



# **F.Y.I.**

**from the Policy Unit**

**FYI- 362**

**Date: January 24, 2022**

**SUBJECT: USPS Contact Information for Child Support Agencies**

Please contact the Policy Unit if you have any questions regarding these or any other changes at [DCSS\\_POLICYQUESTIONS@azdes.gov](mailto:DCSS_POLICYQUESTIONS@azdes.gov)

This F.Y.I. is to inform staff of the updated United States Postal Service (USPS) contact information for child support agencies. Updated information included are for child support-related requests, questions concerning verification of employment (VOE) and medical support.

**VOE**

To request employment or income information contact The Work Number (TALX) 800-996-7566 (TTY: 800-424-0253) or postal mail / fax to:

USPS/HRSSC Attn: Employment Verification  
PO Box 970400  
Greensboro, NC 27497-0400  
Fax: 1-336-662-4070 or 1-336-662-4073

The Human Resource Shared Service Center (HRSSC) will complete your request within seven to 10 business days and return it via first class mail. A completed VOE will not be faxed or emailed.

**Medical Support**

USPS Human Resource Shared Service Center  
PO Box 970400  
Greensboro, NC 27497-0400  
Phone: (651) 406-3600

**National Medical Support Notice (NMSN)**

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

The USPS customer service is available Monday, Tuesday, Thursday, and Friday from 9:00 a.m. to noon and from 1:00 p.m. to 3:00 p.m., Central Standard Time.

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

<https://www.opm.gov/healthcare-insurance/>

*DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.  
\*Please do not reply directly to this message as we will not be able to respond. This email address is only used for outgoing mail*