

# About

The RI Department of Human Services (DHS) is committed to helping families thrive at home, at work and in the community. As a state agency, DHS is charged with the administration of public benefits for Rhode Island families, children, older adults, individuals with disabilities, veterans, and others.

This brochure provides an overview of the programs and services available to you as a customer and what you can expect after submitting an application for benefits.



## Healthcare Coverage

Helps provide coverage for eligible low-income individuals and/or families who otherwise might not be able to pay for or get access to affordable health care.



## Food Assistance (SNAP)

Helps low-income households buy the food needed to stay healthy.



## Cash Assistance

- **Rhode Island Works (RIW)**  
Helps pregnant women or families with children.
- **General Public Assistance (GPA)**  
Provides a small cash benefit to adults pending SSI. \*GPA Burial falls under this program and provides funds for burial.
- **Refugee Cash Assistance (RCA)**  
Helps people admitted to the U.S who are refugees or someone treated as refugees.



## Child Care (CCAP)

Helps pay for child care.



## State Supplemental Payment (SSP)

Helps low-income adults with disabilities and people 65+ who meet certain requirements, pay for living expenses.

# Ways to Reach Us

The Customer Portal at [HealthyRhode.RI.Gov](https://HealthyRhode.RI.Gov)

Reaching out to the Call Center by dialing 1-855-697-4347

Visiting our regional offices across Rhode Island

## Office Locations

Providence  
1 Reservoir Avenue  
Providence, RI 02907  
FAX: 1-401-462-8052

Warwick  
195 Buttonwoods Avenue  
Warwick, RI 02886  
FAX: 1-401-736-1442 or  
1-401-736-1443

Pawtucket  
249 Roosevelt Avenue  
Pawtucket, RI 02860  
FAX: 1-401-721-6659

South County  
4808 Tower Hill Road,  
Suite G1  
Wakefield, RI 02879  
FAX: 1-401-782-4316

Woonsocket  
219 Pond Street  
Woonsocket, RI 02895  
FAX: 1-401-235-1273

Newport County  
31 John Clarke Road  
Middletown, RI 02842  
FAX: 1-401-619-7201

**Note:** household members choosing not to seek benefits are not required to provide citizenship/immigration information but will be required to provide their financial information if it is needed to determine eligibility and benefit amount for persons who are applying. Household members who are seeking benefits must supply information about citizenship or immigration status. Certain members of the household may not opt out of the application and **MUST** be included.



[DHS.RI.GOV](https://DHS.RI.GOV)



## Applying for Benefits

# What Happens Next

[DHS.RI.GOV](https://DHS.RI.GOV) | 1-855-MY-RIDHS

# What Happens Next . . .

Once you have submitted an application for benefits, DHS will mail a decision within 30 days for most programs. Decisions are viewable on the Customer Portal at [healthyrhode.ri.gov](http://healthyrhode.ri.gov), which provides easy, convenient access to all of your notices. Please refer to the information in this brochure for general information on the process for DHS programs and services.

**For the programs and services listed below, the first step is to fill out an application, sign it, and submit it to DHS.**



## Health Coverage

<https://dhs.ri.gov/programs-and-services/medicaid-medicare-programs>

1. For applicants without disabilities, you may be eligible for a variety of programs under Medicaid or the Affordable Care Act (ACA) and Health Insurance Marketplaces:
  - a. Within 30 days you will receive a notice of eligibility.
2. For applicants ages 65+ and/or disabled, you may be eligible for other Medicaid programs:
  - a. Medicaid for Elders and Disabled (EAD)
  - b. Sherlock Program for the working disabled (EAD & Sherlock may take up to 30 days)
  - c. LTSS (Long Term Care Services and Supports)
  - d. Katie Beckett (KB) for children with disabilities
    - Eligibility for LTSS and KB may take up to 90 days



## Food Assistance (SNAP)

<http://www.dhs.ri.gov/Programs/SNAPProgram.php>

1. If an interview is required, you will receive a phone call from DHS to conduct your interview. If the interview cannot be completed at that time you will receive an interview appointment in the mail. If you're found eligible, your benefits will be available within 30\* days.
2. After you complete the interview (if required) and submit all necessary documentation, DHS will send you a decision notice.
3. If you are found eligible you will receive an EBT card to use to purchase food.

\*Some households with special criteria will have a decision within 7 days.



## Cash Assistance

Links for cash assistance programs can be found on [dhs.ri.gov](http://dhs.ri.gov)

1. For families with children, within 30 days:
  - a. You will receive an appointment through the mail for either a phone or in-office interview.
  - b. After you complete the interview, submit any necessary documentation, and sign an employment plan, DHS will send you a decision notice.
  - c. If you are found eligible you will begin participating with your employment plan and receive an EBT card to access your cash benefits, which are issued twice monthly on the 1st and 16th.
2. For single adults, within 45 days:
  - a. You will receive a notice in the mail of eligibility and/or a notice asking for additional documentation in order for us to make an eligibility determination.
  - b. If you are found eligible, you will receive a check twice a month.



## Child Care Assistance Program (CCAP)

<http://www.dhs.ri.gov/Programs/CCAPProgramInfo.php>

1. Within 30 days you will receive a decision notice and/or a notice asking for additional documentation.
2. If you are found eligible, you will receive another notice in the mail for you to share with your child care provider to show them you are eligible for CCAP benefits.



## State Supplemental Payment (SSP)

<https://dhs.ri.gov/programs-and-services/ssi-state-supplemental-payment>

1. Within 30 days you will receive a decision notice and/or a notice asking for additional documentation.
2. If you are found eligible, SSP payments will be direct-deposited monthly.



## Documents Needed

The documents listed below are examples you or others in your household may need to provide in order for us to determine your eligibility. A few considerations include:

- This is not an all-inclusive list.
- Some documents can be used to verify more than one category.
- We do not request documentation for information that we can verify electronically for health coverage programs.

### 1. To verify your identity, age/date of birth, citizenship and/or immigration status



- |   |                          |
|---|--------------------------|
| ✓ Driver's License  | ✓ Birth Certificates     |
| ✓ School or work documentation                                | ✓ U.S. Passport          |
| ✓ Immigration and Naturalization Documents (e.g., Green Card) | ✓ Hospital birth records |

### 2. To verify your Rhode Island residence



- |   |   |
|---|---|
| ✓ Rent or mortgage receipts showing address | ✓ Mail received with your home address (utility bills, bank statements) |
| ✓ Lease agreement or letter from landlord   | ✓ Voter's registration card   |

### 3. To verify your income



- |  |  |
|--|--|
| ✓ Check stubs (most recent 30 days)  | ✓ Proof of alimony   |
| ✓ Employer statement showing income before taxes, hourly work schedule and the number of hours worked for the past four weeks (if you get paid in cash or you do not have your paystubs) | ✓ Receipt of UBI, TDI, and/or VA benefits  |
| ✓ Child support court order  | ✓ Previous tax returns   |
| ✓ Other retirement or disability benefit award letters   | ✓ Proof of self employment income (including rental income, freelance work)        |
|  | ✓ Social Security, Supplemental Security Income or Veteran's Benefits award letter |

### 4. To verify your resources



- |  |  |
|--|--|
| ✓ Documentation of ownership of a trust                          | ✓ Vehicle registration or owner documentation (car, boat, truck, motorcycle, etc.) |
| ✓ Proof of ownership of a burial plot (if you own more than one) |  |