Standardized Address Format for Provider Enrollment

To improve mail delivery, we have researched the Postmaster standards regarding standardized address formats and contents. These standards were jointly developed by the Postal Service and mailing industry. Standardized address information enhances the processing and delivery of mail, reduced undeliverable-as-addressed mail, and provides mutual cost reduction opportunities through improved efficiency.

In addition to the Postmaster standards, many ODHS systems have requirements and limitations of their own. This document is designed to assist staff with entering providing address information correctly. First, we will identify some common Postal Service Standards. Second, we will introduce the online HZIP system will can help staff by converting addresses to the standardized address. This will help ensure that our mailings are delivered properly and that our computer systems function correctly.

Common Postal Service Standards

Secondary Address Unit Designators

Many addresses contain information such as apartment number or suite numbers. These are known as "Secondary Address Unit Designators". The Postal Service has standards regarding the content and positioning of these types of designators.

For example, the Secondary Address Unit Designator should be entered next to the delivery/street address. If there isn't enough room to enter the designator next to the delivery/street address, it should be entered above the street address. For example:

APPLE, MARY
STE 123
123456 NW MISSISSIPPI AVE
SALEM, OR 97301

The Postal Services has also defined standard abbreviations that should be used. Some examples are:

APARTMENT = APT
BUILDING = BLDG
FLOOR = FL

SUITE = STE
UNIT = UNIT
ROOM = RM
DEPARTMENT = DEPT

Note: When using one of these standard abbreviations, do not use the # sign before any numerals. For more information on punctuation and symbols, refer to the Punctuation Standards section.

"In Care Of" Information

Although it's best for the provider to have mail delivered to their own residence, sometimes they may need mail sent elsewhere. If the provider requests that we use an "in care of" address, enter that information above the delivery/street address. For example:

APPLE, MARY
C/O FRED SMITH
1234 MAPLE DR SE
SALEM, OR 97301

Punctuation Standards

It's important to limit punctuation and omit unnecessary punctuation. This is due in part to Postal Service standards and in part to limitations of our computer systems. Some general rules that should be followed are:

- For single field name, there must be a comma after the last name and a space between the comma and first name.

- If the provider has two last names, or a hyphenated last name, do not use a hyphen—use a space between the two last names.

- Except for the comma between the city and state, the following symbols are generally permitted in the delivery address block: **#**, **/**, **-**.

- Spell city names in their entirety. When abbreviations must be used due to labeling constraints, use only the approved 13-character abbreviations.

  - Incorrect
    APPLE, MARY
    1234 N.W. MAIN, STE 123
    PORTLAND, OR 97205

    Correct
    APPLE, MARY
    1234 NW MAIN STE 123
    PORTLAND, OR 97205

HZIP—Help for Local Office Staff

The Postal Service Guidelines, when combined with our systems' limitations, make address entry complicated. But there is help for local office staff. The mainframe HZIP system conforms with Postal Service requirements for standardization. The system has been available for many years, but staff may not be familiar with it. Local office staff should verify addresses using HZIP before entering provider address information on mainframe and Oregon ACCESS screens. This will ensure that standardized addresses are being used.

HZIP can be accessed by typing HZIP on a blank screen. Staff should fill in the address fields in the top portion of the screen using the information they have available for the provider address. After the information is entered, staff should press the {enter} key. The Postal Service address will be displayed on the bottom portion of the screen.

In the following example, you can see the address information entered did not meet Postal Service requirements. The bottom portion of the screen displays the correct, standardized address.

```
                    ZIP CODE LOOK-UP ROUTINE

                            INPUT

    Address 1: 500 Summer St NE
    Address 2:
       City: SALEM              State: OR  ZIP: 97301

                           OUTPUT
     Address1:
     Address2: 500 Summer St NE                COUNTY CODE: 41047
        City: SALEM            State: OR  ZIP: 97301-1064      CRTE: C030
                        MESSAGES

    024 - ZIP CODE WAS CORRECTED
    027 - MULTI-FAMILY DWELLING UNIT, NOT DELIVERABLE WITHOUT
    APARTMENT NUMBER

    Return 1   Reason 1 2 3 4 5 6 7 8   Information 1 2 3 4 5 678
    Codes: 0   Codes: 6 0 1 1 0 0 2 0       Codes: 1 0 0 1 0 300

       Enter  F1=Help  F3=Exit
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