

# **WORKING WITH THE MILITARY AS AN EMPLOYER**

**A QUICK GUIDE**  
**UPDATED AS OF MARCH 2016**



**Department of Health and Human Services  
Administration for Children and Families  
Office of Child Support Enforcement**



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## INTRODUCTION

The Child Support Enforcement Program is a joint undertaking involving federal, state, and local cooperative efforts. As our nation's largest employer, the federal government has an important role in the Child Support Enforcement Program. Within the federal government, the Department of Defense (DoD) is the largest federal agency, with approximately:

- 1.4 million active duty military personnel
- 1.5 million reserved military personnel
- 2.0 million retired military personnel
- 1,192,227 civilian employees of DoD or other federal agencies for which DFAS processes payroll

The Defense Finance and Accounting Service (DFAS) provides payroll for all military and DoD civilians (with the exception of the Coast Guard, which falls under the Department of Homeland Security) and is responsible for implementation of child support orders. In addition, DFAS has taken over payroll responsibility for several other federal agencies such as the Department of Health and Human Services (HHS), the Department of Veterans Affairs (VA), the Military Sealift Command (MSC), the Broadcasting Board of Governors (BBG) and the Department of Energy (DoE). The VA and HHS submit their own new hire and quarterly wage reports. Currently, DFAS is remitting payments for approximately 200,000 child support garnishments per month.

Communication with the military has often been a challenging experience for state and county child support offices. In an effort to assist states in their interaction with the military, the Federal Office of Child Support Enforcement (OCSE) has prepared this resource document. The purpose of this document is to provide policy and procedural guidance to child support staff working with the military in the following areas:

- Locating a noncustodial parent (NCP) who is in the military
- Requesting verification of employment and pay
- Enforcing child support orders through income withholding
- Enforcing medical support orders using the National Medical Support Notice
- Identifying DFAS and Coast Guard payments

## LOCATE SERVICES AND EMPLOYMENT VERIFICATION

### How to Determine If an Individual Is on Active Military Status

You may use the public website <https://www.dmdc.osd.mil/appj/scra/scraHome.do> to learn the current status of an individual.

**The Federal Parent Locator Service (FPLS)** is a principal source of locate and employment information for child support caseworkers when establishing a support order and when initiating an income withholding order (IWO).

As mandated by the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, the FPLS was expanded to include two new federal databases: the National Directory of New Hires (NDNH) and the Federal Case Registry (FCR). States send information to the FCR for all child support cases, both those that have support orders and those for which orders have not yet been established. Persons registered on the FCR are compared daily against the NDNH, which contains employment information from new hire reports and quarterly wage records reported by states and federal agencies, as well as unemployment insurance claimant data reported by State Workforce Agencies (SWA). Therefore, if the military person you are looking for is a participant in a child support case and that case has been submitted to the FCR, you will receive information about them. What the Defense Manpower Data Center (DMDC) Sends to the NDNH.

All newly hired (recruited) military personnel and civilian employees are reported within 20 days to the NDNH. In addition, DoD's DMDC sends quarterly wage data to the NDNH. This includes information on the following:

- Active duty
- Reserve
- National Guard
- Civilian employees
- Military - retired (quarterly wages only)
- Coast Guard - Active, reserve, and retired (part of the Department of Homeland Security)

### Using the FPLS Match or “Hit” Data

Automatic matching occurs whenever new or updated information is entered into either the FCR or NDNH. NDNH-to-FCR and FCR-to-NDNH matches are immediately sent to the state child support enforcement (CSE) agencies. Upon receiving the FPLS match (“hit”) information, CSE agencies are required to issue an income withholding order within two days.

**An FPLS match should be accepted as a verification of employment and wages.** If you receive a match or “hit” on a military person, additional verification of employment is unnecessary. The next step is to submit the income withholding order to DFAS Cleveland to start withholding pay.

Send all income withholding orders by mail or fax to:

DFAS Cleveland  
DFAS-HGA/CL  
P.O. Box 998002  
Cleveland, OH 44199-8002  
Phone: 888-332-7411 - Garnishment Customer Service  
Fax: 877-622-5930

For active, reserve or retired military Coast Guard, mail or fax income withholding orders to:

Commanding Officer (LGL)  
U.S. Coast Guard  
Pay and Personnel Center  
444 SE Quincy Street  
Topeka, KS 66683-3591  
Phone: 785-339-3595  
Fax: 785-339-3788  
Email: [PPC-DG-LGL@uscg.mil](mailto:PPC-DG-LGL@uscg.mil)

For *civilian* federal employees working for the Coast Guard, send income withholding orders to

National Finance Center  
Pay Tech Section Post D-41  
13800 Old Gentilly Road  
New Orleans, LA 70129

Inquiries may be faxed to the Coast Guard’s Pay Tech Section Mail Box at 303-274-3866. Replies will be returned by fax or email.

By automating the generation of income withholding orders, states can meet their two-day turnaround requirement. States that have automated this process have benefited from substantial increases in collections. (For sending electronic income withholding orders (e-IWO) to DFAS, see “Where to Send Income Withholding Orders for Military and Civilian Personnel”.) The Coast Guard does not accept e-IWOs at this time.

**Terminations** of income withholding orders should also be sent to either the DFAS Cleveland or the Coast Guard office addresses listed above, not to the other DFAS sites.

## FPLS External Locate Requests for Information on Active, Reserve, National Guard, Retired Military and Retired Federal Government Civilian Employees

If you need a current address for military service personnel for service of process (e.g., in order to establish paternity), submit an **FPLS external locate** request (through your state child support office) to OCSE for forwarding to the Defense Manpower Data Center (DMDC). DMDC returns these requests on a weekly basis. Include the military service person's name and Social Security number (SSN). FPLS will provide the following information to states:

<b>Population</b>	<b>SSN Returned?</b>	<b>Address Provided</b>	<b>Annual Salary?</b>
Active military	Yes	Unit/duty address	Not provided
Reserve/National Guard military	Yes	Unit/duty address	Not provided
Retired military	Yes	Home address	Yes
Retired civilian	Yes	Home address	Yes

Information on **civilians** currently working for DoD (i.e., not retired) is not available through the FPLS external locate.

