	<b>Agency Name</b>	Office of Family Support (OFS)		
	<b>Chapter No./Name</b>	OO. Miscellaneous Issuances Manual		
	<b>Part No./Name</b>	E. Executive Bulletins		
	<b>Section No./Name</b>	E-2300 Executive Bulletins		
	<b>Document No./Name</b>	E-2340-00 Corresponding with the U. S. Postal Service (USPS)		
	<b>Dates</b>	<b>Issue</b>	July 18, 2007	<b>Effective</b>

According to [Information Memorandum 07-08](#) issued by the Administration for Children and Families (ACF), several States have expressed concern about the USPS not responding to questions from child support workers about medical support. Specifically, in establishing a child support and/or medical support order, case workers may need to know whether a non-custodial parent (NCP)/employee has health insurance for the children and if so, what the cost is to the NCP/employee.

In response to these concerns, the USPS has established a new mailing address for sending medical support-related questions. The following methods for communicating with the USPS have been outlined by ACF.


- **Communicating by Mail**

For questions about an NCP/employee’s 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

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- **Communicating by Phone**

Anyone may call the USPS's automated Employment Verification System (EVS) to learn whether an NCP works for the USPS, the amount of an NCP's annual salary, and the local USPS office where an NCP/employee works. You will need the NCP's Social Security number in order to obtain information. The information is automated—no customer service representative is available.

The EVS number is (800) 276-9850.

The USPS has a Customer Service number where you may obtain information through automated options or speak with a representative available weekdays (except Wednesday), 9:00-12:00 p.m. and 1:00-3:00 p.m., CT.

The Customer Service number is (651) 406-3600.

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

<https://www.opm.gov/insure/health/>

<https://www.opm.gov/insure/07/guides/70-02/>

<https://www.opm.gov/insure/07/spmt/plansearch.aspx>