

# 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/find-a-provider](https://HealthSourceRI.com/find-a-provider) 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 by the 23<sup>rd</sup> of each month

- Pay online by signing-in to your account at [HealthSourceRI.com](https://HealthSourceRI.com).
- Pay at any CVS Pharmacy<sup>(R)</sup> via credit/debit card or cash.
- Drop off a check or money order at 401 Wampanoag Trail, East Providence, RI, 02915.
- Mail your payment to PO Box 9711, Providence, RI, 02940.
- Or 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 called "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](https://HealthSourceRI.com)
- **By phone:** Call 1-855-840-HSRI
- **In-person:** Set up an appointment by calling 1-844-602-3468 or come by at 401 Wampanoag Trail in East Providence. Our hours are Monday through Friday 8:00 am - 6:00 pm
- **In your community:** Visit [HealthSourceRI.com](https://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