Massachusetts

Payment Intercept Program

Department of Revenue

PIP User Guide

For Public Retirement Boards
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Log In Page

User Name: Enter your assigned User Name.

Password: Enter your personal Password. Passwords are case sensitive.

? GET HELP: Use this link to review on-line PIP Guide, Frequently Asked Questions (FAQ’s), and review information about the Payment Intercept Program.

Links (for use only by PIP Master Administrator)

New Company Registration Request: Used only for a public retirement board that is not currently registered to use the PIP web site and wants to register.

Forgot Password: Used by a registered board’s PIP Master Administrator (PMA) to have his or her password reset by DOR when the board has only one registered PMA. All other users can contact a PMA within their board to have their password reset by the PMA

Check on My Request Status: Use this link to check on your new registration submission or to check on the forgot your password submission.
Home Page

Once your User Name and Password are verified, you will see the PIP Home page. The Home page includes PIP’s message area, which we will use to keep all users about the program. DOR will periodically update this with new information.

Welcome <User Name>,

Since its inception in 1999, the Child Support Enforcement Division’s Payment Intercept Program (PIP) has collected more than $30 million in past-due child support.

Because PIP has proven to be such a valuable tool in the collection of past-due child support, legislation was enacted enabling DOR’s Taxpayer Services Division and MassHealth to intercept insurance claim payments through PIP as well.

Insurance companies now access the PIP secure Internet web site to identify pending claim payments owed to claimants who have child support or tax debts or who are subject to liens to secure repayment of public assistance benefits. As a result of your participation in PIP, children get the child support they deserve and taxpayers of the Commonwealth save millions of dollars.

On behalf of all of the children, families and taxpayers who benefit from your efforts, the Commonwealth says, “Thank You!”
## Menu Bar

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<th>account management</th>
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### Menu Option Descriptions

<table>
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<tr>
<th>Menu Item</th>
<th>Description</th>
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<tr>
<td>home</td>
<td><strong>PIP Home Page:</strong> Find out information about PIP.</td>
</tr>
</tbody>
</table>
| lookup    | **Perform Lookup:** Submit a query for one or more SSN.  
**Your Lookup History:** View your lookup history. |
| account management | **Your Profile:** View and change your personal information.  
**Change Password:** Change your password.  
**View Users:** *(PMA Option Only)* View all user accounts for your company and perform administrative tasks relating to accounts.  
**Company Group Profile:** *(PMA Option Only)* View, edit, and add company information. |
| reports   | **Lookup History:** *(PMA Option Only)* Cumulative report of all lookups performed by your company’s PPA and PMA’s. |
| log off   | **PIP Log off:** Click to log off the PIP site. |
Lookup Menu

Perform Lookup: The Perform Lookup page is where users enter Social Security numbers (SSN) of retirement board members to determine whether there is a match with data from DOR’s Child Support Enforcement Division.

Lookup Social Security Number
Enter one or more social security numbers. Separate each social security number with a comma.

Social security numbers may contain dashes, but are not required. For instance, XXX-XX-XXXX and XXXXXXXXX are both acceptable forms.
Your Lookup History: Page where you can review all the Social Security numbers you have submitted through the PIP site. The LookUp History list is presented from the newest to oldest lookups.

Social Security Number Search
Do not use to perform new lookups.

Social Security Number 111111111
Most recent searches are shown first.

Submit

Documents

Name. Test Child Support Match

Mismatch?
Perform Lookup Page
This is where you actually enter Social Security numbers (SSN’s) of retirement board members to determine whether there is a match with data from DOR’s Child Support Enforcement, DOR’s Taxpayer Services Division and MassHealth.

Social Security Number Format: Enter one or more SSN in the Social Security number(s) text box. Dashes within each SSN are acceptable but not required. If entering more than one SSN, you must use commas to separate each SSN.
Example: 111111111,222222222,333333333,444444444

Submitting SSN’s for Lookup: After you enter the SSN’s, click on the <Submit> button to begin the lookup process.

Lookup Social Security Number
Enter one or more social security numbers. Separate each social security number with a comma.

Social security numbers may contain dashes, but are not required. For instance, XXX-XX-XXXX and XXXXXXXXXX are both acceptable forms.

Social Security Number(s)
Search Results will display as one of the following:

- **No Match** - Agency does not have a lien for anyone associated with the submitted SSN.

- **Match** (Color will be green if a match) - Agency has a lien for individual with the name and submitted SSN.

- **Incomplete:** Search not complete because user did not enter required information.

