



Child Support News You Can Use

Child Support Enforcement Division
Massachusetts Department of Revenue
(DOR)
Fall 2017

Our New Computer System and Website are Almost Here!!



We are implementing a new computer system in December! Many of the tasks that our staff do now will be handled by the new system. That means we will free up time to focus on things that only a person - not a computer - can do. For example, talk directly with our customers.

You may also have noticed that our website has a new look. In December, we will add a new interactive case manager and a new automated phone system. You will find more information about the case manager and phone system in this newsletter.

Our goal is to make the transition to our new system as seamless as possible. But there are sure to be some bumps in the road with a project this big. We hope they are small and we will appreciate your patience as we make the changes. Be on the lookout for updates by visiting our website and listening to the messages when you call our customer service center.

3 Things to Expect During the Transition Period

During the few days in December, when we make the switch from our old to our new computer system, there are 3 important things you should know:

1. Our system will be down for a few days while we make the change. We will keep processing payments, but there may be a delay in issuing them. For example, if you usually see your child support payment in your bank account on Monday afternoons, you may not see it until Wednesday afternoon. We will have more specific information on our website and on our automated phone system in the coming weeks.
2. Our automated phone system will not be available, but our staff will answer calls.
3. We will not be able to answer specific questions about your case while our system is down, but will answer general questions.

Case Manager

We are also bringing up a new Case Manager! If you use it now, you know that you can see information about your case such as the last payment received or do things like change your address or sign up for direct deposit. Our new case manager will let you do all that and much more! For example, you will be able to print copies of certain forms or ask us to mail them to you.

Current users will be prompted to update their password and security questions. New users will need to register to create an account.

Videos with more information will be up on our website soon.

Updated Automated Phone System

With the new phone system, once you enter your PIN and access code, you can get lots of information, such as the date and place of upcoming court or office appointments and the amount of the last payment we received or the amount of the last payment we sent out.

Don't have a PIN or can't find what you need? Our customer service representatives are ready to help you! If they can't answer your question, they will make sure your request gets to the person who can best help you.

Email Alerts

The new system, will let you choose to receive emails about some things related to your case such as when a form you asked for is ready for you to see or print from the Case Manager.

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



Either the parent or caretaker who gets support or the parent who pays support can ask the court to change the order to make it higher or lower, or to add an order for health care coverage for the children. This is called a modification.

Only the court can modify your order, but we can review your case and, if appropriate, help you go to court to ask for a modification.

You can get an idea of how much the court might order by using the link to the Child Support Guidelines Worksheet on our website. Call or email us to request a review.

Report Changes

Let us know right away about changes to your address, email, phone number or employer. To report these changes:

- Call us.
- Email us.
- Make the changes in the Case Manager.



Have Questions?

Call our customer service center at 800-332-2733 (or 617-660-1234 for local callers in the Boston area).