Search Function for Frequently Asked Questions
Quick Reference Guide (QRG)

RIBridges

No. 1: Search for Responses to FAQs. This Quick Reference Guide is designed to provide at-a-glance answers to commonly asked questions from applicants and clients. The FAQs are in three sections: Application for Assistance, Case Information, and Client Benefits (p4).

Application for Assistance

#	Question	Info Provided	Where Do I Find It in RIBridges?
1.	What is the status of my application?	*Application # or other personal information*	Click on ***Application Registration*** ▸ **Maintain Application** ▸ ***Search Application*** ▸ ***Application – Search / Summary,*** enter the app # or any known Application Search Criteria (SSN #, DOB, Name, Begin Date, End Date) and click on ***Search.*** Displays the "Application Search Results" with the ***Status*** of the application**.**
2.	Why was my application denied?	*Application # or other personal information*	Click on ***Application Registration*** ▸ **Maintain Application** ▸ ***Application Disposition*** ▸ ***Application – Search / Summary,*** enter the app # or any known Application Search Criteria (SSN #, DOB, Name, Begin Date, End Date) and click on ***Search.*** ***Click on*** Ⓡ ***icon*** View ***Denial / Withdrawal Reason*** field.
3.	What is the date of my application?	*Application # or other personal information*	Click on ***Application Registration*** ▸ **Maintain Application** ▸ ***Search Application*** ▸ ***Application – Search / Summary,*** enter the app # or any known Application Search Criteria (SSN #, DOB, Name, Begin Date, End Date) and click on ***Search.*** View ***Application Received Date / Application Start Date****.*

Case Information

#	Question	Info Provided	Where Do I Find It in RIBridges?
4.	What is my case number?		Click on ***Others*** ▸ ***Search Inquiry*** ▸ ***Individual*** ▸ ***Individual Search Criteria****,* enter as much pertinent information as possible, and click ***Search****.* In the ***Search Results*** box, find your client; view ***Case / Application Number*** column. Click on the pencil icon ✏ to find out more case details ▸ ***Case #*** **hyperlink**, the ***Person Summary*** page displays with each associated case.

Case Information

#	Question	Info Provided	Where Do I Find It in RIBridges?
5.	What is the status of my case?	*Case # provided.*	Click on ***Others*** ▸ ***Search Inquiry*** ▸ ***Case*** ▸ ***Case Search Criteria****,* enter the case #, and click ***Search.*** View ***Case Summary Information***.

		Case # NOT provided.	Click on ***Others*** ▸ ***Search Inquiry*** ▸ ***Individual*** ▸ ***Individual Search Criteria***, enter as much pertinent information as possible, and click ***Search.*** In the ***Search Results*** box, find your client; View ***Case/Application Number*** column. Click on the pencil icon to find out the case details. Or From the ***Quick Jump*** ▸ ***Click on the magnifying glass icon*** ▸ ***SSN #,*** *copy the case number.*
6.	Why is my case still pending?		Click on ***Others*** ▸ ***Eligibility Determination*** ▸ ***Eligibility Search*** ▸ enter the case # and click Submit then Next on the ***Eligibility Results*** table. Go to ***Pending Reasons – Verifications*** column, click the pencil icon; the ***Missing Verification Checklist – Details*** page displays. Click on eyeglass icon, the ***Missing Verification Checklist – Summary*** page displays. The eyeglass icon indicates client needs to see the Social case Worker.
7.	When was my case approved?		**Option 1:** Go to ***Others*** ▸ ***Search Inquiry*** ▸ ***Case*** ▸ enter the case # and click ***Search.*** Scroll down to view Currently **Associated Programs.** View ***Authorization Date*** column. **Option 2:** Go to **Others** ▸ **Eligibility *Determination*** ▸ ***Eligibility Search*** ▸ ***Eligibility Determination Results.*** Next go to ***Eligibility Results*** table, and click the '***Expand***' icon " " Check ***Authorization Date*** to view the authorization dates.
8.	Did you receive all my documents?	*Check for potentially missing verification information*	Click on ***Other*** ▸ ***Eligibility Determination*** ▸ ***Eligibility Search*** ▸ ***Eligibility Determination Results*** Enter case number, go to ***Eligibility Results*** table, any missing verifications will display in the ***Pending Reasons - Verifications*** column. Next click the pencil icon to view the missing verification checklist.
		If no, which documents are still missing?	To view pending verifications, click on the eyeglass icon. The ***Missing Verification Checklist – Summary*** displays, click the pencil icon. The ***Missing Verification Checklist – Details*** displays. View ***Missing Verification*** column.
		To view documents submitted…	Click on ***Others*** ▸ ***Admin*** ▸ ***EDM & RI*** ▸ ***Electronic Document Inquiry and Re-index*** Search by either ***Case Number*** or ***Other Criteria***, enter any pertinent information, and click ***Search***.

