

Medicaid Members: Here's How to Contact Us

Learn the best ways to get help with updating your contact information, renewals, and more!

CONTACT OPTIONS



Website

You can access your account on Healthyrhode.ri.gov *



App

The HealthyRhode Mobile App can be downloaded in the Apple App Store or in the Google Play Store ***



Phone

Call the DHS Call Center at 1-855-MY-RIDHS or HealthSource RI at 1-855-840-4774



Mail

Documents can be mailed to DHS PO Box 8709, Cranston RI 02920 **



Chat

Use the HealthSource RI live chat system at <https://HealthSourceRI.com>





























In Person

Visit one of our locations during office hours. For more information, please visit <https://dhs.ri.gov/about-us/dhs-offices>

* Customers who would like assistance accessing their Customer Portal account or are simply interested in learning about the technology resources available at DHS can call United Way's 211 team.

** Requested documents can also be submitted via the Customer Portal (healthyrhode.ri.gov) or the HealthyRhode Mobile App.

*** Direct links to the HealthyRhode app can be found at <https://dhs.ri.gov/resources/tech-resources>. Please note you must have a Customer Portal account to use the mobile app.

IF YOU WANT TO...	BEST CONTACT OPTIONS, FROM LEFT TO RIGHT
Learn About How and When Medicaid Renewals Will Happen	 For more information, visit StayCovered.RI.gov
Find Agency Notices	   
Find Agency Communications to Customers	 
Update My Contact Information	 Call your Managed Care Organization. <i>See reverse</i>    
Report a Change	  Call the DHS Call Center line and press 4 to report a change.
Submit Documents	  
File an Interim Report	 
Renew Benefits	
File an Appeal	
Get Forms or Applications	 Visit dhs.ri.gov/apply-now  Call the DHS Call Center line and press 3 for forms and applications.
Get General Information (Office Hours / Fax #)	  Call the DHS Call Center line and press 5 to get general information. 
Talk with Call Center Staff	 Call the DHS Call Center line and press 6 to talk to a staff member or call the HealthSource RI line. 

 This symbol indicates the best contact option to reach us for each category.

A list of DHS offices and regional family centers can be found below. All of these locations have secure drop boxes for you to place applications, forms, and other documents. Department staff check these drop boxes at least daily Monday through Friday, except holidays.

Providence

1 Reservoir Avenue

Pawtucket

249 Roosevelt Avenue

Woonsocket

219 Pond Street

South County

4808 Tower Hill Road, Suite G1
Wakefield, RI

Newport

31 John Clarke Road
Middletown, RI

Warwick

195 Buttonwoods Avenue

Administrative Offices

Louis Pasteur Building 57
25 Howard Avenue
Cranston, RI

The State has partnered with Rhode Island’s seven community action programs to provide assistance with health and human services benefit enrollment, answer non-case specific questions, and more. They can also connect you with additional resources and services their organization offers.

In addition, there are over 100 navigators across the State who are available to answer health coverage questions. To get connected to a navigator near you, please call United Way of Rhode Island’s 2-1-1 line.

Comprehensive Community Action Program

311 Doric Avenue
Cranston
401-467-9610

Blackstone Valley CAP

32 Goff Avenue
Pawtucket
401-723-4520

Blackstone Valley CAP Community Center

210 West Avenue
Pawtucket
401-475-5071

Community Action Partnership of Providence County

518 Hartford Avenue
Providence
401-273-2000

Community Care Alliance

One Social Street
Woonsocket
401-235-7000

East Bay Community Action Program

100 Bullocks Point Ave
Riverside
401-437-1000 ext. 1087

19 Broadway

Newport
401-847-7821 ext. 1197

Tri-County Community Action Agency

1126 Hartford Avenue
Johnston

415 Tower Hill Road
North Kingstown

33 Maple Avenue
North Providence
401-223-0954

Westbay Community Action

487 Jefferson Boulevard
Warwick
401-732-4660

Need to contact your Managed Care Organization? Find out how to reach them below:



INTEGRITY line
1-844-812-6896
Monday - Friday
8am to 8pm
Saturday, 8am to 12pm

Medicaid Line
1-800-459-6019
Monday - Friday
8am to 6pm



866-738-4116
Monday - Friday
8am to 6pm



1-800-587-5187
Monday - Friday
8am to 6pm



For more information, visit StayCovered.RI.gov

