

Thank you for choosing HealthSource RI



Dear Customer,

Welcome to HealthSource RI! In the next few weeks you will receive your identification card and a packet of information from your health insurance company. If you need to see a doctor before you receive this information, please call your health insurance company directly.

To help you get off to a great start, here are a few things you should know:

Find a doctor

To find doctors and other healthcare providers in your network, visit HealthSourceRI.com/individuals-and-families/find-a-plan/ or call your insurance company directly.

Report your income and life changes

Contact us if you have changes in your income or family size. Keeping your account up to date helps you receive the right amount of financial help (if eligible) and avoid any surprises at tax time.

Remember to pay your monthly bill

- Payments must be received by the 23rd of each month.
- Choose to pay by check, money order or electronic transfer from your bank account.
- Pay online by signing-in to your account at HealthSourceRI.com, drop off at 401 Wampanoag Trail, East Providence, RI, 02915 or mail your payment to PO Box 9711, Providence, RI, 02940.
- You can also sign-up for **Recurring Payments**. With Recurring Payments, HealthSource RI automatically withdraws your health insurance payment on the 18th of every month. It's a free service that you can cancel at any time.

Want to give it a try? Just log in to your secure account and click on the "payments" tab. There, you'll see a button that reads "set-up recurring payments." All you need is your bank account and routing number to get started.

Contact us

If you have any questions, you can reach us:

- **Online:** Access your secure account at the "Account Sign-in" link at HealthSourceRI.com
- **By Phone:** Call **1-855-840-4774**
- **In-person:** 401 Wampanoag Trail in East Providence
- Our hours are Monday through Friday 8:00 am - 6:00 pm
- **In your community:** Visit HealthSourceRI.com or call 211 to find in-person enrollment help with a Navigator in your community

Thank you for being a HealthSource RI customer. We look forward to serving you.

Sincerely,

Zachary Sherman
Director, HealthSource RI