### Sending a Request for Employment Verification or Payroll Data

DoD and the Coast Guard will not respond to verification of employment/payroll data requests about active and reserve/national guard military, and civilian payroll records because this information is already provided to the FPLS through quarterly wage reporting to the NDNH. However, there are two exceptions:

#### 1. Requests for Historical Payroll Data of Military Personnel

DFAS and the Coast Guard will respond to individual, written Freedom of Information Act (FOIA) requests for information regarding military personnel relating to pay history (records more than one year old). You may mail or fax a FOIA request on your agency's letterhead stationery. DFAS will also respond to a request for a NCP's Leave and Earnings Statement (LES), if a subpoena is submitted to DFAS. The **subpoena must be signed by a state or federal judge** before it will be accepted for processing.

Send these requests to the DFAS pay site listed below, depending on the branch of service.

- The name and Social Security number of the military member must be included.
- A signature is not required, but the caseworker's name or the name of a higher authority must appear on the request. DFAS will not accept computer-generated requests for pay histories. All computer-generated requests will be destroyed.

**Army (Active Duty FEIN is 359990000 and Reserve Duty FEIN is 351819323), Air Force (Active Duty FEIN is 849990000 and Reserve Duty FEIN is 849980000).**

DFAS Indianapolis  
Corporate Communications  
DFAS-HAC/IN, Attn: FOIA/PA Office  
8899 East 56th Street  
Indianapolis, IN 46249-0150  
Fax: 317-212-8802 (faxed requests accepted)

**Navy (Active Duty FEIN is 349990000 and Reserve Duty FEIN is 349980000), Marine Corps (Active Duty and Reserve Duty FEIN is 539990000), Retired Military Pay (FEIN is 340727612).**

DFAS Cleveland  
DFAS-HAC/CL  
1240 East 9th Street  
Cleveland, OH 44199-8006  
Fax: 216-522-5471 (faxed requests accepted)

**Coast Guard (Active Duty, Reserve Duty, Retired Military Pay FEIN is 529980000).**

Commanding Officer (LGL)  
U.S. Coast Guard  
Pay and Personnel Center  
444 SE Quincy Street  
Topeka, KS 66683-3591  
Phone: 785-339-3595  
Fax: 785-339-3788  
Email: [PPC-DG-LGL@uscg.mil](mailto:PPC-DG-LGL@uscg.mil)

## **2. Requests for Historical Payroll Data of Civilian Personnel**

DFAS will respond to individual requests for information regarding DoD, DoE, HHS, BBG, and VA civilian personnel relating to pay history exceeding three years. DFAS began processing payroll for DOE in 2003, for HHS in 2005, and for VA and BBG in 2006, for MSC in 2014 . Requests for historical records prior to when DFAS began processing payroll for these agencies should be sent directly to the applicable agency, not DFAS. DFAS does not maintain the historical records for these agencies prior to the date payroll processing began.

**DoD civilian employees (FEIN 311575142) includes the following agencies:**

- DOD Civilians Employees
- DCAA (Data Computer Corporation of America)
- DEFENSE COMMISSARY AGENCY
- DFAS
- DLA CSO

-DOD EDUCATION ACTIVITY  
-DOD HUMAN RESOURCE SERVICE CENTER  
-EOP OFFICE OF ADMIN HRMD

**DoE civilian employees (FEIN 530197006)**  
**HHS civilian employees (FEIN 530196960)**  
**BBG civilian employees (FEIN 522260085)**  
**VA civilian employees (FEIN 741612229)**

Send all DoE, HHS, MSC and BBG civilian requests to:

DFAS Cleveland  
DFAS-HAC/CL  
1240 East 9th Street  
Cleveland, OH 44199-8006  
Fax: 216-522-5471 (faxed requests accepted)

Send all DoD, and VA civilian requests for historical records more than three years old to the DFAS address below, but first see the paragraph above that provides the date DFAS started paying these agencies:

DFAS Indianapolis  
DFAS-HAC/IN  
8899 East 56th Street  
Indianapolis, IN 46249-0865  
Fax: 317-212-8802 (faxed requests accepted)

For civilians paid through the Non-Appropriated Funds Civilian Pay System (NAFCPS), write to:

NAF Finance Services (FEIN 751744396)  
P.O. Box 6111  
Texarkana, TX 75505-6111

The name and Social Security number of the civilian employee must be provided. A signature is not required, but the caseworker's name or the name of a higher authority must appear on the request, or it will be returned to the child support agency. DFAS will not accept computer-generated requests for pay histories. All computer-generated requests will be destroyed.

Coast Guard civilian federal employee requests should be sent to the National Finance Center at:

National Finance Center  
Pay Tech Section Post D-41  
13800 Old Gentilly Road  
New Orleans, LA 70129



Inquiries may be faxed to the Coast Guard's PTS Mail Box at 303-274-3866. Replies will be returned by fax or mail.

## **World Wide Locator Offices**

The World Wide Locator Service is another way to locate some military personnel. Address information may be obtained by writing to the World Wide Locator for the appropriate branch of service:

**Army Active Duty: The Army has discontinued its World Wide Locator for active duty, reserve or retired personnel.**

### **Navy Active Duty, Reserve or Retired**

Navy World Wide Locator  
Navy Personnel Command (PRS 1)  
5720 Integrity Drive  
Millington, TN 38055-3120  
Customer Service Center  
Phone: 901-874-5111  
Phone: 1-866-U-ASK-NPC or 1-866-827-5672  
Website: [www.npc.navy.mil/uasknpc](http://www.npc.navy.mil/uasknpc)  
Email: CSCMailbox@navy.mil

Note: The Navy does not release unit addresses over the telephone. Submit your request in writing or call the commercial number for further instructions. Information available: date in/date out, rank and pay grade.

### **Air Force Active Duty, Reserve, Retired or Air National Guard**

Air Force World Wide Locator  
HQ AFPC/DPDXIDL  
5550 C. Street West, Suite 50  
Randolph AFB, TX 78150-4752  
Phone: 210-565-2660  
Normal duty hours: 7:30 am to 4:30 pm CT

Note: Requests for information by state or federal agencies or law enforcement must be in writing and on official letterhead. Information available: date in/date out, rank, duty title, pay grade and duty address (if releasable).

