

**Frequently Asked Questions  
Rhode Island’s New Integrated Eligibility System**

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**Frequently Asked Questions  
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## General Information

**Q: Why is Rhode Island implementing a new eligibility system?**

**A:** The current eligibility and enrollment system is outdated, inefficient and unable to provide the quality of service that customers deserve. The new integrated eligibility system will make it easier for you to apply for and securely manage all of the health and human services benefits you receive. Under the old system, you have to apply *separately* for health coverage and programs like food assistance, cash assistance, child care, and long term services and supports. You also have to call or visit a state office to provide documentation, update personal information, or renew benefits. The new system improves the way the state serves you and provides convenient, 24/7 online access to your account, reducing the need for time-consuming in-person office visits.

**Q: How does the new eligibility system benefit Rhode Islanders?**

**A:** The new eligibility system enables you, through a single application, to be considered for several different programs *all at the same time*, including affordable health coverage and human services. You will be able to apply for all of these benefits through one secure website and even verify your information online, reducing the need to visit a local DHS office. The new eligibility system also makes it easier and more convenient for you to manage your benefits. Any time, day or night, you can log in to your account to view a summary of your benefits, renew benefits, or report changes in your address, phone number, household information, and income.

**Q: When is the new eligibility system going to be available?**

**A:** The new eligibility system is scheduled to launch in September 2016.

**Q: How is the new eligibility system different from HealthSource RI?**

**A:** The new eligibility system is actually linked to the existing HealthSource RI system. The screens that you will access in the new system – called the Customer Portal – look very similar to HealthSource RI, but enable you to access more benefits. In addition to health insurance coverage, the new system will also determine eligibility for human services programs like food assistance (SNAP), cash assistance, child care, long term services and supports, and other benefits. Your account information for all of these programs will be stored in one place, making it easier and more convenient for you to manage your benefits.

**Q: What agencies are responsible for implementing the new eligibility system?**

**A:** Several agencies are working together to implement the new system, including the Executive Office of Health and Human Services (EOHHS), the Department of Human Services (DHS), and HealthSource RI (HSRI).

**Q: Will eligibility determination be affected by the new system?**

**A:** No, the rules of eligibility will remain the same as the old system.

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## Applying for Benefits

**Q: What programs can I apply for using the new eligibility system?**

**A:** You can apply for affordable health coverage, as well as several human services programs including Supplemental Nutrition Assistance (SNAP); Cash Assistance (Rhode Island Works, General Public Assistance and Refugee Cash Assistance); the Child Care Assistance Program (CCAP); State Supplemental Payments (SSP); Medicare Premium Payments (MPP); Medicaid Long Term Services and Supports; Medicaid/Health Services for the Aged, Blind, and Disabled; and the Katie Beckett Program.

**Q: Where do I apply for health insurance online?**

**A:** You can apply for health insurance at HealthSource RI, located at HealthSourceRI.com. Just look for the green "Individuals & Families" circle and click **Enroll or Renew Now**.

**Q: Where do I apply for human services online?**

**A:** You can apply for human services at <https://healthyrhode.ri.gov>. Click the blue Human Service Programs tab and then the orange **Get Info** box to apply for human services programs.

**Q: Can I apply online in a language other than English?**

**A:** Yes, you can apply online in Spanish or Portuguese. To do so, click either the *En Español* or the *Portugués* link in the top right corner of the home page.

**Q: If I start an application online, but run out of time, can I finish it later?**

**A:** Yes, you can start an application online, save your work and exit if you need to. The next time you log in, click the *Continue Where I Left Off* link to be returned to the place in your application where you were before.

**Q: Am I required to provide an email address when I apply?**

**A: For human services programs:** If you apply for human services *only*, you do not need to give an email address. **For health insurance:** If you apply for health insurance or other medical benefits, you will need to provide an email address.

**Q: Can I still apply for services using a paper application?**

**A:** Yes, it is still possible to apply using a paper application. You can pick one up from your local DHS office, fill it out, and then drop it off or put it in the mail. You can also download an Application for Assistance through the DHS website via [this link](http://www.dhs.ri.gov/applynow/index.php) (<http://www.dhs.ri.gov/applynow/index.php>).