Case Information			
#	**Question**	**Info Provided**	**Where Do I Find It in RIBridges?**
9.	How can I report a change?		Changes may be reported by the following methods: 1. Customer Portal from home at https://healthyrhode.ri.gov and submit electronic verification (preferred) 2. In office: a. Use Lobby Computer b. Scan verification at the KIOSK 3. US Mail 4. Telephone
10.	When is my renewal due?		Click on ***Others*** ▸ ***Eligibility Determination*** ▸ ***Eligibility Search*** ▸ enter the case # and click Submit***.*** Next on the ***Eligibility Results*** table, click on the ***Benefit Period hyperlink***, select one of the months, the ***Filing Unit Summary*** for selected program opens. View ***Recertification Due Date***.
11.	Do I need an interview for my renewal?		Click on ***Others*** ▸ ***Eligibility Determination*** ▸ ***Eligibility Search*** ▸ enter the case # and click Submit***.*** Next on the ***Eligibility Results*** table, click on the ***Benefit Period hyperlink***, select one of the months, the ***Filing Unit Summary*** for selected program opens. View ***Recertification Due Date***. Recertification varies upon the Program Request: • *SNAP:* The client must conduct an interview. After receiving the renewal information via Customer Portal (preferred) or mail or fax, the Eligibility Specialist assigned to the case will conduct a courtesy call to reach the customer. If they are unable to be reached, the Eligibility Specialist will schedule an interview. • *RIW***:** The client must conduct a face to face interview. The system sends out an appointment notice for face to face interview along with the redetermination packet. If the customer does not show up for the interview, the review is not initiated. • *Other Programs:* Interview is not required.
12.	When will I be contacted for an interview?		*RIW:* Appointment form goes out with the RIW redetermination packet *SNAP*: After ET receives the redetermination packet is received, the client is contacted for an interview.
13.	When is my appointment?		Click on ***Scheduling*** ▸ ***Search for Appointments*** ▸ ***Search for Scheduled Appointments***. Enter client's name, and any other pertinent information, click ***Search.*** ***Search Results*** are displayed. View ***Appt Date / Time*** column.

Client Benefits			
#	**Question**	**Info Provided**	**Where Do I Find It in RIBridges?**
14.	Who is eligible/ ineligible on my case?		**Option 1:** Click on ***Others*** ▸ ***Search Inquiry*** ▸ ***Case*** ▸ ***Case – Search/Summary***, enter the case #, and click *Search.* Scroll Down to view: • *Active Case Members*. • *Inactive Case Members* **Option 2:** Click on ***Others*** ▸ ***Eligibility Determination*** ▸ ***Eligibility Search*** ▸ enter the case #, and click Submit. Next go to *Eligibility Results* table, click on the *Benefit Period hyperlink* to view detailed results for the Filing unit Summary.
15.	If ineligible, why?		Click on ***Others*** ▸ ***Eligibility Determination*** ▸ ***Eligibility Search*** ▸ enter the case # and click Submit***.*** Next on the ***Eligibility Results*** table, click on the ***Benefit Period hyperlink*** where ***Eligibility Status*** is Denied/Closed. View ***Filing Unit Summary*** page and click ***Next*** on button to view ***Notice Reasons***.
16.	How much will I receive every month?		Click on ***Others*** ▸ ***Eligibility Determination*** ▸ ***Eligibility Search*** ▸ enter the case # and click Submit. View ***Benefit Amount*** column.
17.	When will I start receiving benefits?		Click on ***Others*** ▸ ***Eligibility Determination*** ▸ ***Eligibility Search*** ▸ enter the case # and click Submit. Next on the ***Eligibility Results*** table, check the latest ***Benefit Period****.* ***Effective date of aid for MA programs:*** *1st day of the month of application* ***Effective date of aid for Cash and FS programs:*** *The application date*
18.	When will I stop receiving benefits?		Click on ***Others*** ▸ ***Eligibility Determination*** ▸ ***Eligibility Search*** ▸ enter the case # and click Submit***.*** Next on the ***Eligibility Results*** table, click on the ***Benefit Period hyperlink*** Under the ***Benefit Period*** column, select one of the months, and the program summary page for the selected program opens. View ***Certification Period*** field.
19.	When will I receive my EBT card?		Applicants should receive their EBT card within **one – two days** of being determined eligible, if it is sent to them by mail. Applicant should receive their EBT card in person, same day if they are determined eligible by the ET in face to face interview.
20.	When will I receive my MA card?		Applicants should receive their Medicaid card within **six weeks** of being determined eligible.
21.	What is Special Medicaid Case?		Special Medicaid cases are standalone cases where an individual receives *Medicaid through SSI, DEA copay, Breast Cancer or DCYF Medicaid.*