### **Marine Corps**

Marine Locator  
CMC Headquarters MMSB-17, Suite 201  
2008 Elliot Road  
Quantico, VA 22134-5030  
Phone: 1-703-784-3941, 3942, and 3943  
Hours of operation: 8:00 am to 4:00 pm ET

Note: Requests for information by state or federal agencies or law enforcement must be in writing and on official letterhead; see the following website:

<http://www.usmc-mccs.org/contactus/helpcontactus.cfm?selection=SelectOne>

### **US Coast Guard**

Commander

Personnel Service Center

U.S. Coast Guard Stop 7200

4200 Wilson Boulevard, Suite 1100

Arlington, VA 20598-7200

Email: Send an email with the person's full name to [cglocator@ballston.uscg.mil](mailto:cglocator@ballston.uscg.mil)

### **Requests for Employment Verification of Civilians Working for DoD**

**DoD provides the FPLS with new hire and quarterly wage information through DMDC for civilians working for DoD.**

### **Requests for Location/Medical Insurance Information on Civilians Working for DoD**

DoD provides the FPLS with new hire and quarterly wage information through DMDC for civilians working for DoD. DoD information now includes a specific Human Resource (HR) address that services civilian employees. The HR address is Address 1 on the new hire and quarterly wage response record. DoD staff at the HR addresses can receive the National Medical Support Notice (NMSN), and they can provide work site information for the DoD civilian employees for service of process. States may receive several addresses associated with one FEIN though the number of local HR office addresses provided to states may diminish over time as HR offices are combined or centralized. Army and Air Force have centralized as follows:

Civilians working for the Army now have the following HR address for receipt of the NMSN only:

Army Benefits Center-Civilian

303 Marshall Avenue

Fort Riley, KS 66442-5004

Fax: 785-239-0020 (acceptable for receipt of the NMSN only)

Civilians working for the Air Force now have the following HR address for receipt of the NMSN:

Air Force San Antonio

AFPC DPCMB, Suite 57

550 C Street West

Randolph AFB, TX 78150-4759

The HR offices will not respond to requests for employment verification. The information on the new hire and quarterly wage reports (provided to the FPLS and sent to the states as proactive

matches) is to be used for employment verification. Information provided by The Work Number can also be used as it is up-to-date.

### Information Included in the Quarterly Wage Report

The quarterly wage (QW) report provided to the NDNH by DMDC includes all income received by a military service person. The following chart lists all the income categories that could be included in a QW report.

<b>Military Status</b>	<b>Supplemental Pay Type</b>
<b>ACTIVE</b>	
	Amount of Accrued Leave Pay
	Amount of Contract Cancellation Pay And Allowances
	Amount of Separation Payment
	Basic Allowance for Housing (BAH) (not attachable for child support)
	Basic Allowance for Subsistence (not attachable for child support)
	Career Sea Pay
	Career Sea Pay Premium
	Diving Duty Pay
	Enlistment Bonus
	Essential Service Pay
	Family Separation Allowance Type I
	Family Separation Allowance Type II
	Foreign Duty Pay
	Foreign Language Proficiency Pay
	Hazardous Duty Incentive Pay I
	Hazardous Duty Incentive Pay II
	Hazardous Duty Incentive Pay III
	Hostile Fire Pay
	Nuclear Officer Accession Bonus
	Overseas Extension Pay
	Proficiency Pay
	Regular Reenlistment Bonus
	Rental Charge for Inadequate Government Quarters
	Selective Reenlistment Bonus
<b>ACTIVE: OFFICERS ONLY</b>	
	Additional Special Pay
	Aviation Career Incentive Pay
	Aviation Officer Continuation Pay
	Board Certified Pay
	Incentive Special Pay
	Miscellaneous Officer Pay

<b>Military Status</b>	<b>Supplemental Pay Type</b>
	Medical Officer Retainer Bonus (MORB)/Nurse Bonus Amount
	Nuclear Career Accession Bonus
	Nuclear Career Annual Incentive Bonus
	Nuclear Qualified Officer Continuation Pay
	Saved Pay
	Saved Pay For Health Professionals
	Variable Special Pay
<b>RESERVES</b>	
	Airborne Warning And Control Systems (AWACS) Controller Pay
	Aviation Career Incentive Pay
	Basic Ad Pay
	Career Sea Pay
	Diving Duty Pay
	Foreign Duty Pay
	Foreign Language Proficiency Pay
	Hazardous Duty Incentive Pay I
	Hazardous Duty Incentive Pay II
	Hazardous Duty Incentive Pay III
	Hostile Fire Pay and/or Imminent Danger Pay
	Monthly Basic Pay
	Reserve Component Incentive Program Education Payments
	Reserve Component Incentive Program Payments
	Separation Pay
	Special Pay for Reserve Medical Officers Payments
<b>CIVILIANS</b>	
	Award Amount I, II & III
	Final Compensatory Time Paid
	Locality Payment
	Lump Sum Leave Pay
	Manual Pay Adjustments Amount
	Overtime Paid
	Severance Pay Amount
	Voluntary Separation Incentive

### Retired Military QW Reports

QW reports on retired military (persons who were formerly on active or reserve/national guard duty) and retired Coast Guard members are now provided to the FPLS. These records are coded "P" (for pension). (Coast Guard is part of the Department of Homeland Security.)

## **Base Pay**

If you need the base pay of military or civilian personnel to establish a child support order, pay rates (basic military pay, military housing allowance (BAH), and civilian pay) may be found on the following websites:

<http://www.dfas.mil/militarymembers/payentitlements/military-pay-charts.html>

<https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages>

## SERVICE OF PROCESS

Service of process refers to the delivery of a document to an individual (NCP) to notify him/her of a claim or to inform him/her of specific acts that he/she must perform (for example, appearing at a paternity hearing for child support). Although military personnel may live on an installation, most live in the neighboring communities and one may serve legal documents on them just as one would a civilian. There are several methods for service of process, including regular and certified mail, voluntary acceptance of service, sheriff's service, and personal service by a civilian authority or process server. Under most state laws, establishment of a child support obligation requires voluntary acceptance of service or personal service by an authorized official.

### **Serving Military Personnel on an Installation**

Military installations may be open or closed and increasingly they are closed. If an enforcement action requires personal service, service may be more difficult. Call the installation's legal office to learn the type of jurisdiction it follows regarding state access:

- Exclusive federal jurisdiction with no state provision for service of process,
- Partial jurisdiction, or
- Concurrent and proprietary jurisdiction.

Use the contacts below to ask about the service of process procedure for the appropriate branch. Neither the commander nor the base attorneys can assist you in actually serving the NCP/military member, but they can tell you what you need to do to effect service on their base. If you obtain the address of the NCP/military member but still cannot serve him/her, contact the commander, magistrate or staff judge advocate. Explain that you are trying to serve the military member for child support purposes and ask the commander, magistrate or staff judge advocate to meet with the member to ask if he/she will cooperate with your service attempts. The commander, magistrate or staff judge advocate will meet with the NCP/military member and provide you with an update on the outcome of that meeting.