**Q: Can I still apply using the existing Food Stamp Web Application?**

**A:** The Food Stamp Web Application is being replaced in September by the new eligibility system, allowing applications for *all* human services to be completed with *one* system.

**Q: If I am applying for health coverage, do I need to indicate whether I am applying for Rite Care or a qualified health plan?**

**A:** No, you just need to tell us whether you would like to know if you're eligible for help paying for your coverage. From there, the system will determine whether you qualify for no cost insurance through Rite Care or Medicaid, or financial help in the form of tax credits to buy a health insurance plan.

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**Q: If I currently have health coverage through HealthSource RI, and I apply online for human services, will DHS be able to see the information I previously entered when I applied for health insurance?**

**A:** Yes, you will *not* have to re-enter this information. Everything you provided when you applied for health insurance coverage, such as your address, phone number, email address and other personal information, is saved in your account and will be automatically used if you apply for other human services programs. If you need to make any changes or updates to this information, you will be able to do that online.

**Q: Can I apply for or renew all types of Medicaid assistance online?**

**A:** Yes, the new eligibility system enables you or your family member/community helper to apply for Medicaid affordable care coverage, in addition to other types of Medicaid assistance, including Long Term Services and Supports and Katie Beckett.

**Q: Will the process of applying for Rite Share change?**

**A:** No, the application process remains the same.

**Q: Is there someone who can help me apply if I am not good with computers?**

**A:** Yes, if you are uncomfortable using a computer or unable to access one, you may come in to a DHS office and get help applying for benefits. Call DHS at 1-855-MY-RI-DHS (1-855-697-4347) to find the location of the office nearest you.

**Q: If I am applying for health coverage and/or benefits online, how do I provide the required verification documents to prove my identity and income?**

**A:** The new eligibility system allows you to upload documents to the online application, saving you time and money. You no longer need to mail them in or drop them off at a DHS office. If you want to come into an office, you may go to a DHS office or the HealthSource RI Contact Center. A worker will scan the documents for you, save them to your case, and return the originals to you.

**Q: How do I upload documents if I don't have access to a scanner?**

**A:** You can use any mobile phone or tablet that has a camera to take a picture of the documents you want to upload, then email the picture to yourself, save the picture on the computer you are using to apply for benefits, and then follow the instructions for uploading the file.

**Q: What type of information do I need to apply for human services either online or in a DHS office?**

**A:** The application process requires various types of information about you and the members of your household in order to determine your eligibility for benefits and/or services. Generally, the following types of information are requested:

- Who you live with and what your relationships are (e.g., mother, father, child, etc.)
- Who in your household is requesting assistance
- What financial assets/income you and the members of your household have
- What expenses and/or medical coverage you and members of your household have
- Whether you want to assign an authorized representative to help with your account

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Please contact a DHS customer service representative at 1-855-MY-RI-DHS (1-855-697-4347) with any questions.

**Q:** Is there an app that I can use on my phone to apply for benefits?

**A:** No, a mobile app has not yet been developed for this process.

### Account Creation and Management

**Q:** If I already have an account on HealthSource RI, will it work with the new eligibility system?

**A:** Yes, your existing password and login information will work with the new eligibility system.

**Q:** What if I received benefits through HealthSource RI but never created an account?

**A:** If you received benefits from HealthSource RI, then an account was created for you by the worker who helped with your application. You will receive a notice alerting you to the existence of this account – and how to access it – the next time an action is taken on your account.

**Q:** If I forget my user name or password, what is the process for recovering that information? Who can I call if I can't remember the answers to the security questions?

**A:** If you have trouble logging in, there is a [Forgot Username/Password?](#) link you can access by clicking LOG IN on the upper right corner of the home page. The link brings you to security questions to help you recover information. If you do not remember the answers to your security questions, you can call HealthSource RI for assistance at 1-855-840-4774.

**Q:** Can I set up an account if I am not the head of household?

**A:** Yes, if you are part of an account but are not the head of household you can still create an account by going to the Customer Portal at <https://healthyrhode.ri.gov> and accessing the SIGN UP option in the upper right corner. It enables you (or a worker who is helping you) to create an account and link to the case with which you are currently involved. You will be able to view benefit information, but you will not be able to report changes on the account; only the head of household is authorized to make changes.

