

DOH STATE OF NEW YORK
DEPARTMENT OF HEALTH

Corning Tower The Governor Nelson A. Rockefeller Empire State Plaza Albany, New York 12237

January 10, 2011

Dear Health Care Professional:

The New York State Newborn Screening Program is pleased to announce that UPS, our contract carrier, has established a single point of contact for customer service for all New York State accounts. We expect that UPS staff receiving calls at this new number will be more informed regarding the materials, NYS contract allowances, logistics, and needs of our public health partners. These staff have been assigned to more effectively facilitate problem resolutions when they arise.

UPS Customer Service for New York State can be accessed by calling 1-800-877-1497. You will be asked for an account number. Please use account number **004923** to be directed to the New York State Strategic Customer Support Team. You can also email UPS at stateofnewyork@UPS.com. If using email, please also copy Ryan Bennett, the Newborn Screening Program's UPS Liaison, at rtbenn@wadsworth.org.

UPS Billable Stamps can be ordered by calling (518) 473-7552 or online at www.wadsworth.org/newborn/form/onlineorder.htm. Questions regarding UPS can be directed to Ryan Bennett by calling (518) 474-9857.

Please look for future updates and a list of the 2011 UPS holidays designated as "non-pickup" dates at our website at www.wadsworth.org/newborn.

Sincerely,



Michele Caggana, Sc.D., FACMG
Director,
Newborn Screening Program