### **Contacts for Service of Process**

Following are contacts for facilitating service of legal process and enforcing support obligations:

**Air Force**  
 AFLSA/JACA  
 1420 Air Force Pentagon  
 Washington, DC 20330-1420  
 Phone: 703-697-0413

## **Army**

Office of the Judge Advocate General  
Attention: DAJA-LA  
2200 Army Pentagon  
Washington, DC 20310-2200  
Phone: 571-256-7997

## **Coast Guard**

For Coast Guard military personnel:

Commanding Officer (LGL)  
U.S. Coast Guard Pay & Personnel Center  
444 SE Quincy Street  
Topeka, KS 66683-3591  
Phone: 785-339-3592 or 3595 (for questions)  
Fax: 785-339-3788  
Email: [PPC-DG-LGL@uscg.mil](mailto:PPC-DG-LGL@uscg.mil)

For Coast Guard civilian personnel:

National Finance Center  
Pay Tech Section Post D-41  
13800 Old Gentilly Road  
New Orleans, LA 70129

## **Marine Corps**

Legal Assistance  
1555 South Gate Road, Building 29, Room 301  
Arlington, VA 22214  
Phone: 703-614-1266

Legal Assistance Headquarters, Marine Corps Base  
Quantico, VA 22134  
Phone: 703-784-3122  
Website: <http://www.quantico.usmc.mil/activities/?Section=Legal>

## **Navy**

Office of the Judge Advocate General (Code 16)  
Washington Navy Yard  
1322 Patterson Avenue, SE, Suite 3000  
Washington, DC 20374-5066  
Phone: 202-685-4637

## INCOME WITHHOLDING ORDERS FOR MILITARY AND CIVILIAN PERSONNEL

### Where to Send Income Withholding Orders (IWOs) for Military and Civilian Personnel

Income withholding orders for military personnel (active, reserve, guard, retired) and civilian personnel working for DoD or other federal agencies serviced by DFAS should be sent to the DFAS office in Cleveland, Ohio:

DFAS Cleveland  
DFAS-HGA/CL  
P.O. Box 998002  
Cleveland, OH 44199-8002

Instead of mailing the income withholding order, you may fax it to:

DFAS Fax Gateway, toll-free: 877-622-5930

Do not send withholding orders to any other DFAS site as this will delay processing. Supporting documents may be included and will be imaged and available for viewing by the paralegals. Fax each order individually. You may use the fax line for sending income withholding orders for employees of civilian agencies who are paid by DFAS, such as the Department of Energy. A faxed income withholding order will receive the same consideration as the same document sent by mail or electronically submitted through the **e-IWO or Kids 1<sup>st</sup>**. The fax line is only to be used for sending income withholding orders and accompanying documents.

Do not send the National Medical Support Notice, underlying court orders, or requests for verifications of employment to the DFAS Cleveland post office box address or fax numbers.

The DFAS Income Withholding toll-free Customer Service Number is 888-332-7411.

The DFAS website for income withholding information is <http://www.dfas.mil/garnishment.html>. The website includes a fact sheet and questions and answers on how to obtain payroll information on DoD military and civilian employees.



## **Coast Guard**

Coast Guard active and retired military personnel income withholding orders should be sent to:

Commanding Officer (LGL)  
U.S. Coast Guard Pay and Personnel Center  
444 SE Quincy Street  
Topeka, KS 66683-3591  
Phone: 785-339-3592 or 3595 (for questions)  
Fax: 785-339-3788  
Email: [PPC-DG-LGL@uscg.mil](mailto:PPC-DG-LGL@uscg.mil)

Coast Guard civilian personnel income withholding orders should be sent to:

National Finance Center  
Pay Tech Section Post D-41  
13800 Old Gentilly Road  
New Orleans, LA 70129

## **Attaching the Income of Retired Military Service Personnel**

An income withholding order to attach the pension of a retired military member should be sent to:

DFAS Cleveland  
DFAS-HGA/CL  
P.O. Box 998002  
Cleveland, OH 44199-8002  
Phone: 888-332-7411 for customer service, all branches

## **Attaching the Income of Retired Federal Civilian Employees**

An income withholding order to attach the pension of a retired civilian employee of the federal government should be sent to:

Office of Personnel Management  
Court Ordered Benefits Branch  
P.O. Box 17  
Washington, DC 20044-0017  
Phone: 202-606-0222  
Fax: 202-606-7958

## **Garnishments vs. Voluntary and Involuntary Allotments**

A garnishment for child support means there is a judicial/administrative income withholding order in place (mandated in 1990 for IV-D cases and in 1994 for all child support orders). (42 U.S.C. 659).

Voluntary allotments are available to military service personnel to pay recurring debts. Voluntary allotments for child support were used prior to the federal legislation requiring mandatory income withholding for child support. Many are still active. A voluntary allotment is completely under the member's control and can be started, stopped or amended at will by the military person.

An involuntary allotment (pursuant to 42 U.S.C. 665) is an income withholding action enforceable against *active duty* military pay. Involuntary allotments have advantages compared to garnishment actions when the maximum amount payable from the disposable income does not allow full payment. This is due to the fact that military allowances, such as the basic allowance for housing (BAH), are included in the disposable pay calculations for involuntary allotment. An involuntary allotment begins with a court or administrative order establishing a child support obligation and an arrearage in an amount equal to or greater than two months support under the order. Regulations require that when using the involuntary allotment, the child support office must send a copy of the underlying court order. See 32 C.F.R. Part 54 for detailed instructions.

## **Voluntary Allotment Inquiries**

### **Air Force Voluntary Allotments - Cleveland**

Phone: 888-332-7411

### **Army Voluntary Allotments - Indianapolis**

Phone: 877-338-3327 or 317-212-0585

### **Marines Voluntary Allotments - Cleveland**

Phone: 888-332-7411 or 216-522-8762

### **Navy Voluntary Allotments - Cleveland**

Phone: 888-332-7411

### **Retired-All Branches - Cleveland**

Phone: 888-332-7411

### **Coast Guard (Part of the Department of Homeland Security)**

Phone: 785-339-3595

## **When a Federal Employee/Reservist (National Guard) Member is Called to Active Duty**

**If a reservist is called to active duty, DoD does not submit a new hire report for this person.** If a civilian employee, who is in the reserves and working for the military, is called to active duty and DFAS or the Coast Guard already has an income withholding order on file, DFAS will roll the withholding over to the employee's military pay. If the employee works for another federal agency or a private company, the state should issue an income withholding order to DFAS or the Coast Guard. (When a reservist with a child support order is called to active duty, the employer might not notify the child support office, and thus the income withholding order would not be satisfied.) The FPLS (NDNH) quarterly wage report will show any change in the reservist/employee's employer.

