



Massachusetts Department of Revenue  
Child Support Services Division

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**Customer Name**  
Address  
City, State, Zip code

05/20/2016

PIN: **Customer PIN**

Dear **Customer Name**,

The Child Support Services Division of the Massachusetts Department of Revenue (DOR) is providing services on your case because you are receiving MassHealth benefits and the agency referred your case to us for services.

**Actions we may take on your case:** If you do not have a court order for medical support for your children, we will initiate court action to establish one. A medical support order is an order that requires the other parent to provide private health care coverage or to make some payment toward health care. If you do not have a court order for child support for your children, we will initiate court action to establish one unless you tell us not to. A child support order requires the other parent to pay a certain amount each week or month as support for the children. If paternity of the children needs to be established we will initiate court action to do so. We will contact you if we need information and will send you copies of any papers that we file with the court. When it is time to go to court on your case, we will send you a notice of the date and time.

If you have a support order, we will collect and enforce payment of current and past-due child and medical support using a variety of methods including taking money directly from the other parent's paycheck or bank account, taking the other parent's state and federal tax refunds or any insurance claims, and increasing the amount withheld from the other parent's paycheck by 25%. DOR will also review your child support order at your request or the request of the other parent, to see whether a modification (an increase or decrease in the amount), is appropriate.

If the other parent owes past-due support for a time before we opened a case for you, we will assist you in obtaining a court order establishing the amount due and then we will collect and enforce payment of the amount due.

In some situations, we may handle your case differently from what you would prefer. For example, we may implement a range of administrative enforcement actions when you might select only one or two. DOR will decide what services are best suited to your case. If one of our attorneys works on your case, that attorney represents DOR and does not represent you or the other parent. In court, DOR attorneys must present all relevant facts regardless of which parent those facts may benefit.

**Your cooperation:** You are required to cooperate with DOR in establishing and enforcing a support order and, if necessary, establishing paternity for your children. Your cooperation is critical to our success. If you do not cooperate, your medical benefits may be reduced.

Cooperating means you have to provide information about the identity and location of the other parent. You may have to give us copies of documents such as birth and marriage certificates, court orders, and divorce papers. You may also have to appear for appointments at our office or in court for hearings, submit to paternity testing, and provide information or take any other action necessary to establish, modify or enforce a child support or medical support order against the other parent. You may have to come into contact with the other parent in court when your order is established.

**Safety concerns:** If cooperating in any of the ways mentioned above puts you in fear of physical or emotional harm to you or your children, you can request a “**Good Cause**” waiver. **Good Cause** is a legal term which means that your cooperation would be against the best interests of your children. You may request a good cause waiver if you have suffered domestic violence or sexual abuse. You may also request it if you are in the process of placing your children for adoption. If you want to request a good cause waiver now or at *any* time, contact your MassHealth worker. If MassHealth finds you have good cause not to cooperate, the agency will notify us.

**Address disclosure:** DOR operates under strict legal requirements regarding when we may disclose a customer's address. It is important for you to know that when DOR enforces an order for the other parent to provide health care coverage, we must give personal information, including your address, to the other parent's employer so the employer can enroll you and your children in a health care plan. If it is essential to your safety that your address remain confidential, then you may want to consider requesting a good cause waiver or calling us to discuss options for protecting your address.

**All payments must come to DOR:** You must not accept child support payments directly from the other parent. If you accept direct payments we will have no record of the payment and we will take enforcement action against the other parent.

**How we distribute payments:** Except for funds collected by tax refund intercept that are applied only to arrears, the law requires us to apply payments received to current support first and then to any past-due support. If a parent supports children in more than one household, DOR must allocate payments among all households entitled to support. The allocated payments are applied first to current support due to each family and then to any past-due support. If we collect less than the full amount due for all households, the amount collected is distributed proportionally based on the amounts of each child support order.

***Once your child support payments begin, payments will be sent to you by direct deposit or by way of a debit card. (DOR does not send checks by mail except on a limited basis if certain hardship exemptions apply.) You will receive more information once payments begin.***

**You must keep us up to date:** The law requires you to tell us if your name, address, phone number, or Social Security number changes. The information you provide, particularly your address, is vital in ensuring you are kept informed on all aspects of your case. If you do not notify us when your address changes, important information may not reach you. As a result, a court could make changes to your order without your knowledge.

**Fees:** We do not charge a fee for DOR services.

**Stay informed:** Within a 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 **mass.gov/css**.

You can retrieve account information from both the VRS and the Case Manager 24 hours a day, seven days a week. To access either system, you must use your Personal Identification Number (PIN) and a six-digit password that we will provide along with the instructions. If you have any information that may assist us or if you have any questions about your case, you may call us at the phone number below.

We look forward to working with you to ensure that your children receive the support to which they are entitled on time and in full.

Sincerely,

Massachusetts Department of Revenue  
Child Support Services Division

Customer Service Bureau  
1-800-332-2733

Your Case Number is: **Case Number**

CSO:Office Number



Geoffrey E. Snyder, Commissioner  
Michele A. Cristello, Deputy Commissioner

Massachusetts Department of Revenue  
Child Support Services Division

## IMPORTANT NOTICE

This document contains important information. Please have it translated immediately.

В данном документе содержится важная информация. Вам необходимо срочно сделать перевод документа.

Este documento contiene información importante. Por favor, consiga una traducción inmediatamente.

. يحتوي هذا المستند على معلومات مهمة. يرجى ترجمتها على الفور

Docikman sa gen enfòmasyon enpòtan. Tanpri fè yon moun tradwi l touswit.

Questo documento contiene informazioni importanti. La preghiamo di tradurlo immediatamente.

Este documento contém informações importantes. Por favor, traduzi-lo imediatamente.

此文件含有重要信息。請立即找人翻譯。

본 문서에는 중요한 정보가 포함되어 있습니다. 본 문서를 즉시 번역하도록 하십시오.

Tài liệu này có chứa thông tin quan trọng. Vui lòng dịch tài liệu này ngay.

ເອກະສານສະບັບນີ້ມີຂໍ້ມູນສຳຄັນ. ກະລຸນາຳເອກະສານສະບັບນີ້ປັບເປັນພາສາທ້ອງຖິ່ນ.

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Ce document contient des informations importantes. Veuillez le faire traduire au plus tôt.