

# 2024 Employer Workshop



Welcome

**Liane Peck**

Director, Solano County DCSS



# Agenda

- Child Support Program Overview
- Reporting New Hires & Employer Verifications
- Income Withholding Orders/ e-IWO
- Remitting Payments
- Health Insurance & National Medical Support Notices
- Staying Connected
- Question & Answer Session
- Closing



# Poll Time

***Are you a new attendee or a returning attendee to the employer workshop?***



# Goals

**Educate** about our services and your responsibilities

**Inform** with resources and tools to make processing requests easier

**Engage** with questions and issues and produce solutions



# Presenters

**Sharon Wilson, San Mateo County**

**Meredith Smith, Santa Clara County**

**Ashley Abercrombia, Solano County**

# Overview

# **Sharon Wilson**

## San Mateo County



# Child Support Program

**Helps more than 1 in 5 children  
in the United States**

Over 12.7 Million Children in the USA

Over 1 Million Cases in CA





# Structure of the Program

## OFFICE OF CHILD SUPPORT SERVICES

*An Office of the Administration for Children & Families*

**CALIFORNIA**  
**CHILD SUPPORT SERVICES**

California State Disbursement Unit

Local Child Support Agency



# State, SDU, and LCSA

## CA CSS

- Stop payments
- Non-sufficient funds
- Non-agency customer service
- Employer verification services

## SDU

- Collection processing
- Electronic help desk

## LCSA

- Questions regarding IWO, NMSN, etc.
- Agency customer service & case management

# One Phone Number

**866-901-3212**

- Automated phone service
- Make a payment over the phone
- Connect with the Call Center or a caseworker at your LCSA
- Various language options available



# Confidentiality

- Case records are confidential
- Employers can only receive information needed to comply with:
  - Income Withholding Orders (**IWOs**) or
  - National Medical Support Notices (**NMSNs**)
- Refer your employee to **866-901-3212** for case specific questions



# Reporting New Hires and Employer Verifications

## **Meredith Smith**

Santa Clara County



# New Hire Reporting Guidelines

- Report New Hires and Rehires within **20 days of their start date**
- Report Independent Contractors within **20 days of contracting** if all of the following apply:
  - Form 1099 for the services
  - You pay \$600 or more; or enter into a contract of \$600 or more
  - Individual/Sole Proprietorship or Single-Member LLC



# New Hire Reporting Forms



## REPORT OF NEW EMPLOYEE(S)

NOTE: Failure to provide all of the information below may result in this form being rejected and/or a penalty being assessed.



00340600

Employer  
Information



DATE MMDDYY	CA EMPLOYER ACCOUNT NUMBER L	BRANCH CODE L	FEDERAL ID NUMBER L
BUSINESS NAME		CONTACT PERSON	PHONE NUMBER
ADDRESS	STREET	CITY	STATE ZIP CODE
EMPLOYEE FIRST NAME L		MI L	EMPLOYEE LAST NAME L
SOCIAL SECURITY NUMBER L	STREET NUMBER L	STREET NAME L	UNIT/APT L
CITY L	STATE L	ZIP CODE L	START-OF-WORK DATE MMDDYY

Employee  
Information



EDD Form DE 34 for New or Rehired Employees







# Independent Contractor Reporting Form

**EDD** Employment Development Department  
State of California

**REPORT OF INDEPENDENT CONTRACTOR(S)**  
See detailed instructions on reverse side. Please type or print.

 05420101 

**SERVICE-RECIPIENT (BUSINESS OR GOVERNMENT ENTITY):**

DATE	FEDERAL ID NUMBER	CA EMPLOYER ACCOUNT NUMBER	SOCIAL SECURITY NUMBER
SERVICE-RECIPIENT NAME / BUSINESS NAME		CONTACT PERSON	
ADDRESS		PHONE NUMBER	
CITY	STATE	ZIP CODE	

**SERVICE-PROVIDER (INDEPENDENT CONTRACTOR):**

FIRST NAME	MI	LAST NAME	UNIT/APT
SOCIAL SECURITY NUMBER	STREET NUMBER	STREET NAME	ZIP CODE
CITY	STATE	CHECK HERE IF CONTRACT IS ONGOING	
START DATE OF CONTRACT	AMOUNT OF CONTRACT	CONTRACT EXPIRATION DATE	
M M D D Y Y		M M D D Y Y	

Employer  
Information



Independent  
Contractor  
Information



EDD Form DE 542 for Independent Contractors





# New Hire Reporting Options

- **Online** e-Services for Business [eddservices.edd.ca.gov](http://eddservices.edd.ca.gov)
- **Mail** Document Management Group, MIC 96  
PO Box 997016  
West Sacramento, CA 95799
- **Fax** (916) 319-4400

## For Additional Information:

- **Online:** [edd.ca.gov](http://edd.ca.gov)
- **In-Person:** Visit a local EDD Employment Tax Office
- **Phone** Call The Taxpayer Assistance Center:  
**(888) 745-3886** Monday – Friday 8 a.m. to 5 p.m.