## **What Happens to the Income Withholding Order When the Military Member Retires?**

When a military member with an income withholding order for child support retires, the order automatically attaches to the retirement pay (pension) of that member most of the time. There may be a 60-day delay in payments being restarted. If the child support office needs confirmation, it should contact DFAS as to why the child support payment has stopped. DFAS will confirm the reason for the stop and, if necessary, will alert DFAS Garnishments to send the withholding order to be processed against the member's retirement pay.

The Coast Guard will automatically move a retiree to retired pay.

Multiple QW reports for one NCP in the military could be received by a CSE agency because a person could be both a DoD civil service employee and a reservist. In fact, there are many people working for DoD in both capacities. When the CSE agency receives the first QW match, it should send the income withholding order to DFAS Cleveland for garnishment. Garnishments will be applied to all pay available at that time.

## **Electronic Income Withholding Order (e-IWO)**

DFAS is a major partner in OCSE's electronic income withholding order (e-IWO) project, which allows states to send IWOs electronically to DFAS and other employers. DFAS began the e-IWO concept several years ago with its Kids 1<sup>st</sup> electronic submission system. It is now transitioning states to the e-IWO portal. For more details or to participate in the project, contact Bill Stuart at [william.stuart@acf.hhs.gov](mailto:william.stuart@acf.hhs.gov) or 518-399-9241; Sherri Grigsby at [sherri.grigsby@acf.hhs.gov](mailto:sherri.grigsby@acf.hhs.gov) or 202-401-5437; or Loretta Longo at [loretta.c.longo.civ@mail.mil](mailto:loretta.c.longo.civ@mail.mil) or 216-204-1612.

The Coast Guard has not yet implemented the e-IWO.

## OBTAINING MEDICAL SUPPORT FROM MILITARY PERSONNEL

### Defense Enrollment Eligibility Reporting System (DEERS)

The Defense Enrollment and Eligibility Reporting System (DEERS) maintains information on the military service person, known as the “sponsor,” and dependents entitled to TRICARE medical benefits. DEERS is the database used to confirm eligibility for health care benefits through the military.

### TRICARE Standard

The standard health care benefit is referred to as **TRICARE Standard**. It is not an insurance program. It is an entitlement. No premiums are charged for enrollment, and no additional enrollment by the military member (sponsor) is required; however, there is a deductible and cost share associated with this entitlement. TRICARE uses the term "shared" rather than "covered" because the cost is shared by the military member/beneficiary after an annual deductible cost has been satisfied. Claims to TRICARE may be submitted up to a year after treatment. Commencement of military medical benefits is determined by either the child's date of birth or the date(s) of the sponsor's military service, not the DEERS enrollment date.

A TRICARE Standard Handbook explaining coverage is available by going to the TRICARE website <http://www.tricare.mil/tricaresmart>. An order for medical support and evidence of medical coverage are required for a state CSE agency to count the case on the OCSE 157 Report.

### TRICARE Prime

In addition, in most areas of the country, the military member (sponsor) also has the option of enrolling some or all family members into a program referred to as **TRICARE Prime**. An actual enrollment form must be completed (with the sponsor's signature) and submitted to the TRICARE Enrollment Office. Under certain circumstances, the custodial party (CP) may enroll the child in TRICARE Prime. In some cases, there are premium payments required depending on the military member's status (i.e., quarterly premiums for family members of retirees). This program is similar to a civilian health maintenance operation (HMO) policy. There is no deductible, but there is a co-payment required for some services. Specific information about these alternative coverage options may be found at [www.tricare.mil](http://www.tricare.mil).

The process for obtaining medical support from a military parent is described below. The process is applicable to active duty, National Guard and Reserves or retired military. Health care for National

Guard and Reserves is based on the sponsor's military status. Reservists are not eligible for TRICARE.

## **How to Enroll**

A child must be determined to be a military dependent in order to be enrolled in DEERS. (See the next section on how to determine eligibility.) The documents needed to establish eligibility for dependency include a court-ordered or state-authorized, voluntary acknowledgement of paternity (VAP) if the child's parents were not married and a birth certificate. The court order only has to establish paternity identifying the child's parent; it does not have to order child financial or medical support. If the sponsor (military member) is enrolling the child, he needs to provide the ID card-issuing facility with either an actual court determination of paternity or a VAP. The mother of the child cannot do that for him. The military member/sponsor can complete the acknowledgment of paternity form from the state where he is stationed or he can go to the legal assistance office on his military base and complete an affidavit stating that he is the father. If the military member is unable or unwilling to qualify a child for DEERS enrollment, contact the military member's personnel office/ID card-issuing facility or the appropriate uniformed service DEERS Project Office below for assistance. If the CP does not have a copy of the in-hospital voluntary acknowledgement of paternity form, she should contact the hospital to obtain another copy. A child may be enrolled at any time prior to his or her 21st birthday.

Each branch of the service may have slightly administrative different procedures. However, the DEERS enrollment and ID card issuance for a child are standardized within the Real-Time Automated Personnel Identification Card System (RAPIDS) program. The CP must go to a RAPIDS ID Card Issuing Activity facility and present the appropriate documents to the verifying officer. RAPIDS is the application process through which individuals receive ID cards based on enrollment with DEERS. Attachment Form DD172-2, "Application for Identification Card/ DEERS Enrollment" may be found at the following web site:

<http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd1172-2.pdf>.

The DD Form 1172-2 application is an online application and produced at RAPIDS facilities as part of the DEERS enrollment and ID card issuance process. Once the CP has presented the appropriate documents to establish the child as a military dependent, the RAPIDS Verifying Official can provide this form to determine a child's eligibility to DEERS medical benefits and shopping privileges.

### **RAPIDS Site Locator**

Location of the RAPIDS ID Card Issuing Activities may be found via the internet at <https://www.dmdc.osd.mil/rsl/consent?continueToUrl=%2Frs1%2Findex.html>. If internet access is not available, the CP may contact the Defense Manpower Data Center (DMDC) Support Office Monday through Friday between 9:00 am and 6:30 pm ET at 800-538-9552.

