



Tips for Address Validation

Having trouble confirming the validity of your workplace address in your Marketplace Learning Management System (MLMS) profile?

Note that while you can complete your MLMS profile without a valid address, this deficiency may affect your visibility in the [Find Local Help tool](#) on HealthCare.gov and the [Help On Demand service that connects you directly with consumers looking for application assistance](#).

Try these tips to troubleshoot and resolve your invalid address message:

1

Confirm your address does not contain any spelling errors, is not missing any address components, and is formatted correctly.

- The MLMS validates addresses based on the format preferred by U.S. Postal Service (USPS). The [USPS-approved general postal addressing format](#) consists of the Delivery Address Line and Last Line.
 - The **Delivery Address Line** contains the full street address. The format is as follows: [Primary Number, such as Street or house Number] [Street Name] [Secondary Number, such as suite number or apartment number].
 - **Last Line** consists of the city, state, and ZIP Code™. Confirm you have spelled the city name correctly as typos in the spelling may trigger an error message.
 - **Street suffixes** at the end of the street names can be abbreviated, but [use the USPS-preferred abbreviations](#). (i.e. “Apartment” can be abbreviated to “APT”, “Building” to “BLDG”, “Suite” to “STE”, “Highway” to “HWY”). Avoid the use of periods after the abbreviated words and capitalize the abbreviations.
 - **Directions** are abbreviated with the appropriate one or two-letter abbreviation (e.g., “N” is the abbreviation for “North” and “NW” is the abbreviation for “Northwest”), avoid the use of periods after the abbreviated words and capitalize the abbreviations.
 - The **ZIP Code** consists of 5 digits or 9 digits. If providing a 9-digit zip code, please include a hyphen after the first 5 digits.
 - If using a **PO Box** as your business address, Find Local Help’s and [Help on Demand’s](#) geolocation tools will cite the ZIP Code of your PO Box address.

2

If you have confirmed your address does not contain any syntactical errors, but still receive an error message, you may need to provide a different address.

It is possible that the USPS does not recognize your mailing address for a variety of reasons, including if it is part of a new development.

- It may help to use a web application tool called [SmartyStreets](#) to try and get more information on the address issue.
- Additionally, when troubleshooting, we recommend using [Google Maps](#) as a secondary reference to validate your address.
- If these options fail, please contact the [Agent/Broker Email Help Desk](#) for assistance in resolving this issue.
- In limited cases, we suggest you use the closest post office address to be geolocated as close to your actual business address as possible.