**Q:** Is a phone number required to create an online account?

**A:** Yes.

**Q:** Will the system define a “household” differently for SNAP and affordable coverage through Medicaid? Will I need more than one account?

**A:** The system does consider different definitions of “household,” and determines which rules apply to your specific case based on the services for which you are applying. You do *not* need to apply separately for different services and you do *not* need to create more than one account.

**Q:** If I have already received services from DHS, but I do not yet have an online account, can I create one and handle my renewal online?

**A:** Yes, you can create an account at <https://healthyrhode.ri.gov> and submit your renewal information online.

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## Identity-Proofing and Verifications

**Q:** Do I need to provide proof of my identity to apply for health coverage or human services benefits?

**A:** If you are applying for *health coverage* you *are* required to provide proof of your identity. If you cannot provide this information you cannot apply online for health coverage. If you have questions about this requirement or the application process, please contact a customer service representative at HealthSource RI at 1-855-840-4774. If you are applying only for human services benefits like SNAP, child care or cash assistance, you are *not* required to provide proof of your identity.

**Q:** How will I know if I need to provide a document to complete the application process?

**A:** You will receive a notice in the mail if you need to submit more materials. You can also go online to your account to see if any verification documents have been requested. Simply go to the "Correspondence" tab on your dashboard to learn whether you need to submit anything.

**Q:** What other types of documents are needed to apply for health coverage or human services benefits?

**A:** For individuals and families applying for health coverage, the following information is required:

- Social Security numbers
- Birth dates
- Passport, alien, or other immigration numbers for any legal immigrants who need health coverage
- Previous tax returns, income information for all adults and all minors under age 19 who are required to file a tax return
- Information about health coverage available to your family
- W-2 Forms
- 1099 Forms
- Current employer health insurance information, even if you are not covered by your employer's insurance plan

For Individuals and families applying for human service programs, the following information is required:

- Birth Certificate for all household members
- Photo ID
- Passport or Certificate of Naturalization or other documentation to prove Citizenship and Identity
- Death certificate of deceased parent for any dependent child for whom you may be applying or for any deceased MA applicant
- Proof of pregnancy, if pregnant
- Social Security numbers for all household members and absent parents
- If not a U.S. Citizen, proof of Immigration status
- Proof of identity (driver's license, rent receipt, etc.)
- Life insurance policies and burial contracts
- Proof of health and or dental insurance coverage
- Veteran's claim number
- Pay stubs, pay envelopes, earnings statement and/or proof of last date worked and last pay

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- Self-employed persons: Federal tax return, bookkeeping records, or sales and expenditures records
- Proof of income from rental property
- Award letters or proof of Social Security, SSI, UCB, TDI, Worker's Compensation, etc.
- Bank statements for checking accounts, savings accounts, certificates of deposit, credit union accounts, or stocks and bonds
- Trust documents
- Deeds for any home or property
- Rent receipt/mortgage payment (including home insurance, taxes, and other shelter expenses)
- Proof of medical expenses such as: medications, hospital bills, doctor bills, or insurance premiums
- Child care receipts
- Copy of child support orders, proof of child support and/or alimony payments, divorce decree, marriage license
- Utility receipts
- Vehicle registration(s)
- Copy of Power of Attorney or guardianship
- Public Assistance/MA/SNAP closing notice from another state

If you try and are unable to obtain any of the above, the agency may be able to assist you.

**Q: What happens after I submit a document online? How quickly will my application be processed?**

**A:** Once you submit your documents online, the new eligibility system alerts a worker to review your information and process your application. If no additional documents are required, most applications will be processed quickly.

**Q: Is there a list of documents that are needed for recertification?**

**A:** Yes, the system will tell you what documents are required in order to complete and submit the application for processing. Once you have uploaded a document and it remains saved in the system, it can be pulled up at any point in time by an Eligibility Technician.

**Q: If I forget to verify or submit a document, how will the system know to take action?**

**A:** The system will flag an application if it is missing a necessary document. The person filling out the application will see a red asterisk next to the field that needs more information. Customers will also receive a notice about the missing information by email or by US mail.

**Q: What happens to documents that are mailed to DHS or handed to the DHS worker at a local office?**

**A:** We scan the documents that are mailed to DHS into the case file in the new system, and keep the paper copy for a certain amount of time before shredding the document to maintain confidentiality. Documents that are handed to a DHS office worker are scanned into the case file in the new system and handed back to you during your office visit.

