

To: Local Child Support Agencies  
Subject: Corresponding with the U.S. Postal Service (USPS)  
Date: July 30, 2007

On June 18, 2007, the Office of Child Support Enforcement (OCSE) released an Information Memorandum (IM-07-08) in response to concerns from several States about the USPS not responding to LCSAs in establishing child support and/or medical support orders.

The USPS has established a new mailing address for sending medical support-related questions. OSCE outlines the following methods for communicating with USPS:

**By Mail (Medical Information/Support)**

For questions regarding NCP/Employee benefits, including medical support, send correspondence to:

U.S. Postal Service  
Human Resource Shared Service Center  
P.O. Box 970400  
Greensboro, NC 27497-0400

Send only the National Medical Support Notice (NMSN) to:

U.S. Postal Service  
Eagan Accounting Service Center  
2825 Lone Oak Parkway  
Eagan, MN 55121- 9650

**By Phone (Employment Verification/Health Insurance Plan Information)**

Employment Verification - Automated System

Anyone may call the automated Employment Verification System (EVS) to verify NCP/Employee information for employment, annual salary, and the local USPS office where the NCP/Employee works. A Social Security Number is required to obtain information. This is an automated system only - no customer service representative is available.

EVS - (800) 276-9850

Employment Verification - Customer Service

A Customer Service number is available to obtain information through automated options or to speak with a representative. Customer service is available weekdays (except Wednesday), 9:00 a.m. - 12:00 p.m. and 1:00 p.m. - 3:00 p.m., CST.

Customer Service - (651) 406-3600

### Health Insurance Plan Information

Once you have obtained the name and code of the NCP/Employee health insurance, specific information on individual plans is available at the following Office of Personnel Management (OPM) websites:

<https://www.opm.gov/insure/health/>  
<https://www.opm.gov/insure/07/guides/70-02/>  
<https://www.opm.gov/insure/07/spmt/plansearch.aspx>

### **Links**

Additional information may be obtained from the following OCSE link:

<http://www.acf.hhs.gov/programs/cse/pol/IM/2007/im-07-08.htm>

If you are unable to view from the above link, please use following link:

<http://www.acf.hhs.gov/programs/cse/>  
[Click on Information Memoranda](#)  
[Click on IM-07-08](#)

If you have any questions or concerns regarding this matter, please contact Michelle Tedrow with the Department of Child Support Services at (916) 464-4875.