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# CUSTOMER PORTAL INTRODUCTION



# HEALTHYRHODE.RI.GOV

The screenshot shows the HealthSourceRI website homepage. At the top, there is a navigation bar with the HealthSourceRI logo, a 'FAQ' link, 'POLICIES', 'GET ASSISTANCE', and language options 'EN ESPAÑOL | PORTUGUÉS'. Contact numbers are provided for Health Coverage (1-855-940-4774), Health and Human Services (1-855-637-4347), and Employers (1-855-683-6757). There are also 'LOG IN | SIGN UP' links.

The main content area is divided into three columns:

- APPLY FOR HEALTH COVERAGE:** Includes a photo of a family and an orange 'GET STARTED' button. Below the button are links: '→ COMPARE HEALTH PLAN COSTS', '→ FIND IN-PERSON HELP', '→ MORE INFORMATION', and '→ ANONYMOUS PLAN PREVIEW'.
- APPLY FOR HEALTH AND HUMAN SERVICE PROGRAMS:** Includes a photo of a woman and a child and a green 'GET STARTED' button. Below the button are links: '→ LEARN ABOUT PROGRAMS', '→ SEE IF YOU QUALIFY', and '→ GET HELP'.
- ARE YOU AN EMPLOYER?:** Includes a photo of a man and a blue 'GET STARTED' button. Below the button are links: '→ INFO FOR EMPLOYERS', '→ INFO FOR EMPLOYEES', '→ INFO FOR BROKERS', and '→ FIND A BROKER'.

The RI Department of Human Services (DHS) and HealthSourceRI (HSRI) **online Customer Portal** increases access to DHS, Health Coverage programs and personal case management by giving customers the ability to:

- Apply for benefits
- See notices and communication sent by the Department
- Get verification of program eligibility
- Complete recertification/renewal forms
- Report income and household changes
- Upload documents
- Report address, email, and phone number changes
- Update contact preferences

*FYI: Both the orange and green “Get Started” buttons take the user to the same log in webpage.*

# TIPS

The new **Tech Resources** page of [dhs.ri.gov](https://dhs.ri.gov) has some how-to documents related to the Customer Portal.

The screenshot displays the website for the State of Rhode Island Department of Human Services. The header includes the state seal, the text "State of Rhode Island Department of Human Services", a search bar, and a "Report Fraud" button. A navigation menu contains links for Home, About Us, Programs & Services, Eligibility, Apply Now, Regulations, DHS Offices, Contact Us, **Tech Resources** (circled in red), and Table of Contents. Below the navigation, a breadcrumb trail shows "HOME > HELPFUL TECHNOLOGY RESOURCES". The main content area is titled "Helpful Technology Resources" and contains two sections: "Helpful Technology Resources" with introductory text, and "Customer Portal Resources" with a list of links: "How to Access the Portal Guide", "How to Update Contact Information", "How to Apply for New Programs", and "How to Upload Documents". A "Quick Links" sidebar on the left features an "Apply Now" link.

# FIRST STEPS

Any time someone logs into the portal for the first time, they need to check to see if they have an account.

Accounts are made during the application process for some, so this check helps avoid having multiple accounts and the subsequent problems that arise from multiple accounts.

The screenshot shows a web form titled "Log In or Create Account" with a "Required Fields" indicator. The form is divided into three main sections:

- Check if You Have an Account:** This section is circled in red. It contains two input fields: "Social Security Number" (with a sample value "123-45-6789") and "Date of Birth" (with a sample value "MM/DD/YYYY"). A "Submit" button is located below these fields.
- Create an Individual and Family Account:** This section prompts the user to "Create an account to apply for benefits or to see your existing DHS benefits." It lists "What You May Need" with a checklist:
  - ✓ 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 informationA "Create Account" button is at the bottom of this section.
- Log In to Your Existing Account:** This section contains input fields for "Username" and "Password", a "Forgot Username/Password?" link, and a "Log In" button.

# USERNAMES AND PASSWORDS

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> <input type="text" value="123-45-6789"/>	<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"><li>✓ Birth date</li><li>✓ Social Security Number</li><li>✓ Health insurance information</li><li>✓ Income and tax information (such as previous tax returns, pay stubs, W-2 forms, 1099 forms, unemployment benefits, etc.)</li><li>✓ Immigration or citizenship information</li></ul> <p>Create Account</p>	<p>Username *</p> <input type="text" value="username"/>
<p>Date of Birth *</p> <input type="text" value="MM/DD/YYYY"/>		<p>Password *</p> <input type="password" value="password"/>
<p>Submit</p>		<p><a href="#">Forgot Username/Password?</a></p> <p>Log In</p>

