



Child Support News You Can Use

Child Support Enforcement Division
Massachusetts Department of Revenue
(DOR)
Fall 2022

BEST MOVE YOU CAN MAKE? KEEP IN TOUCH WITH US

DO YOU HAVE A NEW ADDRESS, PHONE NUMBER OR EMAIL? Make sure you keep your contact information up to date so that we can reach you with important information. If you receive support, you don't want DOR to close your case because we aren't able to reach you when necessary. If you pay support, you don't want to miss DOR notices about potential enforcement actions, like suspending your license or intercepting your tax refund, so contact us before we take these actions.

HAVING TROUBLE PAYING YOUR SUPPORT? LET DOR KNOW. DON'T WAIT UNTIL IT'S TOO LATE! You might think that contacting DOR will only make things worse, but the opposite is true. We want to work with you but can't if we don't know what's happening. Did you know DOR can pause or stop our license suspension process in certain circumstances? Don't wait until the Registry of Motor Vehicles tells you your license is being suspended or already was suspended! Worried about interest and penalty charges? Did you know you could qualify for an exemption from interest and penalties in certain circumstances? It is important for you to let us know what's happening so we can review your case and see what options may be available to you.

WORRIED ABOUT RECEIVING REGULAR SUPPORT PAYMENTS? Call us if you have any information that might help with your case. After all, you know more about what's going on with your family than DOR and your information could lead to securing more support payments.

GOOGLE TRANSLATE: Have questions about your child support case with DOR? Go to mass.gov/cse and use Google Translate to access information in this, and many other, languages.

Vietnamese

Bạn có thắc mắc về trường hợp cấp dưỡng con cái của mình với DOR? Vui lòng truy cập mass.gov/cse và sử dụng Google translate để truy cập thông tin bằng ngôn ngữ này và nhiều ngôn ngữ khác.

Haitian Creole

Èske ou gen kesyon konsènan dosye sipò timoun ou an ki nan DOR? Ale nan mass.gov/cse epi itilize Google translate pou jwenn enfòmasyon nan lang sa a, ak nan anpil lòt lang.

Spanish

¿Tiene preguntas sobre su caso de manutención infantil con el DOR? Vaya a mass.gov/cse y utilice el traductor de Google para acceder a la información en este y muchos otros idiomas.

Portuguese

Possui dúvidas sobre a situação de apoio à sua criança com o DOR? Acesse mass.gov/cse e utilize o Google translate para acessar informações neste e em muitos outros idiomas.

SELF-SERVICE OPTIONS (AVAILABLE 24/7)

PAY YOUR CHILD SUPPORT

ONLINE (New options include Venmo, PayPal, Apple Pay, and Google Pay)
Pay online by visiting: mass.gov/cse and click "How to pay child support"

PHONE (Visa, Mastercard and Discover accepted)
Call (855) 449-2859. Make sure you have your PIN and last 4 digits of your SSN available.

MAIL

Make your check or money order payable to Commonwealth of Massachusetts and mail to:
DOR/CSE, P.O. Box 55144, Boston, MA 02205. Include your Social Security Number or PIN on your check or money order.

IN PERSON (hours vary by location)

Make your payments in cash at thousands of MoneyGram locations, including Walmart, CVS, and Shaw's. **Use receiver code: 14664.** Find MoneyGram locations and hours at www.moneygram.com/mgo/us/en/locations.

GET A COPY OF YOUR PAYMENT HISTORY or SEE IF A PAYMENT WAS RECEIVED

ONLINE

You can get your payment history information using our online Case Manager. You can also view a history of payments from the last 2 years.

BY PHONE

You can request payment information at any time through our Automated Voice Response System by calling (800) 332-2733. Callers in the Boston area should call (617) 660-1234.

Do you think the amount of your child support order should change?

If you think the amount of your child support order should change or an order for health care coverage should be changed, contact us to request a review of your case. If we think a change to your order is appropriate, we can file a complaint for modification and schedule your case for a case conference. To start the process, call us, e-mail us, or contact us through the Case Manager.

NEW BANK

If you receive your child support payment by check, you may have noticed that a new bank (M&T Bank) is now printed on your check replacing People's United Bank. People's United Bank is now part of M&T Bank. You may also have noticed that the local People's United branches have been replaced with M&T Bank. This change will not impact your ability to cash your check at any of the former People's United Bank branches.

MEET WITH US REMOTELY BY USING OUR VIRTUAL COUNTER

Child support staff are available to meet with you face-to-face remotely via Zoom. It's an easy and convenient way to meet with a child support specialist without having to leave your work or home. The Virtual Counter is open Monday - Friday from 10 a.m. to 3 p.m. Staff are just a click or scan away. Find both the Zoom link and the QR code on our website.