

Case Research and Inquiry Utilizing the Magnifying Glass

A magnifying glass icon appears next to many fields in RIBridges. Click this icon to search for the case # (or other data) using the information that you have available such as SSN, Name and DOB, or Individual #.

To navigate go to:

- Others
- Search Inquiry
- Case

❖ If the Case # is unknown, click the magnifying glass icon. This opens the **Search Criteria** popup.

❖ Enter the search criteria (e.g. SSN or First and last name and DOB), then click **<Search>**

Name	Person ID	Date of Birth	Program	Case/Application #	Case/ Application Status	Case Action
Doris L Smith 103F	1000413385	02-21-1913	Medicaid	500741530	Closed	<input type="radio"/>
Doris L Smith 53F	1000036060	10-18-1963	Supplemental Nutrition Assistance Program Cash	500636088	Approved	<input checked="" type="radio"/> Case change
Doris L Smith 53F	1000036060	10-18-1963	Special Medicaid	501152684	Approved	<input type="radio"/> Case change

View 1 - 3 of 3

SUBMIT

❖ From the search results, select the case and click **<Submit>**.

❖ This populates the case number on the **Case – Search/Summary** screen from the search results.

❖ Now that the **Case #** has been entered click **<Search>** to display the case summary.

If you know the case number you can type it in directly on the **Case – Search /Summary** page, bypassing the magnifying glass search criteria process.

Case Research and Inquiry Reading the Case Summary

Case #:

[Reset Form](#)

Case Summary Information

Primary Individual (PI): Doris L Smith 53F
 Case #: 500636088
 Certificate Number:
 Last Application Received Date: 02/01/2009
 Case Status: Approved
 Case Action: Case change
 Office Name: Pawtucket DHS Office
 Case Assigned to: Default Worker I Employee M
 User ID: [usedef](#)
 Phone: 999-999-9999
 Residence Address: 63 BENEFIT ST PAWTUCKET, Rhode Island, 02861
 Mailing Address: 63 BENEFIT ST PAWTUCKET, Rhode Island, 02861

Case Contact Information

Phone Type	Phone Number	Comments
Other	4017253728	CELL

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Email Type	Email	Comments
Empty records		

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Navigator Information

Name	Work Address	Languages Spoken	Entity	Phone	Email
Empty records					

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Active Case Members

Name	Relationship to PI	Person ID	Date of Birth
Doris L Smith 53F	Self	1000026060	10/18/1963
Teresa P Veglia 13F	Child	1000788126	08/12/2003

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Currently Associated Programs

Program	Type of Assistance	Eligibility Status	Application Start Date	Authorization Date	Benefit Period
Supplemental Nutrition Assistance Program	SNAP	Approved	02/01/2009	09/08/2016	03/01/2015 - 02/28/2017
Cash		Closed	06/19/1989		

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Case Action

<input type="radio"/> Continue Previously Selected Actions	<input type="radio"/> Revert Case to Open
<input type="radio"/> Add a Member	<input type="radio"/> Transfer Case
<input type="radio"/> Add New Program	<input type="radio"/> Case Change
<input type="radio"/> Perform Re-determination/Recertification	<input type="radio"/> View Maintain SSI Case
	<input type="radio"/> View Data Collection (Read-Only)

Household would not like to receive automated messages from the IVR system

After searching for the case number or entering it on the **Case – Search/Summary** screen and clicking **<Search>**, a summary of the case will display below.

Under **case summary information** you will see basic client contact and case information including Case Action, Last Application Received Date, Office Name, and Assigned Worker. You can also view the CCAP Certificate Number here.

Phone Number and Email of Primary Contact and Navigator information display below.

Active Case Members section shows all individuals currently marked as living in the household. Their **Person IDs** link to a summary of the individual's information

All currently associated programs display with their status and important dates. Click the **Type of Assistance** link to view the details of the EDG for that program.

Select a **Case Action** and click **<Submit>** to Initiate Data Collection in the selected case action.