**TIP:** The username for any household with a Customer Portal account is printed on the *Benefit Decision Notice*.

If the customer has forgotten their username or password (or never knew it) they can click “**Forgot Username/Password**” and provide the:

- Full name,
- Date of Birth, and
- Social Security Number of the head of household

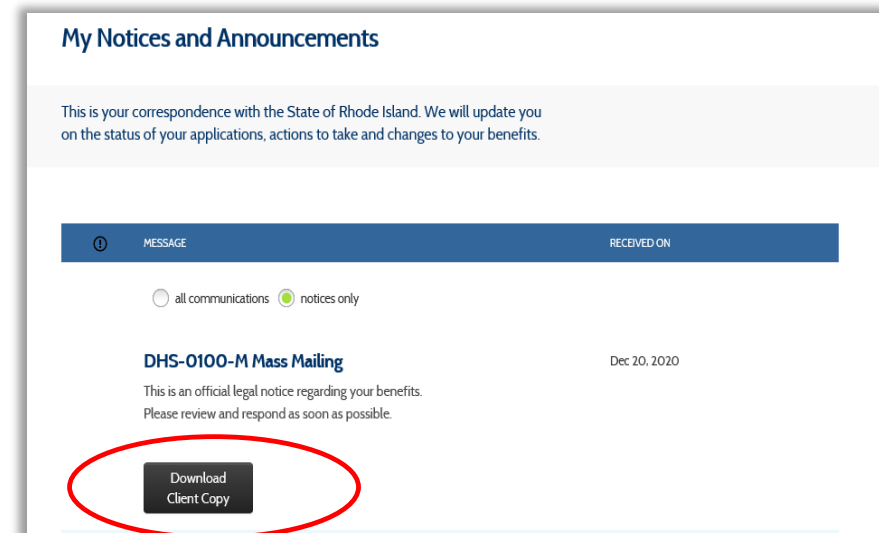
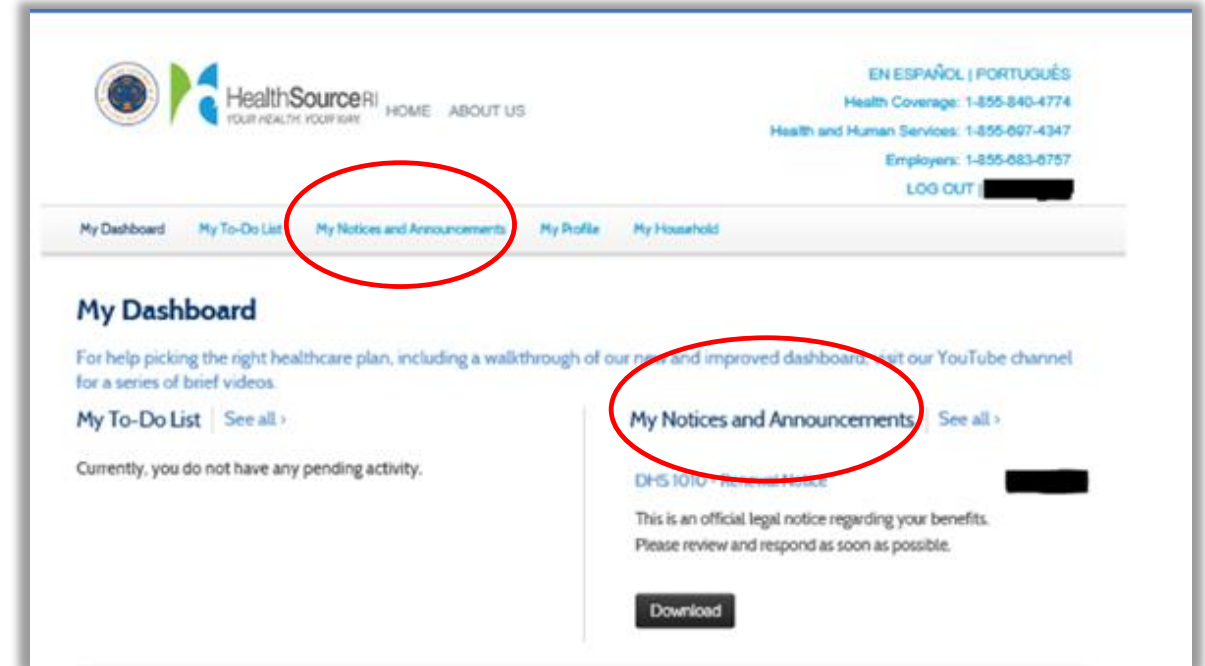
Followed by:

