

INFORMATION ABOUT DOR SERVICES & YOUR CHILD SUPPORT ORDER

DOR SERVICES

The Department of Revenue (DOR) is required to maintain the case registry – a record of all child support orders entered in Massachusetts. Additionally, DOR provides:

- **Full Services:** Services to establish paternity, and establish, modify, and enforce child and medical support orders on behalf of parents/caretakers whether or not they receive public assistance.
- **Income withholding only services:** Limited services to collect and distribute child support paid by income withholding. DOR takes no enforcement action.

Parents or caretakers can apply for services by completing the *Child Support Intake Form & Application for Full Child Support Services*.

INCOME WITHHOLDING

The law requires employers to send all child support payments made by income withholding to one place. In Massachusetts, DOR processes the payments and sends them to the custodial parent. If DOR is providing full services, until the income assignment takes effect, payments must be made by check or money order payable to the Commonwealth of Massachusetts and mailed to **DOR/CSE, P.O. Box 55144, Boston, MA 02205-5144**. The person who pays support must write his or her name and Social Security number on the payment. **PAYMENTS MUST NOT GO DIRECTLY TO THE OTHER PARENT.**

SUSPENDED INCOME WITHHOLDING

Your child support order may require income withholding to be activated immediately or it may provide that withholding be suspended. DOR will activate a suspended income withholding order if support becomes overdue or if either party asks us to activate. However, DOR will activate a suspended income withholding order **only** if we are providing full services in your case.

PAST DUE SUPPORT/ARREARS

If past-due support is owed, DOR may direct an employer to increase the amount withheld by 25%, without a hearing, until the past-due support is paid in full. DOR will instruct an employer to increase the amount withheld by 25% only on cases for which it is providing full services.

BILLING CYCLE

When child support is paid by income withholding, an employer may deduct and remit child support payments in accordance with its payroll cycle even if the payroll cycle differs from the frequency provided for in the court order.

CHANGES IN ADDRESS & OTHER INFORMATION

The law requires both parties to notify DOR immediately if any of the following information changes: name, address, telephone number, Social Security number, or the employer's name, address or telephone number. Changes can be made on the DOR web site at www.mass.gov/cse or by calling 800-332-2733 or 617-660-1234.

WHEN PAYMENTS ARE DUE

DOR starts collecting on a court order as follows:

- **Weekly orders:** On the Friday on or after the effective date of the order.
- **Monthly orders:** On the Friday on or after the effective date of the order and the last Friday of each subsequent month.

When the court makes a new order changing the payment frequency, unless the order provides otherwise, DOR starts collecting per the new frequency on the first Friday of the month in which the order is effective.

If there is a delay between the effective date of the order and DOR getting a copy, DOR may start collecting on the Friday on or after it receives a copy of the order.

MODIFYING A CHILD SUPPORT ORDER

Only the court can modify the child support order. If circumstances change (e.g. a parent's income changes), either parent may file a Complaint for Modification in the court that issued the order. When DOR is providing full services, parents can request DOR's assistance in asking the court for a modification.

WHEN THE CURRENT SUPPORT ORDER ENDS

The obligation to pay current child support ends based on the terms of the court order. If the order does not provide for an end date, DOR stops collecting current support when the youngest child reaches the age of 21. When the current support obligation ends, if DOR is providing full services, it will continue to collect any past-due support that is owed. If DOR is not providing full services, it will continue to collect past-due support only if there is a court order requiring payment toward the past-due amount.

DOR ENFORCEMENT

When DOR is providing full services, it uses a variety of tools to collect past-due support including intercepting federal and state tax refunds; seizing bank accounts and insurance settlements; suspending driver's and professional licenses; and preventing renewal or issuance of a passport. Additionally, DOR charges 0.5% interest and 0.5% penalty for any month in which the amount due is not paid.

For more information or to apply for DOR services go to

www.mass.gov/cse

YOUR CHILD SUPPORT ORDER

READ your court order.

Depending on whether the order establishes a child support obligation for the first time, makes a change to the obligation, or is enforcing payment, it may indicate:

- how much current child support must be paid;
- how much past-due support (arrearage) is owed;
- when payments are due;
- when the current support obligation ends; and
- which parent is responsible for providing the children's health insurance coverage.

You can fill in the basic information about your order below.

SUPPORT PAYMENTS

- The court ordered a total of \$_____ [] weekly [] monthly (Of this, \$_____ is for current child support and an additional \$_____ is toward the past-due support amount which is \$_____).
- The first payment is due on _____.
- Child support is to be paid by income withholding. Until deductions begin, payments must be sent with one of the DOR pay stubs to:

Department of Revenue
P.O. Box 55144
Boston, MA 02205-5144

- The check or money order must be made payable to **Commonwealth of Massachusetts**.
- The name and Social Security number of the parent paying must be on the check or money order.
- The current child support obligation ends on _____.

HEALTH INSURANCE

- The court ordered **father** **mother** to provide health insurance coverage for the child(ren):
 - if and when it becomes available through an employer; or
 - immediately.

You can obtain a payment history and other information about your child support case using the Case Manager on DOR's web site at
www.mass.gov/cse