

e-NMSN: ANOTHER PAPERLESS SOLUTION

ELECTRONIC NATIONAL
MEDICAL SUPPORT
NOTICES

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What is e-NMSN?

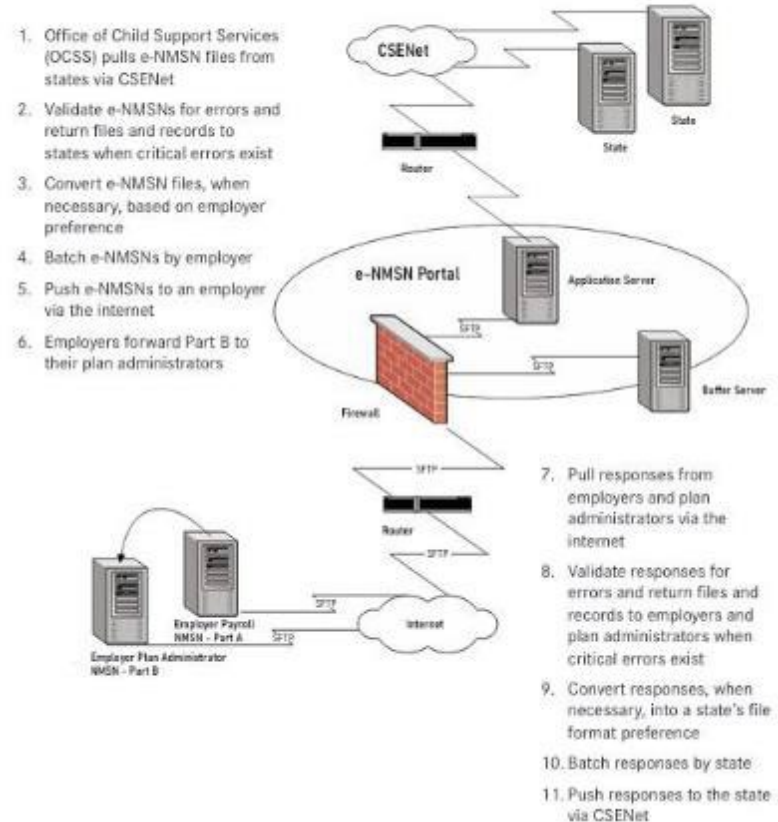
- Centralized and cost-effective way for child support agencies to electronically exchange National Medical Support Notices (NMSNs) with state child support agencies and employers, third-party providers, plan administrators, and unions
- Modeled after the efficient and cost-effective electronic Income Withholding Order (e-IWO) process
 - States create NMSNs for OCSS to pick up
 - OCSS sends NMSNs to employers, plan administrators, and TPPs (will be referred to as employer partners throughout this presentation)
 - Employer partners create responses for OCSS to pick up
 - OCSS sends responses to states

What are the benefits of e-NMSN?