# Wage and Insurance Verification Form

A request to verify an employee's employment status, wages, and benefits

<small>STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY</small>	<small>DEPARTMENT OF CHILD SUPPORT SERVICES</small>
<b>WAGE AND INSURANCE VERIFICATION</b>	
<small>DCSS 0230 (01/18/15)</small>	<small>CSE Case Number: Participant Name: Employer Name:</small>
<b>EMPLOYEE/CASE PARTICIPANT IDENTIFICATION AND CONTACT INFORMATION</b> <i>(If you have different information, write new information in the blank spaces.)</i>	
A. Name: _____	
B. Social Security Number: _____	
C. Date of Birth: _____	
D. Address: _____	
E. Phone Number: _____	
<b>EMPLOYEE WORK STATUS</b> <i>(Check all applicable boxes and fill in requested information.)</i>	
<input type="checkbox"/> Never employed <i>(If never employed, no need to complete form further. Just sign the certification on page 3 and return entire form.)</i>	
<input type="checkbox"/> Currently employed: <input type="checkbox"/> Part-time <input type="checkbox"/> Full-time <input type="checkbox"/> Seasonal	
Usual season start date: _____ Usual season end date: _____	
<input type="checkbox"/> No longer employed:    Last date employed: _____	
Reason for termination of employment: _____	
New employer name and address: _____	
Is there an Income Withholding Order for support on file in your business for this employee? <input type="checkbox"/> Yes <input type="checkbox"/> No	
What income tax filing status does employee report? <input type="checkbox"/> Single <input type="checkbox"/> Head of Household <input type="checkbox"/> Married	



# Wage Verifications

Month / Year	Gross
January _____	\$ _____
February _____	\$ _____
March _____	\$ _____
April _____	\$ _____
May _____	\$ _____
June _____	\$ _____

Month / Year	Gross
July _____	\$ _____
August _____	\$ _____
September _____	\$ _____
October _____	\$ _____
November _____	\$ _____
December _____	\$ _____

Month / Year	Gross
January _____	\$ _____
February _____	\$ _____
March _____	\$ _____
April _____	\$ _____
May _____	\$ _____
June _____	\$ _____

### CERTIFICATION OF RECORD

I have personally completed this form, or printed and attached records containing all of the employee's earnings and benefits information requested in this form, from the payroll records in my custody and control. I am personally aware such records are kept in the regular course of business and that entries therein are made at or about the time of the condition or event. I have compared the records with the above Wage and Insurance Verification (DCSS 0230) and know the information I am supplying to be accurate.

**I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.**

Print Name	Signature	Executed on <i>(Date)</i>
Job Title	Address	
Name of Company or Business Organization		
Telephone Number	Fax Number	Email Address

**Poll Time!**

***Who should be reported to  
the National Directory of New  
Hires?***



Income Withholding Orders (**IWO**)  
Electronic Income Withholding Orders (**e-IWO**)

**Ashley Abercrombia**  
Solano County



**Poll Time!**

***Are you currently  
signed up for e-IWO?***





# Income Withholding Orders

IWOs are mandated, not discretionary

## Employer responsibilities:

- Withhold the specified amount
- Remit timely payments
- Send payments to the State Disbursement Unit (SDU)
- Honor IWO until **amended or terminated**
- **Keep IWO on file for one year** after separation of employment
- Employees cannot "opt out"





# Processing Timeframes

- Within **10 days** of receipt, notify and provide a copy of the IWO and the Request for Hearing Regarding Earnings Assignment to your employee
- Within **10 days** of receipt, begin withholding the first pay period following the *remittance date* found at the top of page 4
- Remit payments within **7 days** of withholding



# Importance of Timely Processing

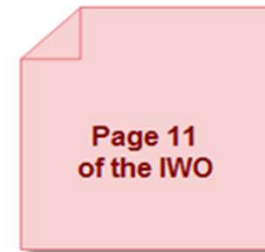
- Credit for payment is given on the day it is received at the SDU. Missed payments **can result in:**
  - Negative credit reporting
  - 10% per annum interest
  - State license suspension
  - Bank levies
  - Passport denial



