



Rhode Island Department of Human Services

Terms of Service

HealthyRhode Text Messaging Service

1. Welcome to the HealthyRhode text messaging service from the State of Rhode Island, Department of Human Services (DHS). This service will allow DHS to share important information about your case through a text message alert. By using this text messaging service, you agree to the Terms of Service stated within this document.
2. HealthyRhode text messages are informational only and will not contain any personal or confidential information and are separate from the paper notices you receive from DHS. Types of text messages you may receive include recertification due date reminders; requests to update mailing address due to returned mail; confirmation of upcoming scheduled appointments; and other helpful information and case reminders.
3. By providing DHS with a cellular phone number as the head of household or authorized representative on a case, you are opting into the HealthyRhode text messaging service. When you first receive a text message from HealthyRhode, you will be asked to verify your phone number before you will begin to receive case alerts and reminder texts. If you change your phone number, please let DHS know as soon as possible.
4. The HealthyRhode text messaging service is optional, and it will not replace the e-mail or paper notices you receive from DHS. If you do not want to receive text messages from DHS, you can cancel this text messaging service any time by texting the word "STOP" to any text message you receive from this service. You will receive a reply text message back confirming your request to unsubscribe from the HealthyRhode text messaging service. After this, you will no longer receive text messages from DHS. You can choose to start receiving DHS text messages again anytime by opting back into the HealthyRhode text messaging service. You can opt back in by signing up and completing the verification process again on your Customer Portal account at healthyrhode.ri.gov or by contacting DHS' Call Center at 1-855-697-4347.
5. Standard message and data rates will apply when using this text messaging service. Message frequency varies. The State of Rhode Island, Department of Human Services is not liable for delayed or undelivered messages. DHS is not liable for any messages sent to invalid, outdated, or incorrect telephone numbers. It is your responsibility to keep your phone number updated with DHS.
6. If you have any questions about your text messaging or data plan, please contact your wireless cellular phone provider. If you experience issues with the text messaging service, you can text the word "HELP" for more assistance.
7. If you need assistance or have questions about your DHS benefits, please call the DHS Call Center Monday-Friday 8:30AM-3:00PM at 1-855-MY-RIDHS (1-855-697-4347). If

you need assistance or have questions about health coverage, you may call the HealthSourceRI Contact Center at 1-855-840-4774. Self-service options are also available if you log into your account through the DHS Customer Portal at: <https://healthyrhode.ri.gov/>

8. If you have any questions regarding privacy, please refer to the State of Rhode Island [Privacy Policy](#).
9. If you have any questions regarding your rights or responsibilities, please refer to the [Rights and Responsibilities](#) for DHS program applicants/beneficiaries.