- Entering an email address that matches the address we have on file
- Answering security questions OR
- Entering their DHS Case ID and other case information

*If a customer has multiple accounts or if their email address does not match what we have on file, they will need to call the call center to access their account.*

# NOTICES

- All notices sent to a customer can be viewed through the portal regardless of the customer's communication preference
  - Note: If a customer selected “**Digital Noticing**” rather than “**Paper Mail**”, this is where they will see their notices
- Notices will be in English, Spanish or Portuguese based on the customer's preference
- Notices sent to an Authorized Representative are also viewable
- Notices can be printed if there is printer access



# VERIFICATION OF PROGRAM ELIGIBILITY

- As soon as the customer logs in, their dashboard shows their current program eligibility/participation status
- By selecting “**Benefits**”, they are taken to a new screen
- From this screen, a letter may be printed from the portal confirming that eligibility

Human Service Program, February 2021: # [REDACTED] redetermination date: March, 2021 [Renew] [Report Change]

Eligible ✓ Not Eligible ☒ Pending Decision ⌘ Incomplete ⚠ Not applicable N/A

Amounts per household	SNAP \$113 /month	Cash Assistance (RI Works, GPA- Bridge)	Child Care	Medical Assistance (Katie Beckett, LTSS, EAD)	State Supplemental Payment	Medicare Premium Payment
[REDACTED]	✓	N/A	N/A	N/A	N/A	N/A
[REDACTED]	✓	N/A	N/A	N/A	N/A	N/A

[Benefits >](#)

## Supplemental Nutrition Assistance Program (SNAP)

[Return to My Dashboard](#)

status	individuals covered:	current benefit:	benefits for:
APPROVED	[REDACTED]	\$113/ month	February 2021

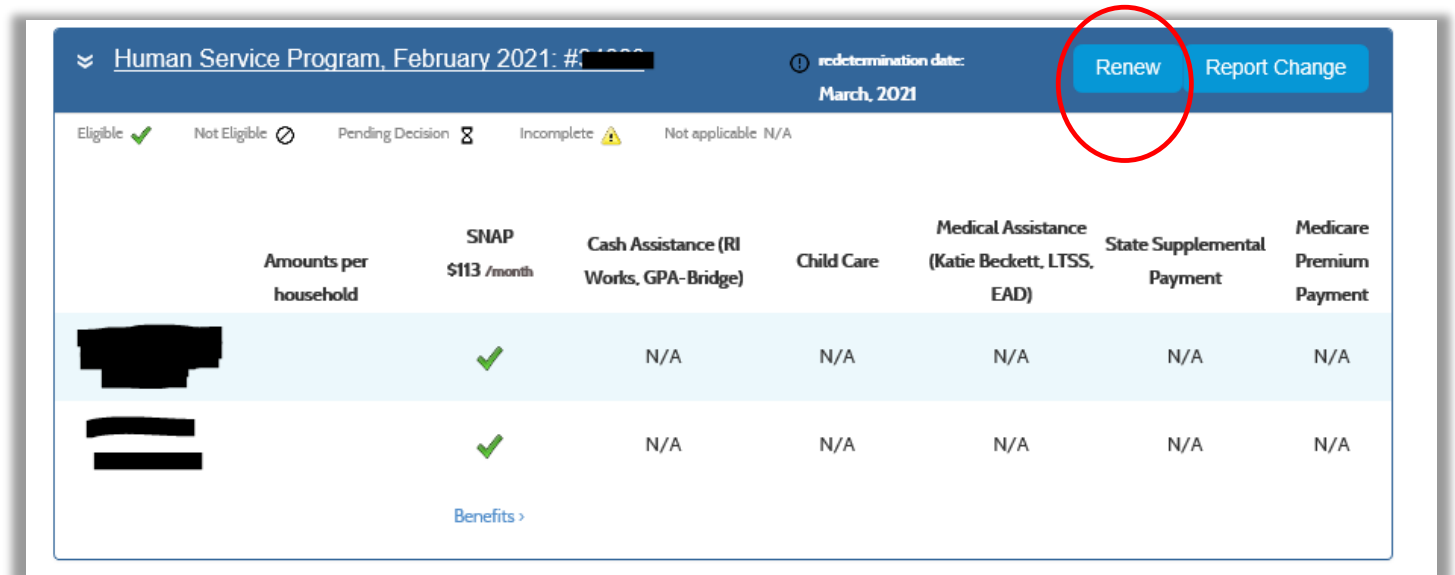
[Print Page](#)

**Supplemental Nutrition Assistance Program (SNAP)** benefits, which used to be known as Food Stamps, are meant to help you buy healthy foods for yourself and your family, depending on your income. SNAP benefits are provided monthly, and automatically loaded on to your EBT card.