# Request for Hearing Regarding Earnings Assignment

<b>FL-450</b>	
<b>FOR COURT USE ONLY</b>	
<div style="text-align: center;">20000000</div>	
<div style="text-align: center;">TELEPHONE NO.: FAX NO. (Optional):</div>	
<div style="text-align: center;">E-MAIL ADDRESS (Optional):</div>	
<div style="text-align: center;">ATTORNEY FOR (Name):</div>	
<b>SUPERIOR COURT OF CALIFORNIA, COUNTY OF</b>	
<div style="text-align: center;">STREET ADDRESS: MAILING ADDRESS: CITY AND ZIP CODE: BRANCH NAME:</div>	
<div style="text-align: center;">PETITIONER/PLAINTIFF: RESPONDENT/DEFENDANT: OTHER PARENT:</div>	
<div style="text-align: center;"><b>REQUEST FOR HEARING REGARDING EARNINGS ASSIGNMENT</b></div>	
<div style="text-align: center;">CASE NUMBER:</div>	

**NOTICE:** Complete and file this form with the court clerk to request a hearing *only* if you object to the *Income Withholding for Support* (form FL-195/OMB0970-0154) or *Earnings Assignment Order for Spousal or Partner Support* (form FL-435). This form may not be used to modify your current child support amount. (See page 2 of form FL-192, *Information Sheet on Changing a Child Support Order*.) Page 3 of this form is instructional only and does not need to be delivered to the court.



# Order Information

You do **not** need to change your payroll cycle to adjust to the child support deductions

## III. Order Information: (Completed by the Sender)

This document is based on the support order from CALIFORNIA (State/Tribe).

You are required by law to deduct these amounts from the employee/obligor's income until further notice.

\$ 600.00 Per MONTH current child support  
\$ 50.00 Per MONTH past-due child support - Arrears greater than 12 weeks? ☐ Yes ☐ No  
\$ 0.00 Per MONTH current cash medical support  
\$ 0.00 Per MONTH past-due cash medical support  
\$ 0.00 Per MONTH current spousal support  
\$ 0.00 Per MONTH past-due spousal support  
\$ 0.00 Per MONTH other (must specify) \_\_\_\_\_

for a **Total Amount to Withhold** of \$ 650.00 per MONTH.

## IV. Amounts to Withhold: (Completed by the Sender)

You do not have to vary your pay cycle to be in compliance with the *Order Information*. If your pay cycle does not match the ordered payment cycle, withhold one of the following amounts:

\$ 150.00 per weekly pay period \$ 325.00 per semimonthly pay period (twice a month)  
\$ 300.00 per biweekly pay period (every two weeks) \$ 650.00 per monthly pay period  
\$ \_\_\_\_\_ **Lump Sum Payment:** Do not stop any existing IWO unless you receive a termination order.

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: The purpose of this information collection is to provide uniformity and standardization. Public reporting burden for this collection of information is estimated to average two to five minutes per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. This is a mandatory collection of information in accordance with 45 CFR 303.100 of the Child Support Enforcement Program. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. If you have any comments on this collection of information, please contact the Employer Services Team by email at [employerservices@acf.hhs.gov](mailto:employerservices@acf.hhs.gov).





# Remittance Information

Employer's Name: \_\_\_\_\_ Employer FEIN: \_\_\_\_\_  
Employee/Obligor's Name: \_\_\_\_\_ SSN: \_\_\_\_\_  
CSE Agency Case Identifier: 200000000 Order Identifier: \_\_\_\_\_

**REMITTANCE INFORMATION:** If the employee/obligor's principal place of employment is CALIFORNIA (State/Tribe), you must begin withholding no later than the first pay period that occurs 10 days after the date of 06/24/2016. Send payment within 7 working days of the pay date. If you cannot withhold the full amount of support for any or all orders for this employee/obligor, withhold up to 50 % of disposable income. If the obligor is a non-employee, obtain withholding limits from Supplemental Information on page 3. If the employee/obligor's principal place of employment is not CALIFORNIA (State/Tribe), obtain withholding limitations, time requirements, and any allowable employer fees at [www.acf.hhs.gov/programs/css/resource/state-income-withholding-contacts-and-program-information](http://www.acf.hhs.gov/programs/css/resource/state-income-withholding-contacts-and-program-information) for the employee/obligor's principal place of employment.

For electronic payment requirements and centralized payment collection and disbursement facility information (State Disbursement Unit (SDU)), see [www.acf.hhs.gov/programs/css/employers/electronic-payments](http://www.acf.hhs.gov/programs/css/employers/electronic-payments).

Include the **Remittance ID** with the payment and if necessary this FIPS code: 0600099

Remit payment to CALIFORNIA STATE DISBURSEMENT UNIT (SDU/Tribal Order Payee)  
at PO BOX 989067, WEST SACRAMENTO CA 95798-9067 (SDU/Tribal Payee Address)

TOP OF PAGE 4  
OF THE IWO

# Employee Status Change

**Separation of employment  
or  
Change of work status**

Return one of the following notices  
or report changes by phone at:  
**(866) 901-3212**

eTerm is now available for electronic reporting of terminated employees. Contact the Federal Employer Services Team at:  
**[employerservices@acf.hhs.gov](mailto:employerservices@acf.hhs.gov)**



# Notification of Employment Status

Employer's Name: _____	Employer FEIN: _____
Employee/Obligor's Name: _____	SSN: _____
CSE Agency Case Identifier: 20000000	Order Identifier: _____

**NOTIFICATION OF EMPLOYMENT TERMINATION OR INCOME STATUS:** If this employee/obligor never worked for you or you are no longer withholding income for this employee/obligor, you must promptly notify the CSE agency and/or the sender by returning this form to the address listed in the contact information below:

☐ This person has never worked for this employer nor received periodic income.

