



Rhode Island Department of Revenue

Division of Taxation

ADV 2020-10
TAX ADMINISTRATION

ADVISORY FOR TAX PROFESSIONALS
MARCH 18, 2020

Division establishes webpage with coronavirus information

Agency also urges taxpayers to use its email and telephone systems and portal

PROVIDENCE, R.I. – The Rhode Island Division of Taxation has created a webpage to address issues related to the coronavirus outbreak (see screenshot below).

The Division of Taxation is monitoring developments pertaining to the coronavirus and is following guidance from federal and State officials.¹ When virus-related developments occur regarding Rhode Island state taxes, including any changes to deadlines, the Division will post them on the special webpage: <http://www.tax.ri.gov/COVID/>

The screenshot shows the Rhode Island Division of Taxation website. The header includes the RI.gov logo and the State of Rhode Island Division of Taxation logo. The main content area is titled 'Coronavirus Disease 2019 (COVID-19) Information'. It contains a welcome message and a table of updates. The table has columns for Document, Description, Date, and View. The first row shows an advisory dated 03/18/2020 regarding the establishment of a webpage to address issues related to the coronavirus outbreak.

Document	Description	Date	View
Advisory	Division establishes webpage to address issues related to coronavirus outbreak	03/18/2020	

Online and telephone services

While Governor Gina M. Raimondo has declared a state of emergency in response to the virus, the Division of Taxation currently remains open. However, the Division recommends that taxpayers use the agency's website, portal, email, and phone system -- and avoid visiting the Division of Taxation's office -- in order to limit the spread of the coronavirus.

▪ **Forms, instructions:** Forms and instructions involving the Rhode Island personal income tax are available online at any time via the [Division of Taxation website](#). In most cases, you can either print the form out and complete it by hand or click on the form and enter information on the form itself, then print out your completed form.

¹ The coronavirus is also referred to as coronavirus disease 2019 (COVID-19).

▪ **E-file:** If you use a paid preparer, or you prepare your own return, make sure to have it filed electronically. E-filed returns are processed more quickly than paper returns. There are fewer errors. Also, e-filing is the only way to have your Rhode Island personal income tax refund deposited directly into your bank account (assuming a complete and accurate return is filed). Direct deposit is not available for returns filed on paper.

▪ **Free File:** For those who cannot afford a paid preparer, one option is the [Rhode Island Free File program](#), which lets you prepare your own federal and Rhode Island returns online, and e-file them, at no charge.



▪ **Volunteer preparers:** Can't afford a paid preparer? There are many sites throughout the region where volunteers will prepare and e-file your returns for you. However, please check in advance with the entity or agency to determine if office hours have been limited due to the coronavirus. Volunteer sites are operated by the Volunteer Income Tax Assistance (VITA) program and the AARP Foundation Tax-Aide Program. Learn more about volunteer preparers from [the IRS website](#). The IRS also has an online tool you can use to [search for a volunteer preparer near you](#). For information about the AARP Foundation Tax Aide Program, click [here](#).

▪ **What's new:** The Division of Taxation has posted a [special edition of its newsletter](#), spelling out what's new for the current tax-filing season from a Rhode Island tax standpoint.

▪ **Pensions:** The Division has updated its [guide to the personal income tax break](#) involving income from 401(k) plans, 403(b) plans, Section 457 plans, military retirement pay, federal government pensions, state government pensions, local government pensions, private-sector pensions, annuities, and certain other such sources.

▪ **Tax payments:** Many of the taxes and fees administered by the Division can be paid online by clicking [here](#), [here](#), or [here](#).

▪ **Refunds:** When you file your Rhode Island personal income tax return, you may be due a personal income tax refund. If you are, you can check the status of your refund by using the ["Where's my tax refund?" interactive tool](#) on the Rhode Island Division of Taxation's website.

Enter the required information as shown on the screen -- including your Social Security number, filing status (whether you file your return as "married" or "single", for example), and the amount of your expected refund.



Assuming that all data has been correctly entered, the tool should offer a prompt response to your query. The Division updates the online tool nearly every business day during filing season.

What if your refund is not available? The online tool has a number of separate messages to give taxpayers and tax preparers a better idea of any issue that may be delaying the processing of the return and any associated refund.

Contacting the Division of Taxation

Rhode Island Division of Taxation – some key contact information		
UNIT	PHONE NUMBER	EMAIL ADDRESS
Personal income tax	(401) 574-8829 (option #3)	Tax.Assist@tax.ri.gov
Forms and instructions	(401) 574-8970	Tax.Forms@tax.ri.gov
Sales/use tax, cigarette tax	(401) 574-8955	Tax.Excise@tax.ri.gov
Collections	(401) 574-8941	Tax.Collections@tax.ri.gov
Portal	(401) 574-8484	TaxPortal@tax.ri.gov
Corporate and business taxes	(401) 574-8935	Tax.Corporate@tax.ri.gov
Estate tax	(401) 574-8829 (option #8)	Tax.Estate@tax.ri.gov
Sale of real estate by nonresident	(401) 574-8829 (option #4)	Tax.Assist@tax.ri.gov
Employer taxes (including UI, TDI)	(401) 574-8700	
Registering a business	(401) 574-8938	
Main phone number	(401) 574-8829	

Phones are typically staffed from 8:30 a.m. to 3:30 p.m. business days.

- For a detailed list of Division phone numbers, email addresses: <http://www.tax.ri.gov/contact/>
- The Division of Taxation website: <http://www.tax.ri.gov/>
- Forms and instructions: <http://www.tax.ri.gov/taxforms/>
- The Free File program: <http://www.tax.ri.gov/misc/efile.php>
- The Division of Taxation's portal: <https://taxportal.ri.gov/>
- Business tax EFT filing accounts: <https://www.ri.gov/taxation/business/index.php>
- Payments via credit card, debit card: <http://www.tax.ri.gov/misc/creditcard.php>
- Latest Division of Taxation news: <http://rhodeislandtax.blogspot.com/>

Health updates

For health information related to the coronavirus, the Division of Taxation advises all taxpayers to check the [Rhode Island Department of Health's special webpage](#) and the website of the [federal Centers for Disease Control and Prevention](#).

The Rhode Island Division of Taxation, part of the Rhode Island Department of Revenue, has normal operating hours from 8:30 a.m. to 3:30 p.m. business days. For more information, contact the Division of Taxation at (401) 574-8829 or see <http://www.tax.ri.gov/contact>
