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 (Trademarks)
- U.S. Patent and Trademark Office (Patents)

Department of Education
- Federal Student Aid

Department of Health & Human Services
- Centers for Medicare and 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 Agency

Department of Housing and Urban Development
- FHA Single Family Loans and Resources 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 Workers’ 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

Small Business Administration
- Field Operations

Interagency Initiative

* The Forest Service high impact service subject to submission of data and CX Action Plan is recreation.gov, so there will be one submission for both of these listed entities.

Last updated on 11/21/18. 1) SSA HISPs combined due to reorganization; 2) Forest Service and recreation.gov submitting as one HISP 3) Trademarks and Patents submitting as two distinct HISPs