☐ This person no longer works for this employer nor receives periodic income.

Please provide the following information for the employee/obligor:

Termination date: \_\_\_\_\_ Last known phone number: \_\_\_\_\_

Last known address: \_\_\_\_\_

\_\_\_\_\_

Final payment date to SDU/tribal payee: \_\_\_\_\_ Final payment amount: \_\_\_\_\_

New employer's name: \_\_\_\_\_

New employer's address: \_\_\_\_\_

\_\_\_\_\_

Page 6 of the IWO

Report by phone at: **(866) 901-3212**



# Employee Status Report

DCSS Form 0522  
online at

[dcss.ca.gov/employer-forms/](https://dcss.ca.gov/employer-forms/)

CSE Case Number:  
Noncustodial Parent:

Court Case Number:  
Employer Name:

Employer Address:  
ATTN: PAYROLL

## EMPLOYEE STATUS REPORT

The Income Withholding Order/Notice for Support (IWO) is to remain in effect until further notice. Please complete the information requested below and return the Employee Status Report to the following address within 10 days of the date on this letter:

1. ☐ We received the IWO regarding the employee named above on \_\_\_\_\_.  
(Date)
2. ☐ The employee named above is presently employed. The withholding will begin on \_\_\_\_\_.  
(Date)
3. ☐ Our payroll is issued: ☐ Weekly ☐ Bi-weekly ☐ Monthly ☐ Twice a month on \_\_\_\_\_.  
(Date)
4. ☐ On \_\_\_\_\_, the above employee:  
(Date)  
☐ was terminated ☐ voluntarily left our employment  
☐ is presently on lay-off status and will return to work on \_\_\_\_\_.  
(Estimated return date)
5. ☐ The employee named above is currently employed at \_\_\_\_\_  
(Company name, if known)  
\_\_\_\_\_  
(Address, if known)





# Bonus & Lump Sum IWOs

Report bonus or lump sum payments **prior** to payout by contacting CA DCSS at **LumpSumResponseTeam@dcss.ca.gov** or by phone at **(916) 464-6640**

## These payments made to employees include:

- Bonuses
- Vacation payouts
- Commissions
- Severance or buy-out payments
- Retroactive pay increases
- Sign on bonuses
- Cash awards
- Incentive payments
- Retirement incentives



# Privately Issued IWOs

- Upon receipt, make a copy and retain original
- Send copy to the SDU (FL-195 Case Registry Form)
- The SDU will create a case number and provide that to you ***Payment must not be sent until that case number is obtained***
- Remit payments to the SDU within **7 days** of withholding



# What is an e-IWO?

- Receive Income Withholding Orders (IWOs)
- Send Acknowledgement of Acceptance or Rejection of IWOs
- Notification of employee receiving a Bonus/Lump Sum payment
- Notification of employee terminations



# Benefits of e-IWO

- One time enrollment
- Child support gets to the families sooner
- Saves time, money, and resources
- Ensures uniform IWO data from all states
- Increases accuracy and reliability of data
- No cost to employers



# e-IWO System Options

## **System-to-System Interface**

- 4 – 5 months
- High volume

## **No Programming Option**

- 2 – 4 weeks
- Low volume

## **e-IWO Online**

- 5 – 15 days
- No server required

For more Information visit:

**[acf.hhs.gov/css/employers/e-iwo](http://acf.hhs.gov/css/employers/e-iwo)**

To sign up via email:

**[eIWOMail@acf.hhs.gov](mailto:eIWOMail@acf.hhs.gov)**



# **Withholding Limitations and Deductions**

# Defining Earnings

Defined by **Family Code Section 5206** as:

- Wages/salary
- Bonuses/commissions
- Vacation pay
- Retirement
- Dividends, royalties, and residuals
- Payment for independent contractors or 1099 recipients



# Withholding Limitations

- Generally, the maximum deduction that can be withheld to satisfy **mandatory deductions** is 50% of an employee's **net disposable income (NDI)**
- If all IWOs are CA agency child support obligations and the total exceeds 50% of net, withhold 50% and send to the CA SDU
- SDU will divide funds based on Federal hierarchy





