


## How to Provide a Reasonable Explanation for Income

1. Once you've logged in to your secure HealthSource RI account, *If you have unverified information that requires documentation, you will see the message on the top left of your dashboard. Just select **Provide Supporting Documentation**.*
2. If you don't see this message, go to the **I Would Like to...** section of your dashboard and select **Upload a document/View uploaded documents**.

### My Dashboard

For help picking the right healthcare plan, including a walkthrough of our new and improved dashboard, visit our YouTube channel for a series of brief videos.

My To-Do List | [See all >](#)


STATUS	ACTIVITY	DUE DATE
	<b>Unverified Information (QHP)</b>	
New	Some of the information you provided does not match the information from the external data sources. Please provide supporting documents.	Dec 03, 2018
	 <a href="#">Provide Supporting Document</a>	

My Notices and Announcements | [See all >](#)

#### Review Application

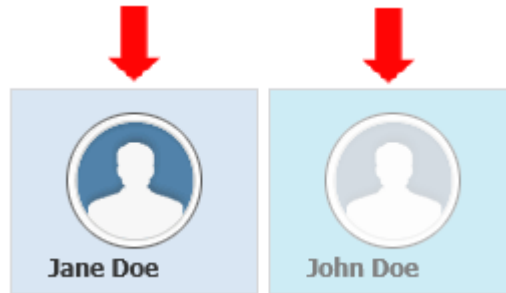
Our records indicate that information on your account has been updated by HealthSource RI or a Medicaid staff person. The changes do not have an impact your current eligibility status. Please review your account information. If you have any questions please contact us at (855)-712-9158.

### I Would Like To...

-  [Upload a document/View uploaded documents](#)
- [File an Appeal/Hearing Request](#)
- [Make a payment](#)
- [Edit my profile](#)
- [Find a Navigator](#)

3. Select the person in your household who needs to verify their income.

*Tip: If multiple members of the household need to verify income, you will need to follow the process for each member separately.*



4. Select the checkbox information for the income verification. You can use the “Reasonable Explanation” option to explain a sudden change in income or unsteady income. This is helpful for when you don’t have a document to prove your current income.

Choose one of the reasons from the drop-down.

1. SELECT ITEMS YOU CAN VERIFY for [REDACTED]

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Annual HouseHold Income for [REDACTED] is \$36000.00

Please choose a reason from the drop-down below

OTHER DOCUMENTS

ATTENTION: for [REDACTED] are uploading.

Document Type: [REDACTED]

[REDACTED]

- Select One-
- Lost job
- Decrease in hours
- Multiple employers
- Self-employed
- Do not file taxes
- Have not filed taxes yet
- Homeless
- Victim of domestic violence
- Victim of natural disaster
- Fluctuating income
- Work on commissions
- Income from capital gains
- Income from dividends
- Income from royalties
- Seasonal worker
- Divorce or marriage
- Death in family
- Victim of identity theft
- None of these reasons apply

5. You can still upload a document if you have one. Select the best description of your document from the dropdown.

#### OTHER DOCUMENTS

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**ATTENTION:** for non-medical DHS programs (SNAP, CCAP, RIW, GPA, SSP, etc.) you must select from the below dropdown what you are uploading.

Document Type

Annual HouseHold Income

- Pay stubs representative of the last 4 weeks of income
- Earnings statement
- Employment letter
- Bookkeeping records
- Property unit proof
- Owner occupied proof
- Monthly rental income proof
- Mortgage breakdown proof
- Income tax returns
- Reports for Social Security Veteran's Administration and other agencies
- [Additional Acceptable Documents](#)

6. **Search your computer for the document and upload.** You will be able to see all documents uploaded for your account within this section as well. Select **Submit & Go to Dashboard** once this is complete.

#### 3. UPLOAD DOCUMENTS

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PREVIOUSLY UPLOADED FOR Jane Doe



Submit & Go to Dashboard