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## Getting Help

**Q: Will there be staff in the offices who can help me complete an online application?**

**A:** Yes, for human service programs, all DHS offices will have computers available for you to use and workers will be available to help you apply for benefits. Locate the DHS office nearest you by using [this link](http://www.dhs.ri.gov/DHSOffices/index.php) (<http://www.dhs.ri.gov/DHSOffices/index.php>). HSRI also has health insurance enrollment assistance available at their walk-in center at 401 Wampanoag Trail in East Providence, Monday through Friday from 8:00 am until 7:00 pm, or you can call HSRI at 1-855-840-4774.

**Q: Can I see a DHS worker in my local office if I have questions about my benefits or services?**

**A:** Yes, all of the local DHS offices will have workers who can access your case information and answer questions about your benefits and any new services for which you may be eligible.

**Q: How can I check the status of my application?**

**A:** You can use the [Check My Benefits](#) link when you log in to the Customer Portal. The **Check My Benefits** page allows you to see the status of any program for which you have applied. You will be able to see if your application is approved, pending, closed or denied. If you prefer, you may call a DHS customer service representative to ask about your application for human services at 1-855-MY-RI-DHS (1-855-697-4347). If you have questions about an application for health coverage, please call a HealthSource RI customer service representative at 1-855-840-4774. For either call, you will need the tracking number for your application, which is provided when you submit your application online.

**Q: How can I check the status of my human services benefits?**

**A:** You can access the [Check My Benefits](#) link when you log in to the Customer Portal. It will bring you to the **Check My Benefits** page. Here you can learn the status of your application or program benefits, whether you have any upcoming appointments, items on your "to do" list (such as verification documents needed), reported changes, and recertification status. You can click [View Details](#) to see when your benefits started, your benefit amount, and whether DHS is waiting for you to submit any additional information.

**Q: How can I check the balance of my EBT card?**

**A:** To confirm the balance of your EBT card, you can use the telephone number that exists today, 1-888-979-9939. Additionally, you may create a secure account at [EBTedge.com](http://EBTedge.com) or contact a DHS customer service representative at 1-855-MY-RI-DHS (1-855-697-4347).

**Q: What do I do if I have lost my EBT card?**

**A:** Please report the lost card by calling a DHS representative at 1-855-MY-RI-DHS (1-855-697-4347). Your old card will be deactivated, and you may either pick up a new card at your local DHS office or have a replacement card mailed to you.

## Notices

**Q: Will I still get paper notices with the new system?**

**A:** If you want to, you can. You will have the choice of "going green" and opting to receive most communications online, or continuing to receive paper notices in the mail.

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**Q: How will I know that a notice was sent to me if I don't get a paper copy?**

**A:** You will receive an alert via email letting you know that there is a notice waiting for you to read online. You can access this notice using the "Correspondence" tab on the Customer Portal.

**Q: If I receive some services from DHS, and others from HealthSource RI, will I get multiple notices?**

**A:** One of the benefits of the new system is the ability to combine notices. In general, you should receive fewer notices. You may also choose to receive all of your communications online, eliminating paper notices altogether.

**Q: What if I get a notice that I don't understand?**

**A:** All notices contain contact information so please look at the top of the notice (whether online or paper) for the correct number to call.

**Q: Will notices be in different languages?**

**A:** Initially, not all notices will be fully translated into Spanish and Portuguese. The notices will, however, contain text in Spanish and Portuguese that directs customers to someone who speaks these languages and can discuss their application and/or benefits. In the future, fully translated notices will be made available to customers.

**Q: Will there be new notices as part of the new eligibility system?**

**A:** Yes, the new eligibility system will include new notices, including a Benefits Decision Notice which explains your eligibility for all of the programs for which you applied. In the past, separate notices were sent to confirm or deny eligibility for different programs. Now, these decisions will all be communicated in one document.

**Q: Will all notices be converted to email with the new system?**

**A:** No. You may choose if you would like to receive paper notices or electronic notices. If you would like to "go green," you may opt to receive all communications online. For SNAP, however, recipients will continue to be sent notices via US mail, because of federal regulations.