

**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A: The current eligibility and enrollment system is outdated, inefficient and unable to provide the quality of service that customers deserve.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. Click the orange Get Started box to get coverage for you and your family.

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 will be replaced in September by the new eligibility system, allowing applications for *all* human services to be completed with *one* system.

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

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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.

Accessing Services during the Transition Period

Q: Will state offices like EOHHS, DHS and HSRI need to close to transfer to the new eligibility system?

A: No, all agencies will remain open as we transition to the new integrated eligibility system. However, there will be a few days when the old system is down and the new system is not yet up – known as the transition period – where some activities will be limited.

Q: What activities will be limited during the transition period?

A: In general, any activity that requires system processing will be unavailable during the transition period. For example, workers will not be able to enter applications into the new system. However, this doesn't mean that you can't complete an application. You can still complete a paper application and drop it off or mail it in to a DHS office. Your application will be prioritized for processing as soon as the new system is available.

Q: Will the new system mean different office hours?

A: No, office hours will remain the same.

Q: If I lost my EBT card for Emergency Food Stamps, can I get a new one during the Transition Period?

A: No, we will not be able to issue replacement (or new) EBT cards for Emergency Food Stamps during the transition period. DHS workers will work to connect you with other sources of food support.