# Net Disposable Income (NDI)

<b>Gross Income</b>	<b>\$5,000</b>
State Income Tax	(\$500)
Federal Income Tax	(\$120)
FICA	(\$330)
Medicare	(\$75)
SDI	(\$55)
Mandatory Union Dues	(\$60)
Mandatory Retirement	(\$150)
<b>Net Disposable Income</b>	<b>\$3,710</b>
	x 0.5
<b>Available for Deduction</b>	<b>\$1,855.0</b>

**\*Do NOT include voluntary deductions**



# Priority of Withholding

1. Child support order
2. Bankruptcy order
3. Federal administrative garnishment
4. Federal tax levy\*
5. Student loan
6. State tax levy
7. Local tax levy
8. Creditor garnishment
9. Employer deductions

**\* only if levy was in place *before* child support order was entered**



# Priority of Deductions Within IWOs

1. Current child/family support
2. Medical support, if on IWO
3. Health insurance premium
4. Current spousal support
5. Child/family support arrears
6. Spousal support arrears



# Multiple Orders from Different States

Payee	Current support obligations	Obligation/Total	Amount paid on order (NDI is \$360 maximum deduction is \$180)
CA	\$90	$\$90/\$227 = 39.65\%$	$\$180 \times 39.65\% = \$71.37$
AZ	\$75	$\$75/\$227 = 33.04\%$	$\$180 \times 33.04\% = \$59.47$
TX	\$62	$\$62/\$227 = 27.31\%$	$\$180 \times 27.31\% = \$49.16$
<b>Total</b>	\$227	100%	\$180



Remitting Payments

**Meredith Smith**

Santa Clara County



# Payment Options

## **Pursuant to California Family Code §17309.5 -**

If an employer pays taxes electronically to the Franchise Tax Board (FTB) or the Employment Development Department (EDD), then child support payments are required to be sent to the State Disbursement Unit (SDU) using Electronic Funds Transfer (EFT).



# Electronic Payment Benefits

- Fewer errors
- No lost checks
- Saves time and money
- Reduces risk of theft and fraud
- Faster SDU receipt and processing
- It's **green!**



# Electronic Payment Options

- Make electronic payments using the ACH Debit, Credit Card and PayPal options using ExpertPay at **expertpay.com**



Automated Clearing House Credit:

- Contact the CA SDU electronic help desk at (866) 901-3212 (option 1) or email **casdu-electronichelpdesk@dcss.ca.gov**





# Payment Identification Information

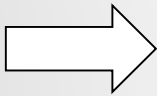
**Include the following identifying information about your Employee(s):**

- Employee full name
- Social Security Number
- CSE participant ID number
- Child support case number provided by the SDU or other State
- Date of withholding
- Amount

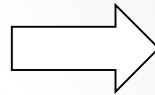


# Payment Remittance

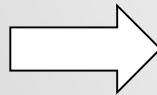
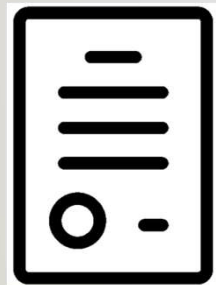
Employee A, SSN #555 - \$100



Remit 1 payment - \$250



Employee A's Family  
\$100



Employee B's Family  
\$150

SDU Matches Identifiers

Employee B, SSN #777 - \$150



# SDU Mailing Address

## Remitting Checks for **Out-Of-State** Employers

Mail check payments **only** to:  
*State Disbursement Unit*  
*P.O. Box 989067*  
*West Sacramento, CA 95798*

 Please do not mail payments directly the Local Child Support Agency.



# Stop Payment Process

- **For payments by check:** Email the 'Employer Stop Payment Request' form to the CA SDU at [CASDU.Stop.Request@conduent.com](mailto:CASDU.Stop.Request@conduent.com)
- **For electronic payments:** Submit the 'Employer Refund Request' form to the CA Child Support Business Solutions Team by fax to (916) 636-2436 or via email at [ccsasbusinesssolutions@dcss.ca.gov](mailto:ccsasbusinesssolutions@dcss.ca.gov)



Employers should **NOT** place stop payments on remitted payments until the SDU or the Business Solutions Team has been contacted.