A CP wishing to enroll by mail should contact a military installation with a RAPIDS ID Card Issuing Activity facility at the service branch where the NCP is serving. Documentation to prove dependency must be provided. One requirement for enrollment is the Social Security number (SSN) of the NCP/military member. If the CP does not know the NCP's SSN, the child support caseworker could

obtain the NCP's SSN and complete all the required paperwork to initiate the enrollment. The caseworker should fax or mail the paperwork to the appropriate RAPIDS ID Card Issuing Activity facility. The CP will still need to take the child to the ID Card Issuing Activity facility to obtain a military ID card for the child. All the paperwork must be completed and approved prior to the CP's appearance at the ID Card Issuing Activity facility. This is an example of a procedure that the local child support office will need to work out with their corresponding ID Card Issuing Activity facility.

Before DEERS enrollment can be completed, an attempt will be made to have the sponsor sign the paperwork. The amount of time this process takes varies depending on the location and the assignment of the military member. If the sponsor is unwilling to sign, an official at the Special Project Office may sign on behalf of the sponsor after all efforts to obtain the sponsor's signature have failed and those efforts have been documented. Each RAPIDS site will be able to provide the contact information for that service's Special Project office. The sponsor may not decline coverage of his/her child.

### **Assistance from the U.S. Air Force**

Ms. Karen Bennett, U.S. Air Force Special Project Office  
Phone: 210-565-2689  
Email: [karen.bennett@us.af.mil](mailto:karen.bennett@us.af.mil)

### **Assistance from the U.S. Army**

When it appears that a child's initial eligibility for DEERS has been established but there is no contact with the military member/sponsor, the RAPIDS facility may allow temporary enrollment in DEERS to provide temporary medical care. This temporary enrollment is usually 30 days pending contact confirmation from the military member. If the military member does not respond due to unwillingness or inability and if documentation supports/identifies the child's parent as a military member, the RAPIDS facility has the authority to continue the child's DEERS enrollment and allow for the initial ID card issuance if necessary. After DEERS eligibility checks and ID card renewals, the RAPIDS facility may follow through with another 30-day notification to the military member, up to 90 days, before enrolling the child permanently in DEERS.

Mike Klemowski, U.S. Army DEERS/RAPIDS Special Project Office  
Phone: 502-613-8469  
Email: [michael.klemowski@us.army.mil](mailto:michael.klemowski@us.army.mil)

### **Assistance from the U.S. Marine Corps**

The Marine Corps advises that the NCP/Marine should enroll the child in DEERS by providing the RAPIDS facility with a certified, true copy of the child's birth certificate, the order/affidavit of parentage establishing paternity, the child's SSN, a copy of the signed/filed support order and completed form DD-1172. Once that has been accomplished, the CP may go to the RAPIDS facility, produce the Social Security (SS) card of the child, and be issued the DEERS ID Card. If the military member does not or will not provide the information/documentation, the CP may contact Mary Stroz's office:

Headquarters, US Marine Corps  
Attention: Mary Stroz, Special Project Office  
3280 Russell Road  
Code MRP1  
Quantico, VA 22134  
Phone: 703-784-9529  
Fax: 703-784-2827  
Email: [mary.stroz@usmc.mil](mailto:mary.stroz@usmc.mil)

The CP will need to provide the NCP/Marine's name and SSN, order for support and paternity/affidavit of parentage, certified, true copy of child's birth certificate, copy of the child's Social Security card, and statement about what the CP is requesting (medical support/health insurance for the child). The Special Project office sends an acknowledgement to the CP and contacts the NCP/Marine's commanding officer for assistance in getting the DD-1172 completed. The CP may then go to the RAPIDS facility and get the ID card for the child.

### **Assistance from the U.S. Navy**

For situations where the CP is not in contact with the sponsor, the CP/child support office should contact the Service Project Office. Once that office receives either a court order that establishes paternity or a voluntary acknowledgement of paternity that has been registered with the state along with a birth certificate and Social Security card, that child is then enrolled in the Defense Enrollment Eligibility Reporting System (DEERS). The Service Project office will send the CP an application for an ID card and the service member a letter to inform him of the enrollment.

Ms. Lawanda Bing, Service Project Office  
Navy ID Card Policy  
Bureau of Naval Personnel (PERS 314)  
Phone: 901-874-3467  
Email: [lawanda.bing@navy.mil](mailto:lawanda.bing@navy.mil)

Once enrolled in DEERS, the child is eligible to receive medical care in two ways. The child may be able to obtain medical care and medications from military hospitals and clinics. The child may also use the cost share medical coverage, TRICARE, with civilian health providers. Getting health care from a uniformed service hospital or clinic, when available, saves money and paperwork. Military bases have Beneficiary Counseling Assistance Coordinators to assist CP with questions about medical coverage.

### **How to Learn Whether a Dependent Has Already Been Enrolled or Is Entitled to TRICARE Benefits in DEERS**

A legal dependent (one for whom paternity has been established) of a military person (active or retired) is eligible for TRICARE medical services through the DoD. The electronic match between the FCR and the DMDC enables child support workers to learn whether a dependent is eligible for

TRICARE and already enrolled in DEERS. DMDC matches the FCR participants against its records to determine whether a child is eligible for military medical benefits. DMDC reports the results to the FCR; the FCR transmits the match information to the states every quarter.

Once an active duty or retired military member and eligible family members have been enrolled in DEERS, they have medical benefits. These medical benefits do not include dental care. (TRICARE dental coverage is available at an additional cost to the service member. TRICARE vision care varies according to beneficiary status and TRICARE program option.) The NMSN does not result in the automatic enrollment of the child in DEERS. The CP must follow the procedures in the previous section for enrollment if the child is shown as eligible but not already enrolled in DEERS.

A CP (not a child support worker) may confirm eligibility for a child by calling the **DMDC Support Office (DSO) telephone center help line at 800-538-9552**. If the CP is divorced from the military member (sponsor) but has a prior DEERS record and can establish that he/she is the child's parent, DEERS can provide eligibility information. If the CP was never married to the sponsor or was never enrolled in DEERS, he/she first needs to provide proof that the CP is actually the parent of the child in question. Acceptable documentation includes a birth certificate for the child naming the parent, custody papers, etc. Documents have to be sent to DSO to be reviewed and the tracking system updated before DSO can release specific information to the CP.

