

FOR IMMEDIATE RELEASE

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**New Health and Human Services Eligibility System Launches on Tuesday,
September 13th**

DHS, HSRI workers will begin using system in morning; customers will have access to online customer portal by end of day

CRANSTON, R.I. (September 12, 2016) – Rhode Island's new, integrated eligibility system for health and human services is launching in phases on Tuesday, Sept. 13, to provide greater convenience for clients and new safeguards for taxpayers.

The new, integrated eligibility system will:

- **Provide the best possible value for taxpayers** by expanding protections against waste and fraud, and more efficiently connecting people to services.
- **Improve customer service** by making it easier and more convenient for Rhode Islanders to apply for and track their benefits.
- **Make government work better for Rhode Islanders** by providing a single application and seamless coordination across multiple health and human service programs including:
 - Health Insurance, Medicaid Expansion & Traditional Medicaid
 - Supplemental Nutrition Assistance Program (SNAP)
 - Rhode Island Works (RIW)
 - Child Care Assistance Program (CCAP)
 - General Public Assistance (GPA)
 - Medicare Premium Payments (MPP)
 - State Supplemental Payments (SSP)

On Tuesday, September 13th, Department of Human Services (DHS) field offices and the HealthSource RI (HSRI) Contact Center will begin using the new system. By the end of the day, clients will also have access to the new system through this website: www.healthyhode.ri.gov.

Through this new system, clients will be able to:

- Apply for benefits
- View benefit history

- Report any changes
- View/print notices
- Upload documents

“This is the largest technological overhaul the State has ever implemented,” said Department of Administration Director Michael DiBiase. “We have dedicated considerable time and resources to making this transition as smooth as possible, but we know that we will encounter some issues in the immediate days, weeks and months after the launch. This is normal with any IT system this large and complex. We have a team in place to quickly identify, prioritize and fix any issues that arise. We also have well-trained staff committed to minimizing any inconvenience to clients during the transition period and after the new system launches.”

“The state is fully prepared to serve our clients with the launch of the new, integrated eligibility system,” said Department of Human Services Director Melba Depeña-Affigne. “Our staff are dedicated to providing our customers with high-quality, timely, and efficient customer service.”

Clients may visit any DHS field office to receive in-person assistance to enroll in Medicaid or other human services programs. DHS clients can also call the DHS Information Line at 1-855-MY-RIDHS (1-855-697-4347) or visit <http://www.dhs.ri.gov/DHSOffices/index.php> for a complete list of DHS field office locations.

Clients may visit the HSRI Walk-in Center at 401 Wampanoag Trail in East Providence Monday through Friday from 8 a.m. to 7 p.m. for in-person health coverage enrollment assistance. They may also call 1-855-840-4774 or visit healthsourceri.com.

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