# RECERTIFICATIONS/RENEWALS

- Recertification/renewal packets are mailed **60 days** prior to the end of the certification period
- When that packet is mailed, the “**Renew**” button becomes available in the portal
- Clicking that button allows the recertification to be completed online so the mailed packet does not need to be returned
- A copy of the mailed recertification packet will also be available in the “**Notices**” section. If the customer prefers to complete the paper form, they could print it there



The screenshot shows a user interface for a Human Service Program. At the top, it displays 'Human Service Program, February 2021: # [REDACTED]' and 'redetermination date: March, 2021'. A red circle highlights a 'Renew' button next to a 'Report Change' button. Below this, there are filters for 'Eligible' (checked), 'Not Eligible', 'Pending Decision', 'Incomplete', and 'Not applicable'. A table lists benefits for two households, with columns for 'Amounts per household', 'SNAP \$113 /month', 'Cash Assistance (RI Works, GPA-Bridge)', 'Child Care', 'Medical Assistance (Katie Beckett, LTSS, EAD)', 'State Supplemental Payment', and 'Medicare Premium Payment'. Both households show 'N/A' for most categories and a green checkmark for SNAP. A 'Benefits >' link is visible at the bottom.

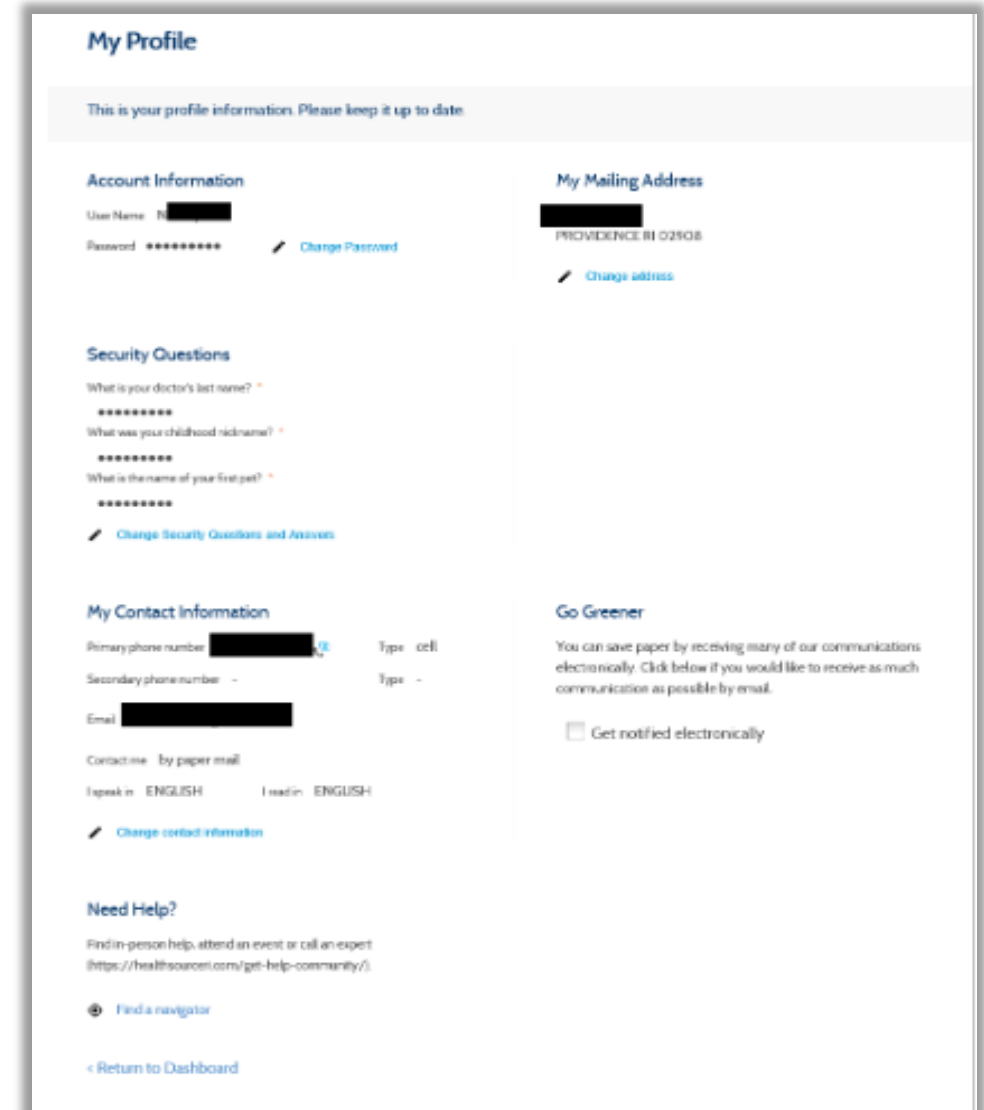
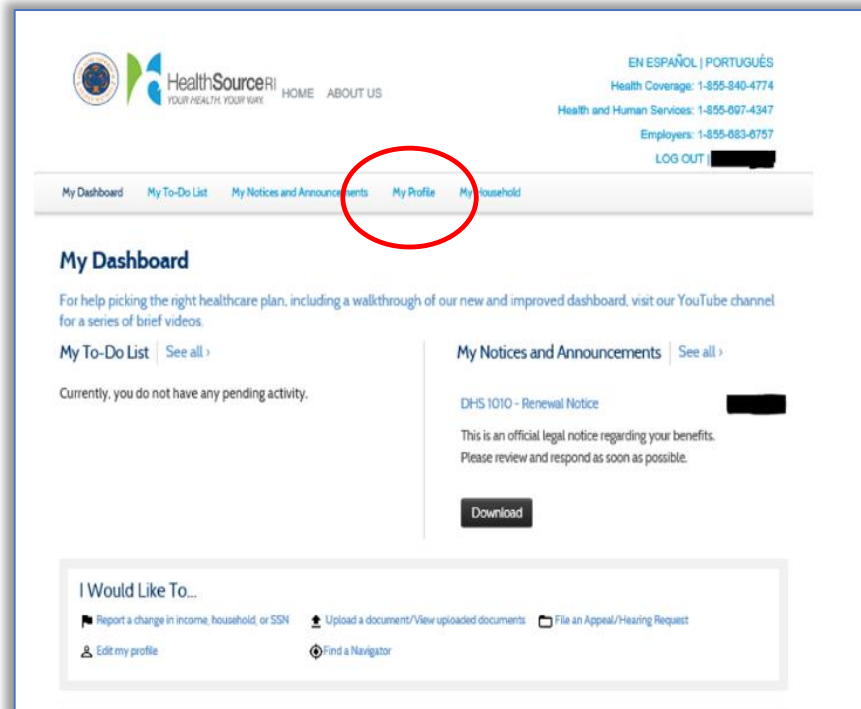
	Amounts per household	SNAP \$113 /month	Cash Assistance (RI Works, GPA-Bridge)	Child Care	Medical Assistance (Katie Beckett, LTSS, EAD)	State Supplemental Payment	Medicare Premium Payment
[REDACTED]		✓	N/A	N/A	N/A	N/A	N/A
[REDACTED]		✓	N/A	N/A	N/A	N/A	N/A