## **Do Not Send the National Medical Support (NMSN) Notice for Active Duty and Retired Military**

It is not appropriate to send the NMSN to DoD or the Coast Guard for active duty military personnel or retired military as the military health care coverage, TRICARE, is an entitlement to military personnel and their dependents. Because TRICARE is an entitlement and not health insurance, DMDC cannot comply with the NMSN to enroll dependents. If the child's status in DEERS/TRICARE can be determined, this eliminates any need for IV-D agencies to send the NMSN to DMDC for a dependent of military personnel.

Child support enforcement agencies can determine whether a child is eligible to be enrolled in DEERS/TRICARE by the following means:

- By the appearance of an appropriate DoD Federal Employer Identification Number (FEIN) on the new hire report or the QW report for either the NCP or the CP indicating that either parent is active duty military or retired military, or
- Through the DMDC/FCR match.

### **Department of Defense FEINs:**

- Army: Active Duty FEIN is 359990000
- Navy: Active Duty FEIN is 349990000
- Marine Corps: Active Duty FEIN is 539990000
- Air Force: Active Duty FEIN is 849990000
- Coast Guard: Active Duty, Reserve and Retired FEIN is 529980000  
(Part of the Department of Homeland Security.)



- NOAA: Active Duty and Retired FEIN is 520821608 (NOAA civilian federal employees are part of the Department of Commerce.)
- Retired Military Pay: Retired FEIN is 340727612

If a child is determined to be eligible for enrollment, as indicated by the DMDC/FCR match or by the FEIN from the new hire report or the quarterly wage report, the CSE agency should instruct the CP to contact the local RAPIDS ID Card Issuing Activity with the proper documentation to initiate the dependent's enrollment in DEERS/TRICARE. The CSE agency should indicate in the individual case record where it obtained the child's medical enrollment status and make appropriate case updates from the next quarterly DMDC/FCR match.

## **Sending the National Medical Support Notice to DoD Civilian Personnel**

The policy explained above does not apply to DoD civilian personnel. For civilian employees, child support agencies must continue to send the NMSN to the DoD human resource office provided in the new hire and QW response. The address for the appropriate HR office is included as part of the new hire and QW response that is sent as an FPLS match.

## **Addresses for Sending the NMSN**

### **Active Duty or Retired Military Personnel**

**DO NOT SEND the NMSN if the custodial or noncustodial parent is active duty military or retired military.** The military health care coverage, TRICARE, is an entitlement to military personnel and their dependents. Because TRICARE is an entitlement and not health insurance, the Defense Manpower Data Center (DMDC) cannot comply with the NMSN to enroll dependents. **DMDC WILL NOT RESPOND to the NMSN. Health insurance information for military personnel is provided through the DEERS match.**

### **Civilian Federal Employees Working for the DoD**

#### **Civilian federal employees working for the Army - Send the NMSN (not the IWO) to:**

Army Benefits Center - Civilian  
303 Marshall Avenue  
Fort Riley, KS 66442-5004  
Fax: 785-239-0020 (acceptable for receipt of the NMSN)

#### **Civilian federal employees working for the Air Force - Send the NMSN (not the IWO) to:**

Air Force Personnel Center DPCMB  
550 C Street West, Suite 57  
Randolph AFB, TX 78150-4759

**Civilian federal employees working for Soldiers and Airman's Homes - Send the NMSN (not the IWO) to:**

U.S. Soldiers and Airman's Home (FEIN 311575142)  
Sherman Bldg. N  
3700 Capital Street, NW  
Washington, DC 20317-0002

**All other civilian federal employees working for DoD:**

DoD provides the FPLS with new hire and quarterly wage information through DMDC for **civilian federal employees** working for DoD. DoD information now includes a specific Human Resource (HR) address that services **civilian federal employees**. The HR address is Address 1 on the new hire and quarterly wage response record. DoD staff at the HR addresses can receive the NMSN, and they can provide locate (work site) information for the DoD **civilian federal employees** for service of process.

**Non-DoD Civilian Federal Employees Serviced by DFAS**

For non-DoD civilian federal employees working at BBG, DOE, HHS, and the Executive Office of the President (EOP) use the following mailing addresses for the NMSN (except the VA):

**Employees of BBG, send the NMSN (not the IWO) to:**

Broadcasting Board of Governors (FEIN 522260085)  
Room 1544  
330 Independence Avenue, SW  
Washington, DC 20237

**Employees of DOE, send the NMSN (not the IWO) to:**

U.S. Department of Energy (FEIN 530197006)  
Office of Human Capital, HC11, Room 4E-084  
1000 Independence Avenue, SW  
Washington, DC 20585

**Employees of EOP, send the NMSN (not the IWO) to:**

Executive Office of the President  
Office of Administration HRMD (FIPS code A1100)  
725 17th Street, NW  
Washington, DC 20503-0001

**Employees of HHS, send the NMSN (not the IWO) to:**

Department of Health and Human Services (FEIN 530196960)  
Payroll Services Division  
Post Office Box 14950  
Silver Spring, MD 20911-4950

For civil employees (not beneficiaries) of the VA (FEIN 741612229), send the NMSN to the offices you usually send to.

**Employees of the Coast Guard or Department of Homeland Security, send the NMSN to:**

National Finance Center  
Pay Tech Section Post D-41  
13800 Old Gentilly Road  
New Orleans, LA 70129

## QUESTIONS ABOUT PAYMENTS

### Redirecting Payments to Your State Disbursement Unit (SDU)

DFAS handles all payroll for the military. DFAS-HGA/CL is responsible for redirecting any child support payment (and spousal support, if appropriate) to your SDU. This office can assist you in redirecting both garnishments (income withholding orders) and voluntary allotments for all the armed services, including payments to retirees.

#### **DFAS payments point of contact:**

Loretta Longo  
Financial Systems Specialist, DFAS  
Phone: 216-204-1612  
Fax: 216-522-5471  
Email: [loretta.c.longo.civ@mail.mil](mailto:loretta.c.longo.civ@mail.mil)

#### **Coast Guard payments point of contact:**

Coast Guard Legal Office  
Pay and Personnel Center  
Phone: 785-339-3595  
Fax: 785-339-3788  
Email: [PPC-DG-LGL@uscg.mil](mailto:PPC-DG-LGL@uscg.mil)

### Payments from Military Personnel

For questions relating to payments issued from the:

**Army active duty or reserve pay center**, call 317-212-3286 or 3284 for individual checks issued by Military Pay. If you need a duplicate copy of a listing for posting blanket checks issued by Centralized Disbursing, call 317-212-0585 or for EFT payments, call 877-338-3327

**Air Force active duty or reserves pay center**, call 888-332-7411, option 3 or 317-212-2780. If you need a duplicate copy of the listing for posting that is sent with blanket check payments, email [dfas.indianapolis-in.jfd.list.ckremitinqry-sg@mail.mil](mailto:dfas.indianapolis-in.jfd.list.ckremitinqry-sg@mail.mil) or fax your request on your agency letterhead to 317-212-4086. For questions regarding EFT payments contact Centralized Disbursing at 800-390-2347.

