



Child Support News You Can Use

Child Support Enforcement Division
Massachusetts Department of Revenue
(DOR)
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We have lots of self-service options for you. You can get information 24/7.



Online

Go to www.mass.gov/cse and click on “Login to your Case Manager account”. See instructions, including video tutorials, to help you login to your account.

- See your account activity, such as payments received and payments that were direct deposited.
- Update information, such as your address, phone #, and email.
- Print a copy of your payment history or another copy of a form we sent to you.
- Request a change in the amount of your order.
- Email a customer service representative.



Automated Voice Response System

Call 1-800-332-2733 and select option 1.

- Make a credit card payment.
- Get your current balance or the dates payments were received.
- Get the date and time of upcoming appointments or court dates.
- Get information about your court order, such as the date, amount, and frequency.
- Request a payment history, a direct deposit application or a form to request a change in the amount of your order.

You need your PIN and password, but if you don't know them, don't worry! Your call will be transferred to one of our customer service representatives who can help you.

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. Just go online, email or call us to ask for the form to request a review.



Child Support and Military Veterans

This fall, DOR participated as a service provider at the annual Veterans' Stand Down Event held on Boston City Hall Plaza. Each year, the event provides supportive services to veterans, including employment assistance, housing assistance, medical care, wellness programs, legal support, and prevention services.

Many of our staff volunteered at the DOR table where we provided assistance on child support related matters. Many parents who have a child support case with us are active duty military service members, are being called to active military duty, or are veterans. We can help you with lots of things such as, transferring your income withholding from your civilian employer to the Department of Defense (DFAS) so that your child support will be deducted from your pay. Or, if military activation means a sizeable reduction in your monthly income, we can help you ask the court to review the amount of your child support order.

We also work with the Department of Veterans' Services to assist veterans with eligibility for Chapter 115 benefits and we have a long-running collaboration designed to assist veterans with the U.S. Department of Veterans Affairs Compensated Work Therapy project.

Visit our website for much more information about services available to active military service members and veterans.

Having trouble paying your child support?

- Did you lose your job?
- Does your new job pay much less than your old job?
- Are you in the military now or a veteran?
- Are you receiving Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)?
- Do your children live with you now?
- Are you trying to get back on track with your payments?

Everyone's situation is different.

Call or email us so we can work together to find the best solution for your situation.