



Call Center

Self-Service Options

Customers have multiple self-service options when reaching out to the Rhode Island Department of Human Services Call Center at 1-855-697-4347. As part of our effort to ensure all customers have immediate access to services and supports, you may be interested in the options available* in the Call Center’s automated line. Just press 2 when prompted for the following supports:

Supplemental Nutrition Assistance Program (SNAP)	Medicaid
Receipt of last verification documents received	
<ul style="list-style-type: none"> Status of SNAP Applications, Recertifications, and Renewals 	<ul style="list-style-type: none"> Status of application or renewal for each household member (must select specific individual when the first three letters of the name is called)
<ul style="list-style-type: none"> Date the application was received 	<ul style="list-style-type: none"> Date the application was received
<ul style="list-style-type: none"> Interim and recertification due dates 	<ul style="list-style-type: none"> Renewal due date
<ul style="list-style-type: none"> Eligibility status for the Restaurant Meals Program 	<ul style="list-style-type: none"> Type of Medicaid assistance received
<ul style="list-style-type: none"> Non-expedited or expedited application status 	
<ul style="list-style-type: none"> Monthly benefit amount 	

**Please note: In order to use these options, a social security number or case number and your date of birth will be needed.*

Anything else I should know?

Self-service options are available 24/7, but on high call volume days customers may experience some delay in accessing information. Additional self-service prompts include:

- Option 1: External Transfer to EBT Edge
- Option 2: Request a DHS-2 application to be mailed
- Option 3: Request a DHS-2 application to be mailed
- Option 4: Hear Your Appointment Date and Time
- Option 5: Hear Office Hours and Locations

Have More Questions?

Visit our website: www.dhs.ri.gov

Call: 1-855-MY-RIDHS (1-855-697-4347) Mon, Tue, Thu, Fri, except holidays, from 8:30AM-3:00PM

Electronic Benefit Transfer (EBT) Customer Service: 1-888-979-9939

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