**SSN entered** will appear here along w/ Date &* Time of Lookup
When There is a Match

- If Child Support shows “Match” for a submitted SSN, you will have to follow these steps:

  - Click the “Documents” Link at the top of the LookUp Result for that SSN.
  - Complete the Additional Information page (see Instructions below).
  - Click the <Save and Print> button located at the bottom of the Additional Information page.
  - Print the Child Support documents using the printer icon or by selecting the File\Print option on your browser’s menu bar.

Documents

- If the “Documents” link is visible on a LookUp Result, it means you must provide additional information to complete the LookUp.
- The documents link will only appear in the event of a match.
- Clicking on “Documents” will bring you to the Additional Information page.

Additional Information

NOTE: Users only have to complete the Additional Information page when a submitted SSN matches a SSN in DOR’s data base.

Instructions: You must complete all fields that are not shaded. Fields marked with an asterisk * are mandatory fields
If any mandatory field(s) entry is left blank, the web site will alert you to complete the missed field. All fields are mandatory. Exceptions: the 2nd address line and the Zip Plus 4 field for enhanced zip code delivery.
The following explains what each field is and how to complete the field.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Attorney Involved?</strong></td>
<td>NO is the default value. Select Yes if an attorney is involved.</td>
</tr>
<tr>
<td><strong>Total Amount Due</strong></td>
<td>Auto-filled by PIP. Represents total child support owed.</td>
</tr>
<tr>
<td><strong>Total Settlement Amt</strong></td>
<td>Enter the gross refund payout, without any deductions.</td>
</tr>
<tr>
<td><strong>Attorney Information</strong></td>
<td>Attorney information is necessary only if Yes is selected above.</td>
</tr>
<tr>
<td><strong>Claimant Information</strong></td>
<td></td>
</tr>
<tr>
<td>Social Security Number</td>
<td>Auto-filled by PIP.</td>
</tr>
<tr>
<td>Address</td>
<td>Enter the member’s street address.</td>
</tr>
<tr>
<td>City*</td>
<td>Enter city or town.</td>
</tr>
<tr>
<td>State* / Zip*</td>
<td>Select state from listing then enter the Zip Code. If known, also enter the Zip + 4 value.</td>
</tr>
</tbody>
</table>

### Sample Entry

**Attorney Involved?**
- [ ] Yes
- [ ] No

**Total Amount Due**
$X,XXX.XX

**Total Settlement Amt**

**Attorney Information**
- Firm or Attorney Name
- Address
- City
- State / Zip Code

**Claimant Information**
- Social Security Number
- Address
- City
- State / Zip Code
**Printing Documents**

Once you complete the Additional Information page, click on `<Save and Print>` button located at the lower right hand side of the page. An new window will open displaying the lien documents.

Note:

- You may encounter a windows POPUP question bar. If yes, right click the popup bar and select the option “Always allow popup's from this site.”

- Print the Child Support documents using the printer icon or by selecting the File\Print option on the Menu bar.

- Mail the member a copy of the Notice of Levy and the Notice of Intercept.

**Funds must be disbursed by Retirement Boards in the following priority:**

1. Federal tax withholding required by law.
2. DOR’s Child Support Enforcement Division (up to the amount of the child support lien).
3. The retirement board member.

**Note:** When sending a check to DOR, you should:

- Make the check payable only to the Commonwealth of Massachusetts.
- Include the Social Security number of the retirement member on the check, and,
- Include a copy of the Notice of Lien and Levy with the check.
Account Management Menu

Account Management Options
Site options allow all users to:

- View and edit their profile
- Change their password

In addition to the above, PMA-only options include:

- View Users
- Company Profile

Your Profile
View and change your personal account information.

**Important:** Make sure to keep your e-mail address current as many PIP functions rely on automated e-mails to users.

<table>
<thead>
<tr>
<th>User Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Last Name</td>
</tr>
<tr>
<td>Title</td>
<td>Phone Number</td>
</tr>
<tr>
<td>Email Address</td>
<td>Secret Question (in case you forget your user name or password)</td>
</tr>
<tr>
<td>Secret Answer</td>
<td></td>
</tr>
</tbody>
</table>

[Save] [Cancel] [Deactivate My Account]
Change Password

You can change your password at any time but any new password must comply with all of the following rules. Your new password must:

- Be between 8 and 15 characters in length
- Include at least 1 UPPER CASE LETTER, Include at least 1 lower case letter, and Include at least 1 numeric value.