**Marine Corps active duty or reserve pay center** on individual checks, blanket checks or EFT payments, and to obtain a duplicate copy of the listing for posting of the payments, contact Centralized Disbursing at 800-390-2347.

**Navy active duty or reserve pay center**, call 888-332-7411 or to obtain a duplicate copy of a listing for posting a blanket check or EFT payments, contact the Centralized Disbursing Office at 800-390-2347.

(Do not use these numbers for inquires related to the income withholding order or its processing.)

## **Payments from Civilian Employees**

### **Problems with Payments from Civilian Employees Paid by DFAS**

For questions regarding child support payments issued from DFAS, inquiries about the income withholding order or its processing on behalf of a civilian employee of the DoD, DoE, MSC, HHS, BBG, Non-Appropriated Funds (NAF) or VA, please call the Cleveland Customer Help Desk at 888-332-7411.

### **Missing Payments**

If you have a question about a missing child support payment remitted by DFAS on behalf of a civilian employee of DoD, DoE, MSC, HHS, BBG, NAF or VA, please call the Cleveland Disbursing Help Desk at 800-390-2347, 8:00 am - 4:30 pm ET.

(Do not use this number for inquiries about the income withholding order or its processing.)

## **OCSE Military Liaison**

The OCSE military liaison officer is Larry Holtz, whose duties include working with the DoD on child support related statutes and regulations, providing guidance to child support agencies on military matters and resolving issues between DoD and CSE agencies. You may contact him at:

Larry Holtz  
Court and Military Liaison Officer  
Office of Child Support Enforcement, 4th floor  
370 L'Enfant Promenade, SW  
Washington, DC 20447  
Phone: 202-401-5376  
Fax: 202-205-4342  
Email: [larry.holtz@acf.hhs.gov](mailto:larry.holtz@acf.hhs.gov)

## DESKTOP QUICK GUIDE

### **Sending Income Withholding Orders**

**Send income withholding orders for active, reserve, and retired military personnel and DoD, DoE, MSC, HHS, BBG, NAF and VA active civilian personnel to:**

DFAS Cleveland  
DFAS-HGA/CL  
P.O. Box 998002  
Cleveland, OH 44199-8002  
Phone: 888-332-7411 for customer service

**Send terminations of income withholding orders to the DFAS Cleveland address above; do not send these to other DFAS sites.**

**Send income withholding orders for active duty, reserve and retired Coast Guard personnel to:**

Commanding Officer (LGL)  
U.S. Coast Guard Pay and Personnel Center  
444 SE Quincy Street  
Topeka, KS 66683-3591  
Phone: 785-339-3592 or 3595 (for questions)  
Fax: 785-339-3788  
Email: [PPC-DG-LGL@uscg.mil](mailto:PPC-DG-LGL@uscg.mil)

**Send an income withholding order to attach the pension of a retired civilian employee of the federal government to:**

Office of Personnel Management  
Court Ordered Benefits Branch  
P.O. Box 17  
Washington, DC 20044-0017  
Phone: 202-606-0222  
Fax: 202-606-7958

If you need a current address for a military service member for service of process, submit an **FPLS external locate** request to DMDC. These requests are returned by DMDC on a monthly basis.

## Requests for Historical Payroll Data of Military Personnel

DFAS will respond to individual written requests for information regarding military personnel with pay history more than one year old.

**Army (Active Duty FEIN is 359990000 and Reserve Duty FEIN is 351819323), Air Force (Active Duty FEIN is 849990000 and Reserve Duty FEIN is 849980000).**

DFAS Indianapolis  
Corporate Communications  
DFAS-HAC/IN  
8899 East 56th Street  
Indianapolis, IN 46249-0865  
Fax: 317-212-8802 (faxed requests accepted)

**Navy (Active Duty FEIN is 349990000 and Reserve Duty FEIN is 349980000), Marine Corps (Active Duty and Reserve Duty FEIN is 539990000), Retired Military (FEIN is 340727612).**

DFAS Cleveland  
DFAS-HAC/CL  
1240 East 9th Street  
Cleveland, OH 44199-8006  
Fax: 216-522-5471 (faxed requests accepted)

**Coast Guard (Active Duty and Reserve Duty FEIN is 529980000).**

Commanding Officer (LGL)  
U.S. Coast Guard  
Pay and Personnel Center  
444 SE Quincy Street  
Topeka, KS 66683-3591  
Email: [PPC-DG-LGL@uscg.mil](mailto:PPC-DG-LGL@uscg.mil)

## Requests for Historical Payroll Data of Civilian Personnel

DFAS will respond to individual requests for information regarding DoD, DoE, ~~EPA~~, HHS, BBG, and VA civilian personnel with pay history exceeding three years.

<b>DoD civilian employees</b>	<b>(FEIN 311575142)</b>
<b>DoE civilian employees</b>	<b>(FEIN 530197006)</b>
<b>HHS civilian employees</b>	<b>(FEIN 530196960)</b>
<b>BBG civilian employees</b>	<b>(FEIN 522260085)</b>
<b>VA civilian employees</b>	<b>(FEIN 741612229)</b>

Send all DoE, HHS, MSC, and BBG civilian requests to:

DFAS Cleveland  
DFAS-HAC/CL  
1240 East 9th Street  
Cleveland, OH 44199-8006  
Fax: 216-522-6530 (faxed requests accepted)

Send all DoD, , and VA civilian requests to:

DFAS Indianapolis  
DFAS-HAC/IN  
8899 East 56th Street  
Indianapolis, IN 46249-0865  
Fax: 317-212-8802 (faxed requests accepted)

For civilians paid through the Non-Appropriated Funds Civilian Pay System (NAFCPS), write to:

NAF Finance Services (FEIN 751744396)  
P. O. Box 6111  
Texarkana, TX 75505-6111

The name and SSN of the civilian employee must be provided. A signature is not required, but the caseworker's name or the name of a higher authority must appear on the request. DFAS will not accept computer-generated requests for pay histories. All computer-generated requests will be destroyed.