

Federal High Impact Service Providers

The following entities are identified as High Impact Service Providers (HISPs) and are subject to the customer experience section of the 2018 A-11 Guidance.

Department of Agriculture

U.S. Forest Service
Farm Service Agency
Natural Resources Conservation Service

Department of Commerce

U.S. Patent and Trademark Office

Department of Education

Federal Student Aid

Department of Health & Human Services
Centers for Medicare & Medicaid Services (Health Insurance Marketplace)
Centers for Medicare & Medicaid Services (Medicare)

Department of Homeland Security

Transportation Security Administration
U.S. Customs and Border Protection
Citizenship and Immigration Services
Federal Emergency Management Authority

Department of Housing and Urban Development
FHA Single Family Loans and Resource Center

Department of Interior

Trust Beneficiary Call Center, Office of the Special Trustee for American Indians
U.S. Fish and Wildlife Service

Department of Labor

Occupational Safety & Health Administration
Office of Worker Compensation Programs

Department of State

Bureau of Consular Affairs

Department of Treasury

Internal Revenue Service

Department of Veterans Affairs

Veterans Health Administration
Veterans Benefits Administration

Office of Personnel and Management

Federal Employment Services
Retirement Services

Social Security Administration

Office of Operations
Office of Disability and Adjudication Services

Small Business Administration

Field Operations

Interagency Initiative

Recreation.gov (U.S. Forest Service, National Park Service, U.S. Fish and Wildlife Service, Bureau of Land Management, Bureau of Reclamation, U.S. Army Corps of Engineers, National Archives)

Last updated on 07/17/18. 1) Removed Federal Recreation Council due to redundancy with Recreation.gov; and 2) Removed General Services Administration's Office of Products and Platforms since they support government-wide customer experience initiatives but do not represent a HISP for external customers.