- For additional information visit: [dcss.ca.gov/employer-resource/](https://dcss.ca.gov/employer-resource/)



Health Insurance  
National Medical Support Notices (NMSNs)

**Ashley Abercrombia**

Solano County



# Poll Time!

*How many Olympic medals does Simone Biles have?*

- A. 4**
- B. 30**
- C. 17**
- D. 11**

# National Medical Support Notice

- Health insurance must be provided to the employee's children even if the employee declines personal health coverage
- Not subject to open enrollment guidelines
- Complete the National Medical Support Notice Form Part B





# Types of Insurance Coverage



**Medical**



**Dental**



**Vision Care**



**Prescriptions**



**Mental Health**

# Employer Responsibilities

Within **10 business days** of receiving the NMSN you must notify your employee



Complete the Employer Response form on the NMSN Part A and return this LCSA within **20 business days**



Within **20 business days** of receiving the NMSN, you must forward the Part B Medical Support Notice to the health care plan administrator

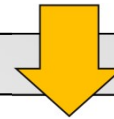


If employee is subject to a waiting period such as a probationary period, notify the LCSA

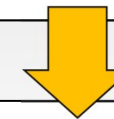


# Employer Responsibilities

Within **40 business days**, provide the LCSA with a description of the coverage



Withhold any employee contributions required



Continue coverage until notified by the LCSA

# NMSN Form– Part A

New NMSN or  
Termination

LCSA  
Sending the  
NMSN

What  
coverage to  
enroll in

## NATIONAL MEDICAL SUPPORT NOTICE - PART A NOTICE TO WITHHOLD FOR HEALTH CARE COVERAGE

This Notice is issued under section 466(a)(19) of the Social Security Act, section 609(a)(5)(C) of the Employee Retirement Income Security Act of 1974 (ERISA), and for State and local government and church plans, sections 401(e) and (f) of the Child Support Performance and Incentive Act of 1998. Receipt of this Notice from the Issuing Agency constitutes receipt of a Medical Child Support Order under applicable law. The information on the Custodial Parent and Child(ren) contained on this page is confidential and should not be shared or disclosed with the employee. NOTE: For purposes of this form, the Custodial Parent may also be the employee when the State opts to enforce against the Custodial Parent.

☒ National Medical Support Order/Notice (NMSN)

☐ Termination Order/Notice (Optional)

Issuing Agency: SANTA CLARA DCSS  
Issuing Agency Address:

Court or Administrative Authority:

Notice Date: 05/25/2023  
CSE Agency Case Identifier:  
Telephone Number: (866) 901-3212  
FAX Number: (408) 503-5319

Order Date:  
Order Identifier:  
Document Tracking Identifier:  
Employer web site:  
See NMSN Instructions: <http://www.acf.hhs.gov/programs/css/resource/national-medical-support-notice-form>

RE:

Employer/Withholder's Federal EIN Number

Employee's Name (Last, First, MI)

The order requires the child(ren) to be enrolled in ☒ all health coverages available or only the following coverage(s):  
☐ Medical; ☐ Dental; ☐ Vision; ☐ Prescription drug; ☐ Mental health; ☐ Other specify:

Jurisdiction of  
the Court  
that issued  
the Order



# NMSN Form– Part A

## EMPLOYER RESPONSE

- ☐ 1. The employee named in this Notice has never been employed by this employer.
- ☐ 2. We, the employer, do not offer our employees the option of purchasing dependent or family health care coverage as a benefit of their employment.
- ☐ 3. The employee is among a class of employees (for example, part-time or non-union) that are not eligible for family health coverage under any group health plan maintained by the employer or to which the employer contributes. Do not check this box if the employee is only temporarily ineligible for health care coverage.
- ☐ 4. Health care coverage is not available because employee is not employed by employer:
- Effective date of termination: \_\_\_\_\_
- Reason for termination: \_\_\_\_\_
- Last known telephone number: \_\_\_\_\_
- Last known address: \_\_\_\_\_
- New employer (if known): \_\_\_\_\_
- New employer telephone number: \_\_\_\_\_
- New employer address: \_\_\_\_\_
- ☐ 5. State or Federal withholding limitations and/or prioritization prevent the withholding from the employee's income of the amount required to obtain coverage under the terms of the plan.
- ☐ 6. The participant is subject to a waiting period that expires \_\_\_\_\_ (more than 90 days from the date of receipt of this Notice), or has not completed a waiting period, which is determined by some measure other than the passage of time, such as the completion of a certain number of hours worked (describe here: \_\_\_\_\_). At the completion of the waiting period, the Plan Administrator will process the enrollment.
- ☐ 7. Employer forwarded Part B to Plan Administrator on \_\_\_\_\_.





# NMSN Form– Part B

Within **20 Business Days** forward Part B to your plan administrator if applicable

## **NATIONAL MEDICAL SUPPORT NOTICE - PART B MEDICAL SUPPORT NOTICE TO PLAN ADMINISTRATOR**

This Notice is issued under section 466(a)(19) of the Social Security Act, section 609(a)(5)(C) of the Employee Retirement Income Security Act of 1974 (ERISA), and for State and local government and church plans, sections 401(e) and (f) of the Child Support Performance and Incentive Act of 1998 (CSPIA). Receipt of this Notice from the Issuing Agency constitutes receipt of a Medical Child Support Order under applicable law. The rights of the parties and the duties of the plan administrator under this Notice are in addition to the existing rights and duties established under such law. The information on the Custodial Parent and Child(ren) contained on this page is confidential and should not be shared or disclosed with the employee. NOTE: For purposes of this form, the Custodial Parent may also be the employee when the State opts to enforce against the Custodial Parent.

