



Child Support News You Can Use

Child Support Enforcement Division
Massachusetts Department of Revenue
(DOR)
Summer 2020

PIN:

Child Support and COVID-19

We know that this is an unsettling time for our customers. We want you to know that we are still here to work for you and your family. We can do that best by working together.

Even though our offices are closed for in-person visits, you can still safely access and manage your child support case without visiting an office. Please reach out to us to see how we can help you with your child support needs during these unprecedented times.

Our Customer Service Representatives are here to help. Call us at 1-800-332-2733.

We also have 24/7 self-service options for you to make payments, update your information and get information on your case.

Online (24/7)

www.mass.gov/cse

You can log in to your Case Manager account or create a new Case Manager account. You can see payments received and update your name, phone # and email address. You can also send us a secure email, print a copy of your payment history or a form, or request a change to the amount of your order. You need your PIN to create an account. You can find it on many of the letters we sent, or you can call us to get it.

Automated Voice Response System (24/7)

1-800-332-2733

Call to get account balances, check dates payments were received, check upcoming court hearing dates, request a payment history, or a form to request a change to the amount of your order. You will need your PIN and access code to use the automated 24/7 system. If you don't know them, call when we are open to speak to a customer service representative who can help you.

Child Support Payments

Making Payments: You can pay online (deduction from checking or savings account) 24/7 at mass.gov/cse, over the phone (credit card) M-F 8:30 am - 4:30 pm at (800) 332-2733 or by mail (check or money order) to DOR/CSE, PO Box 55144, Boston, MA 02205-5144.

Receiving Payments: Child support payments are still being processed. There may be some delay if you are still receiving paper checks by mail. Sign up for direct deposit or a debit card by calling us or logging in to your Case Manager account.



Child Support Hearings

The courts have very limited in-person hearings but are using technology (phone/Zoom) to hold hearings remotely. DOR is working with the court to schedule as many remote hearings as possible.

If your case gets scheduled, you will get a letter from us telling you the date and time of the hearing and instructions on how to join the hearing. **PLEASE MAKE SURE TO READ IT CAREFULLY.** You will be required to “attend” the remote hearing just as you would for an in-person hearing.

The letter will also include a financial statement which you must fill out and return to us as soon as possible and before your hearing date.

Establishing Paternity

Many parents establish paternity and add the father's name to the child's birth certificate by signing a form in the hospital when their child is born. This form is called a Voluntary Acknowledgment of Parentage (Acknowledgment).

Due to COVID-19 visiting restrictions, parents may not have been able to complete the Acknowledgment in the hospital.

If both parents want to complete an Acknowledgment and add the father's name to the birth certificate, you can do that at a city or town hall. You must go to the city or town hall where the hospital is located, and not the one in the city or town where you live. Before going, call them to be sure they're open and to see if you need to make an appointment.

If an Acknowledgment is not right for your family because one or both parents want a paternity test, call us and we can arrange for paternity testing to help you establish paternity.

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

We understand the economic impact COVID-19 has had on many of our customers and we are here to help. Losing your job can seem overwhelming. Paying parents may be experiencing the financial hardship of lost wages and worrying about the penalties for missed payments. For some of you the need for financial support for your children has increased.

Anyone who is supposed to receive support or pay support can ask the court to change the amount of their child support order or add an order for health care coverage for their child if that person's circumstances have changed.

Only the court can change the amount of your order, but DOR can review your case and, if appropriate, help you ask the court for a change.

Don't delay in contacting us. The timing of when your request is filed with the court and sent to the other party is very important. How far back the court can go to change the amount of your order is based on these dates.

To request a review of your order and start the process, call us, e-mail us or contact us through your Case Manager account.