**NOTE:** Interim reports cannot be completed online and there is no prompt indicating they are due. They are available under the “**notices**” section.



# UPDATING CONTACT INFORMATION

- The easiest way to change a mailing address, email address or phone number, click “**My Profile**”
- From here, you can click edit under each category



# CURRENT LIMITATIONS / QUIRKS

- The Customer Portal can be accessed via a mobile device, but it is not mobile friendly at this time. To complete an application, renewal or report a change, using a desktop computer is recommended
  - A new mobile app, **HealthyRhode**, is available to check an EBT balance and upload requested documents. More information on the app can be found on the DHS **Tech Resources** page: <http://www.dhs.ri.gov/TechHelp/index.php>
- DHS program questions come after health coverage questions in the portal. So, if someone had Medicaid or a QHP program and are applying for a DHS program (such as SNAP, CCAP, Rhode Island Works or GPA) eligibility will be re-run on their health care case. This sometimes creates confusion for applicants
- If a portal account is created when processing a paper application for health coverage, the answers to security questions are left blank. If the customer needs to access their forgotten username or password, they will not be able to get that information by answering security questions. They can answer those questions on the “**My Profile**” screen once they can access the portal

# CURRENT LIMITATIONS / QUIRKS

- If someone has multiple Customer Portal accounts, they won't always see all program information in each account. They may need to sign into one account to see eligibility for one program and another account for another program. In rare circumstances, the Customer Portal may not be a functional tool for that customer
- Be sure to click “log out” rather than clicking the “x” on the screen when you want to leave the portal. If you “x” out, when you attempt to log back in you'll get a message saying your account is being accessed and a DHS or HSRI staff member will have to unlock your account so you can access it.
- If someone has a Customer Portal account with existing DHS or health coverage programs associated to it, and they want to apply for a new program they must click “See other plans & programs for which you may be eligible”