Issuing Agency: Issuing Agency Address:	Court or Administrative Authority: Superior Court of
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# NMSN Form– Part B

Within **40 Business Days** complete the Plan Administrator Response section of Part B and return to the LCSA

## PLAN ADMINISTRATOR RESPONSE

(To be completed and returned to the Issuing Agency within 40 business days after the date of the Notice, or sooner if reasonable)

Case # \_\_\_\_\_ (to be completed by the issuing agency)

This Notice was received by the plan administrator on \_\_\_\_\_.

1. This Notice was determined to be a "qualified medical child support order," on \_\_\_\_\_. Complete **Response 2 or 3, and 4**, if applicable.

2. The participant (employee) and alternate recipient(s) (child(ren)) are to be enrolled in the following family coverage.

- a. The child(ren) is/are currently enrolled in the plan as a dependent of the participant.
- b. There is only one type of coverage provided under the plan. The child(ren) is/are included as dependents of the participant under the plan.
- c. The participant is enrolled in an option that is providing dependent coverage and the child(ren) will be enrolled in the same option.
- d. The participant is enrolled in an option that permits dependent coverage that has not been elected; dependent coverage will be provided.

Coverage is effective as of \_\_/\_\_/\_\_\_\_ (includes waiting period of less than 90 days from date of receipt of this Notice). The child(ren) has/have been enrolled in the following option (if plan is insured, identify provider, policy and group numbers): \_\_\_\_\_. Any necessary withholding should commence if the employer determines that it is permitted under State and Federal withholding and/or prioritization limitations.





# NMSN Form– Part B

Within **40 Business Days**  
complete the Plan  
Administrator Response  
section of Part B and  
return to the LCSA

3. There is more than one option available under the plan and the participant is not enrolled. The Issuing Agency must select from the available options. Each child is to be included as a dependent under one of the available options that provide family coverage. If the Issuing Agency does not reply within 20 business days of the date this Response is returned, the child(ren), and the participant if necessary, will be enrolled in the plan's default option, if any: \_\_\_\_\_

4. The participant is subject to a waiting period that expires \_\_/\_\_/\_\_\_\_ (more than 90 days from the date of receipt of this Notice), or has not completed a waiting period which is determined by some measure other than the passage of time, such as the completion of a certain number of hours worked (describe here: \_\_\_\_\_). At the completion of the waiting period, the Plan Administrator will process the enrollment.

5. This Notice does not constitute a "qualified medical child support order" because:

The name of the child(ren) or participant is unavailable.

The mailing address of the child(ren) (or a substituted official) or participant is unavailable.

The following child(ren) is/are at or above the age at which dependents are no longer eligible for coverage under the plan \_\_\_\_\_ (insert name(s) of child(ren)).

Plan Administrator or Representative:

Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_



# Reasonable Health Insurance

## California SB 580 defines “Reasonable” cost as:



Costs to add child is no more than 5% of employee's gross income



Total cost of support plus cost of insurance does not exceed 50% of employee's net income



Coverage provider must be within 50 miles of child's residence



If employee is questioning the NMSN, refer them to the LCSA



# Reasonable Health Insurance

## Calculating 5% of Employee's gross income

Cost of Healthcare Plan Through Employer	
Employee only	\$50
Employee and child	\$150
<b>Net difference in cost</b>	<b>\$100</b>

- You would ask – is \$100 more than 5% of employee's gross income
- You cannot withhold more than 50% of the employee's net disposable income



# Reporting Employee Separations

## Notify the LCSA when an employee separates employment

CA0

- Report terminated employees promptly by completing and returning the Termination of Benefits/Employment and Health Insurance Information which can be found at [dcss.ca.gov/wp-content/uploads/sites/345/2022/12/TerminationofBenefits\\_08192019.pdf](https://dcss.ca.gov/wp-content/uploads/sites/345/2022/12/TerminationofBenefits_08192019.pdf)
- Return notice to the issuing LCSA or contact them at (866) 901-3212
- eTerm is now available for electronic reporting of terminated employees. Contact the Federal Employer Services Team by email: [employerservices@acf.hhs.gov](mailto:employerservices@acf.hhs.gov)



## Slide 67

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### CA0

Per AJ update link to

[https://dcss.ca.gov/wp-content/uploads/sites/345/2022/12/TerminationofBenefits\\_08192019.pdf](https://dcss.ca.gov/wp-content/uploads/sites/345/2022/12/TerminationofBenefits_08192019.pdf)

