Massachusetts Department of Revenue
Child Support Enforcement Division

Michael J. Heffernan, Commissioner
Michele A. Cristello, Deputy Commissioner

Custodial Parent Name
Address
City, State, Zip Code

Date

Sample

DOR is now providing services for your child support case with:

Other Parent:
Custodial Parent Name

Child(ren):
Child Name

Dear **Noncustodial Parent Name**

The Child Support Enforcement Division of the Massachusetts Department of Revenue (DOR) is now providing services for the child support case you have with the other parent named above.

What does it mean that DOR is providing services for my case?
DOR is here to help support both parents through the child support process. Depending on your case, we may do different things, including:

- **Establish paternity.** We will ask the court to establish paternity (declare who is the child's legal father) if it hasn't been established already.
- **Ask the court to make a child support order,** if there isn't one yet. A child support order means you must pay a certain amount each week or month as support for the children. A judge in court decides how much you will need to pay.
- **Ask the court to make a medical support order,** if there isn't one yet. A medical support order means you must provide your children with health insurance or pay a certain amount toward health care for your children. A judge in court decides how much you will need to pay.
- **Collect money based on your child support order.** If the court ordered you to pay child support by having money taken out of your paychecks, we will tell your employer to withhold (deduct) the right amount from your paycheck and send us the money. If you miss payments, we can use different ways to collect the money that you owe.

- **Collect money you already owe,** if you already have a court order to pay child support and have missed some payments. We can collect the money in different ways, such as taking money from your bank accounts or taking your tax refunds.

- **Review the amount of your child support order.** If you ask, we will review your child support order to see if we can help you ask the court to change how much you need to pay.

Questions? Call us!

Most parents find that their case goes smoothly. But if you have questions, or if you run into problems (like not being able to pay all your child support), call us right away. We're here to help, and when we know about problems early, we can work with you to solve them.

"I was very nervous and on edge calling today due to the situation, but the representative could not have been more caring and helpful, and answered all of my questions."
– A parent working with DOR

How do I make child support payments?
There are different ways to pay:

- **By income withholding:** This is when your employer takes part of your paycheck and sends the money to DOR. Most parents pay this way. It takes some time to set up income withholding, so you might need to pay a different way at first.
- **Online** at www.mass.gov/cse. You can use a credit card or make the payment directly from your bank account.
- **Over the phone** with a credit card
- **By mail** with a check or money order. Make the check out to the Commonwealth of Massachusetts and include your Social Security number on the check.
  Send your payments to:

Massachusetts Department of Revenue
Child Support Enforcement Division
P.O. Box 55144
Boston, MA 02205-5144

You can find payment stubs and information on our website at www.mass.gov/cse.

Pay DOR, don't pay the other parent directly. As of the date of this letter, we can't give you credit for child support you pay directly to the other parent. If you pay the other parent instead of DOR, we won't have a record of your payment. We'll assume you didn't pay, and we will try to collect the money in different ways, including:

- Taking money from your bank accounts
- Suspending your driver's license and other licenses
- Taking your federal and state income tax refunds

Sample

What do I need to do?
Tell us if your name, address, phone number, Social Security number, or employment information changes.

We need to know your address so we can send you important information about your case. If you move and don't tell us, important information may not reach you. As a result, you may lose your right to appeal actions we take to collect your child support.

How can I get information about my case?
Within the next few days, we will send you instructions on how to use our Voice Response System (VRS) and the Case Manager on our web site at: www.mass.gov/cse .

You can get information about your case any time from the VRS or the Case Manager. To access these systems, you must use your Personal Identification Number (PIN) and a six-digit password that we'll send you along with the instructions.

You can also find a brochure called "Information for Parents Who Pay Child Support" on our website. Select "Parent to Pay Support" and then "Brochures & Information."

We look forward to working with you.

Sincerely,

Massachusetts Department of Revenue
Child Support Enforcement Division

IMPORTANTE: POR FAVOR HAGA TRADUCIR ESTE DOCUMENTO INMEDIATAMENTE

Customer Service Bureau
1-800-332-2733

Your Case Number is: **case number**

CSO:

Sample