Password example - (e.g., Testing1)

NOTE: Passwords are case sensitive.

Password example - (e.g., Example1)

New Password

Confirm New Password

Save  Cancel

PIP Master Administrator (PMA) Only Options

View Users (PMA Option Only)

Any PMA can use the “View Users” option to add, edit, de-activate, and reset passwords for PPA and PMA users.

- Clicking the <Select> button next to a user names allow you to edit or deactivate the account or to reset the password for that user.
- Clicking the <Create> button at the bottom of the page brings you to the page to create a new account for a new user.
**Company Profile (PMA Option Only)**

A PMA can use the “Company Profile” option to edit information about your retirement board. **Type:** Select Pension from the drop down list. The type selected determines which agencies your data match will match against.

<table>
<thead>
<tr>
<th>Details</th>
<th></th>
<th>Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td></td>
<td><strong>Date Deactivated</strong></td>
<td>(NOT SET)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Type</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Address Line 1</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Address Line 2</strong></td>
<td></td>
</tr>
<tr>
<td><strong>City</strong></td>
<td><strong>State</strong></td>
<td><strong>Zip</strong></td>
<td><strong>PlusFour</strong></td>
</tr>
<tr>
<td></td>
<td>MA</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Click the <Save> button to save whatever changes you entered on the Details page.

Click the <Deactivate> button to deactivate your board.
Reports (PMA Option Only)

Lookup History Report

A PMA can review SSN lookups done by all his or her board’s users.
When the Lookup History drop down option is selected the following option is displayed:
When all fields are completed, click the <Submit> button.

The box gives User Name and date range you submitted. Below this, a list of all lookups performed by the user for the specified date range.
The Lookups are arranged from Oldest to Newest lookup (Top to Bottom).
Password Reset (PMA Only)

Note: The following instructions apply only when a PIP Master Administrator (PMA) has forgotten his or her password. PIP Payer Accounts (PPA’s) must have their passwords reset by asking any PMA in their company. DOR will not reset PPA passwords.

➢ Retirement Boards with more than one PMA: Any active PMA within your board may reset the password of another PMA, as well as for any PPA.

➢ Organizations with only one PMA: DOR must reset the password for a PMA who is the only active PMA within a retirement board. Use the “Forgot Password” link located on the PIP Login page to request your password reset.

Forgot Password Page

Once you enter your user name, e-mail address, first name and last name, click on the <Continue> button.

You will then be prompted to answer the Secret Question you chose as part of your company’s original registration process. Type your secret answer. Then click on the <Submit> button.

If you forget your password, you must have it reset by Department of Revenue personnel. Use this form to request a password reset for a Master Account.

<table>
<thead>
<tr>
<th>Request Password Reset</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name</td>
</tr>
<tr>
<td>Email</td>
</tr>
<tr>
<td>First Name</td>
</tr>
<tr>
<td>Last Name</td>
</tr>
</tbody>
</table>

After clicking the <Submit> button, the site will confirm your request was submitted and provide you with a reference number.

**IMPORTANT:** YOU MUST PRINT OUT THE “REQUEST SUBMITTED” PAGE BECAUSE YOU WILL NEED THE REFERENCE NUMBER TO ACCESS YOUR NEW PASSWORD.
Approval of PMA Password Resets: DOR must approve a “Forgot Password” request.

Once your request is approved, you will receive an e-mail notifying you of a change in the status of your request.

- Enter your User Name and the Reference Number you received when you submitted your request.

- Click the Link provided to you in the email.

- Enter your User Name and Reference Number received earlier. Click the <Submit> button.

- Click the <Submit> button.

- Confirming message “Your password has been reset….” and a temporary password that you will need to continue. Make sure to write down the temporary password.
  - **Note:** If your request for a password reset was denied, the message will state this. You will need to contact DOR to discuss the reasons for the denial.

- Click the <OK> button.

- Site will direct you to the PIP Login page.

- Enter your existing User name.

- Enter the temporary password provided.
  - Click the <Log in> button.

- Enter your new 8-15 character password
  - Click the <Save> button.
MADOR Agency Information

Payments:

Retirement Intercept Program
Department of Revenue
Child Support Enforcement Division
P O Box 9560
Boston, MA 02114-9560

Correspondence:

DOR/CSE
Retirement Intercept Program
PO Box 9560
Boston, MA 02114-9560

Contact Information:

Email: pdustaff@dor.state.ma.us
Phone: 617-626-4154
Fax: 617-626-4049