Carter, Meredith, ACCSS, 2023-08-09T17:15:30.318

Stay Connected and Informed

**Sharon Wilson**

San Mateo County



# Update Your Information

[dcss.ca.gov/employer-resource/](https://dcss.ca.gov/employer-resource/)

The screenshot shows the California Child Support Services website. The header includes the CA.gov logo, social media icons, and navigation links: Home, About, Policies & Regulations, Budget & Reports, Employers, and Search. The main content area features a large image of a waterfall with the heading "Update Employer Information" and the text "The information you provide will be used to issue notices to the appropriate addresses and individuals". Below this is a blue button labeled "Update Your Record". The bottom section is titled "Employer Resource Center" and contains a paragraph about the importance of accurate information. To the right, under the heading "Employer Quick Links", is a link for "Update Employer Information". Two red arrows are overlaid on the image: one pointing to the "Update Your Record" button and another pointing to the "Update Employer Information" link.

**Update Employer Information**  
The information you provide will be used to issue notices to the appropriate addresses and individuals

[Update Your Record](#)

**Employer Resource Center**

As employers, you are one of our closest partners, with an important role in helping ensure families get the financial and medical support they need. More than 70% of all child support collections are through payroll deductions. Please note that maintaining accurate information about your company with California Child Support Services benefits you by making sure official notices reach the right destination and preventing duplication. You can update your company information with our [employer information form](#). **All other forms**

**Employer Quick Links**

- [Update Employer Information](#)

Employer Services Phone: **888-898-1743**





# Employer Resource Center

## Employer Forms

### Please Note

To submit a form via email, users must first download the form to their device and then click "submit" on the completed form.

To request an accessible version of any of these forms, [please complete this form](#).

- [Employer Income Withholding Form \(IWO\)](#)
- [National Medical Support Notice Form](#)
- [Health Insurance Information](#)
- [Health Insurance Assignment Form / Instructions](#)
- [Termination of Benefits](#)
- [Wage and Insurance Verification Form](#)
- [Employee Status Report](#)
- [Employer Refund Request](#)
- [Employer Stop Payment Request Form](#)

## Employer Frequently Asked Questions (FAQs)

We understand that there are many things about child support that are complicated and confusing. We are here to help you understand and navigate this process. Below are answers to some of the most frequently asked questions by category.

### FAQ Categories

*Click on any of the topics below to learn more*

- [Income Withholding Order \(IWO\)](#)
- [Electronic Income Withholding Order \(e-IWO\)](#)
- [Making Payments](#)
- [California State Disbursement Unit \(SDU\)](#)
- [Payment Options](#)
- [Reporting New Hires](#)
- [Reporting Terminations](#)
- [Medical Support Order](#)
- [Updating Employer Information](#)

## Employer Email List

Subscribe to the below Employer Update Email List to receive child support program information, employer outreach event information, and helpful tips for employers.

### Employer Name

### Email \*

### Subscription Options \*

☐ Subscribe

Submit



## Employer Handbook

[Download the California Child Support Services Employer Handbook](#)



# Resources

California Child Support Services:	<a href="http://childsupport.ca.gov">childsupport.ca.gov</a>
California Employment Development Department (EDD):	<a href="http://edd.ca.gov">edd.ca.gov</a>
New Hire Information:	<a href="http://edd.ca.gov/Payroll_Taxes/New_Hire_Reporting.htm">edd.ca.gov/Payroll_Taxes/New_Hire_Reporting.htm</a>
Independent Contractor Information:	<a href="http://edd.ca.gov/Payroll_Taxes/Independent_Contractor_Reporting.htm">edd.ca.gov/Payroll_Taxes/Independent_Contractor_Reporting.htm</a>
California State Disbursement Unit (SDU):	<a href="http://childsupport.ca.gov/state-disbursement-unit/">childsupport.ca.gov/state-disbursement-unit/</a>
ExpertPay:	<a href="http://expertpay.com">expertpay.com</a>
Office of Child Support Services (OCSS):	<a href="http://acf.hhs.gov/css">acf.hhs.gov/css</a> <a href="http://acf.hhs.gov/css/employers/e-iwo">acf.hhs.gov/css/employers/e-iwo</a>



# Poll Time!

***How many phone numbers do  
you need to remember today ?***



# How to Reach Us

**866-901-3212**

**[dcss.ca.gov/employer-resource/](https://dcss.ca.gov/employer-resource/)**

**[bayareachildsupport.net](https://bayareachildsupport.net)**

Visit the Employer Resource Center for more information





Thank You

# **EXPERT PANEL**

**Robert Sanchez – San Mateo County**

**Kerri Reidy – Marin County**

**Jennifer Sessi – Marin County**

**Shawna Smith – State DCSS**

**Marisa Rodriguez – EDD**

**Questions?**

# Closing

## Darrell McGowan

Director, Monterey DCSS







**Thank you for  
joining us today**

