBIRTH</b> 401-463-6001
		<b>The Village for Kinship Families</b> 401-481-5483
		<b>Sin-cere Multiservice Inc.</b> 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.

<b>Comprehensive Community Action Program</b> 311 Doric Avenue, Cranston 401-467-9610	<b>Blackstone Valley CAP</b> 32 Goff Avenue, Pawtucket 401-723-4520 BVCAP community center 210 West Ave, Pawtucket 401-475-5071	<b>Tri-County Community Action Agency</b> 1126 Hartford Avenue, Johnston 415 Tower Hill Rd., North Kingstown 11 Emanuel St, North Providence (401) 519-1913	<b>Community Care Alliance</b> One Social St., Woonsocket 245 Main St. Woonsocket  Main: 401-235-7000
<b>Westbay Community Action</b> 487 Jefferson Boulevard, Warwick 401-732-4660	<b>Community Action Partnership of Providence County</b> 518 Hartford Avenue, Providence 85 Atlantic Ave, Providence 401 273-2000	<b>East Bay Community Action Agency</b> 19 Broadway, Newport RI, 02840 100 Bullocks Point Avenue, East Providence RI, 02915 East Providence & Bristol County: (401) 437-1000 Newport County: (401) 847-7821	

## 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