



RI Department of Human Services

Online Access to Public Benefits through the Customer Portal

Do you need:

- A copy of a notice DHS mailed
- To report a change
- Or to send in a document we've requested?

If you have internet access, you can do all that online. There is no need to go to a DHS office.

Go to www.healthyrhode.ri.gov. This is the **Customer Portal** of the Department of Human Services where you can get some case information from any computer with internet access.

The screenshot shows the HealthSourceRI website homepage. At the top, there are navigation links for 'FAQ', 'POLICIES', and 'GET ASSISTANCE'. On the right, there are language options for 'EN ESPAÑOL | PORTUGUÉS' and contact information for 'Health Coverage: 1-855-840-4774' and 'Employers: 1-855-683-6757'. The main content area features three primary action buttons: 'APPLY FOR HEALTH COVERAGE', 'APPLY FOR HEALTH AND HUMAN SERVICE PROGRAMS', and 'ARE YOU AN EMPLOYER?'. Below these are various links for getting started, comparing health plan costs, finding in-person help, and more information.

The Head of Household for any DHS program can go to their “My Dashboard” on the Customer Portal and:

- Renew their benefits
- Report a change
- Upload a document rather than mail it in.
- See all the notices and forms that have been mailed by clicking on the “My Notices and Announcements” tab
- Update their mailing address or email address through the “My Profiles” tab
- Apply for new benefits by selecting “See other plans & programs for which you may be eligible”

The screenshot shows the 'My Dashboard' page. It includes a navigation bar with 'My Dashboard', 'My To-Do List', 'My Notices and Announcements', 'My Profile', and 'My Household'. The main content area has a 'My Dashboard' heading and a 'My To-Do List' section showing 'Currently, you do not have any pending activity.' There is also a 'My Notices and Announcements' section with a 'DHS 1010 - Renewal Notice' and a 'Download' button. At the bottom, there is a section titled 'I Would Like To...' with options to report a change in income, upload a document, edit a profile, and find a navigator.

The screenshot shows the 'My Plans & Programs' page. It displays a table for the 'Human Service Program, April, 2018 - Case Number: 775089474'. The table has columns for 'Amounts per household', 'SNAP \$/09.0 /month', 'Cash Assistance', 'Child Care', 'Medical Assistance', and 'RI Supplemental'. The values in the table are all 'N/A'. Below the table, there is a 'Benefits' section and a link to 'See other plans & programs for which you may be eligible.'

Amounts per household	SNAP \$/09.0 /month	Cash Assistance	Child Care	Medical Assistance	RI Supplemental
N/A	N/A	N/A	N/A	N/A	N/A

How to Access the Customer Portal

If you are a head of household on a case and haven't logged into the Customer Portal before, here's where you should start.

- Check to see if you have an account by entering your Social Security Number and Date of Birth.
 - If you do not have an account, click "Create Account".
 - If you do have an account, you will see a partially hidden username.

Log In or Create Account Required Fields *

Check if You Have an Account	Create an Individual and Family Account	Log In to Your Existing Account
<p>Social Security Number *</p> <p>123-45-6789</p> <p>Date of Birth *</p> <p>MM/DD/YYYY</p> <p>Submit</p>	<p>Create an account to apply for benefits or to see your existing DHS benefits.</p> <p>What You May Need:</p> <ul style="list-style-type: none">✓ Birth date✓ Social Security Number✓ Health insurance information✓ Income and tax information (such as previous tax returns, pay stubs, W-2 forms, 1099 forms, unemployment benefits, etc.)✓ Immigration or citizenship information <p>Create Account</p>	<p>Username *</p> <p>username</p> <p>Password *</p> <p>password</p> <p>Forgot Username/Password?</p> <p>Log In</p>

If you do have an account and you can't remember your username or password, here's what you can do.

Forgot Your Username? If you forgot your username you should enter your first name, last name, date of birth, and Social Security number. Then, you may select:

- To have your username emailed, if we have your email address on file.
- To have your username shown, if we have security question answers for you.
- To "recover username by providing case number" where you will be prompted to enter your case number* and your username will be provided.

Forgot Your Username or Password?

Forgot Your Username or Password?

Forgot Username

First Name *

last name

Last Name *

last name

Date of Birth *

MM/DD/YYYY

Social Security Number *

123-45-6789

Recover username using email

Recover username by answering security questions

Recover username by providing case number

I don't know my email, answers to security questions, or case number

Forgot Your Password? If you forgot your password, enter your username and then you may select:

- To have a temporary password emailed, if we have your email address on file.
- To create a new password, if we have security question answers for you.
- To "recover username by providing case number" where you will be prompted to enter your case number* and you will be able to create a new password.

Forgot Your Username or Password?

Forgot Your Username or Password?

Forgot Username

Forgot Password

Username *

Username

Recover password using email

Recover password by answering security questions


Recover password by providing case number

I don't know my email, answers to security questions, or case number


If You Need to Locate your Case Number:

Case numbers can be found on the top righthand corner of every notice sent by DHS. The number beside either “Case Number” or “Account Number” should be used here.

STATE OF RHODE ISLAND
P.O. BOX 8709
CRANSTON, RI 02920-8787



Date : 11/01/2019
Case Number : [REDACTED]




How to Contact Us
Go Online: www.healthyrhode.ri.gov



For questions about affordable health coverage or human services programs, call Department of Human Services at 1-855-MY-RI-DHS (1-855-697-4347)

[REDACTED]

STATE OF RHODE ISLAND
P.O. BOX 8709
CRANSTON, RI 02920-8787



Date : 10/08/2019
Account Number : [REDACTED]
Notice Type : HD



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Go online : www.healthyrhode.ri.gov

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