

Assister Programs



Get in person enrollment help in your community

Navigators and Certified Application Counselors

Navigators and Certified Application Counselors are trained and certified through HealthSource RI in partnership with the Rhode Island Health Center Association. Navigators and Certified Application Counselors are located across the state to help you review your health insurance options, complete an application, and enroll in a plan that best fits your needs. They provide in person assistance for individuals and families. You can find a list by clicking here: <https://healthyrhode.ri.gov/HIXWebI3/DisplayNavigatorSearch>

Reach out to a Navigator

We have over 100 Navigators available for in-person assistance by appointment. You can search the full list at HealthSourceRI.com by location, hours of service, and language preference. Many of our Navigators are fluent in languages other than English.

Meet with a Certified Application Counselor

Certified Application Counselors are from organizations that have volunteered to offer free and unbiased in-person enrollment assistance. Review the full list of participating Certified Application Counselor agencies at <http://www.rihca.org/about-rihca/outreach-and-enrollment.aspx>

How do I know I'm working with a certified Navigator or Counselor?

All Navigators and Certified Application Counselors must display a certificate showing that they are trained and certified to be providing services as a HealthSource RI Navigator or Certificated Application Counselor. The certificate is issued by the Rhode Island Health Center Association (RIHCA). They also must ask you to sign a consent form. Navigator and Certified Application Counselor services are always provided free of charge to all consumers.

How was your appointment?

We want to know how our Navigators and Certified Application Counselors are doing so we can continue to improve our education and training. We encourage you to share any success stories or report any concerns you may have about this program.

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Contact HealthSource RI:

- [By mail at:](#) 401 Wampanoag Trail, East Providence RI 02915
- Call us at: 1-855-840-4774

You may also file a complaint through your HSRI Account: Click on the “Tasks” tab on your account home page and look for “file a complaint.”

Please see the **Reporting Fraud, Waste and Abuse** document for more information on reporting suspected fraud, waste and abuse.

* Note: Interpreter services can be arranged through our Contact Center for anyone who needs assistance in other languages. Call 1.855.840.4774 for assistance.