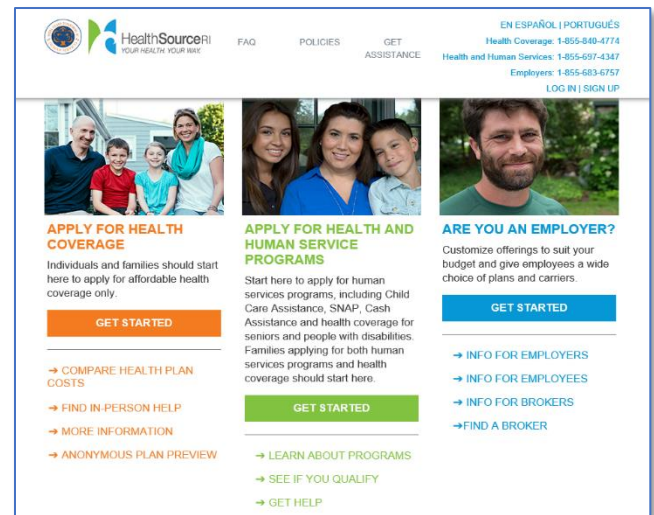




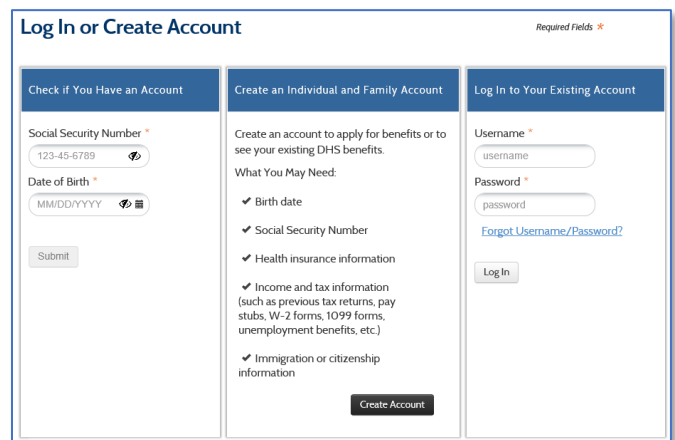
Applying for New Programs through Customer Portal

If you have a RI Department of Human Services (DHS) Customer Portal account and want to apply for a new program, here's what to do.

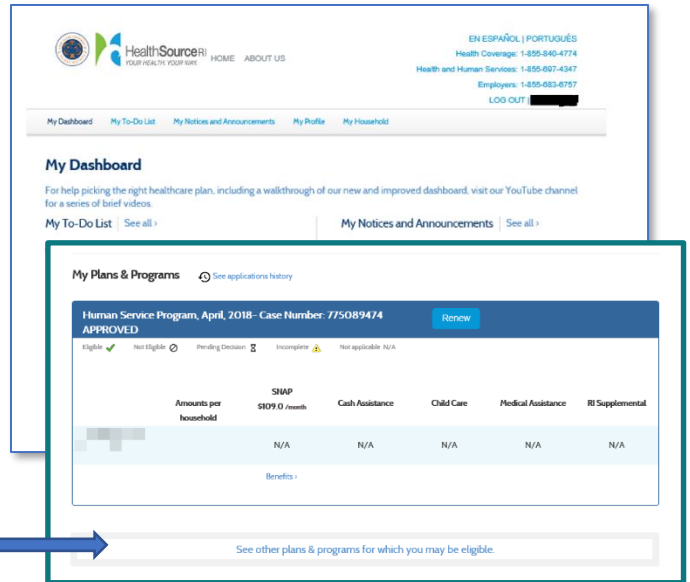
Go to [online to healthyrhode.ri.gov](https://online.to.healthyrhode.ri.gov). In addition to applying for health coverage with HealthSource RI, this page is also the DHS Customer Portal where you can get some case information from any computer with internet access.



Under “Log in to Your Existing Account,” enter your Username and Password to log in.

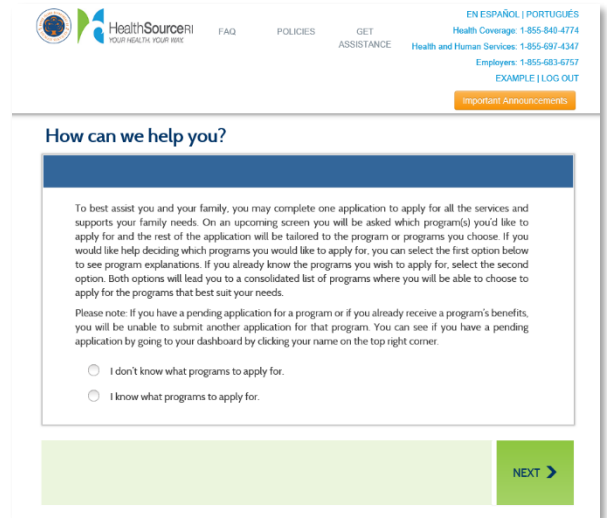


You will now be at your Customer Portal “dashboard.”



Scroll down on your dashboard to find “See other plans and programs for which you may be eligible.” That link can be found below the “boxes” that show your existing program eligibility.

After clicking that button, an applicant will see this screen. It starts an application for a new program.



Selecting “**I don’t know what programs to apply for**” will lead you to some questions to understand what services are needed and direct you to the program you should apply for.

Selecting “**I know what program to apply for**” will lead you to the list of programs that can be applied for through the portal. You will select the requested program(s), eg. SNAP, RI Works, Child Care Assistance, Health Coverage, etc. and the application questions for those programs will be queued up.

The application for the new program will be pre-populated with answers known for your household in the system.

Please Note: if you have health coverage and are applying for a non-health coverage benefit (eg. SNAP, RI Works, GPA, Child Care), your health coverage eligibility will be re-determined while completing the application for a new program. If you make changes to your existing health coverage answers, your health coverage may change.