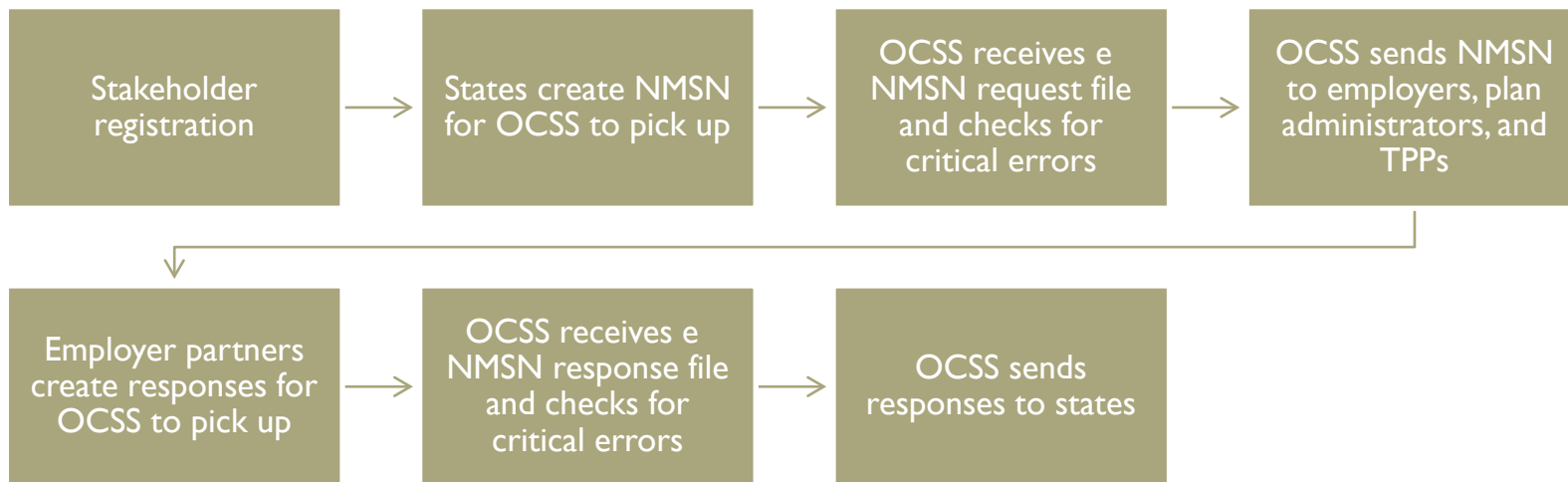
- Reduces errors from manual processing
- Supports virtual office environments by reducing the need for staff at a physical location to process paperwork
- Eliminates costs of postage and processing paper documents
- Allows employers to report employee terminations
- Allows states to give notice to employer partners that medical support is no longer ordered or enforced
- Allows employer partners to implement health coverage sooner so families receive this benefit more quickly

What is the e-NMSN process flow?

Electronic National Medical Support Notice Workflow



What is the e-NMSN process flow? (Overview)



What are the transmission options?

- Secure File Transfer Protocol (SFTP) or File Transfer Protocol Secure (FTPS) for retrieving and dropping off files on your server
- Privacy Guard (GPG) encryption, provided by the e-NMSN system, may be used to encrypt data after it reaches the employer's server
- Portal pushes data to states, employers, third-party providers, and plan administrators daily

What are the implementation options?

- System-to-System Implementation – requires application development
 - Supports .txt and .xml for all stakeholders
 - Accepts Word and portable document format (PDF) for attachments related to plan options and summary plan descriptions for employers, TPPs, plan administrators, and unions
 - Provides option to send order as PDF for employers and TPPs
- No Programming
 - Available for employers and plan administrators
 - Provides prefilled PDF versions of Parts A and B
 - Processes PDF responses for Parts A and B

Want a fast, easy start?

- The No Programming option is for you.
 - Complete an e-NMSN profile form and submit it to OCSS.
 - Test before moving into production.

Is System-to-System your option?

- Complete an e-NMSN profile form and submit it to OCSS.
- Set up batch communications for file transfers.
- Code to the e-NMSN record layouts.
- Test code before moving into production.

Sample File Summary Email to Child Support Agencies

Total # Your files have been processed by the e-NMSN System.

**** Please do not reply to this email ****

Processing Summary for Mary-fond On Fri, Mar 26, '21 2:49 PM

****FILES RECEIVED FROM YOUR ORGANIZATION ****

Total # of request records received: 1

Total # of error records: 0

Total # of records forwarded: 1

Total # of files rejected: 0

Total # of batches received: 1

Total # of batches rejected: 0

****ERRORS****

ERROR:

****FILES SENT TO YOUR ORGANIZATION****

Total # of Part-A Responses: 0

Total # of Part-B Responses: 0

Total # of Batches Rejected: 0

Total # of Files Rejected: 0

of Error Records: 0

Sample File Summary Email to Employer Partners

Your files have been processed by the e-NMSN System.

** Please do not reply to this email **

Processing Summary for Mary-fond On Fri, Mar 26, '21 2:49 PM

**PART A RESPONSE FILE RECEIVED FROM YOUR ORGANIZATION **

Total # of Part A response records received: 0

Total # of request records received: 1

Total # of error records: 0

Total # of records forwarded: 1

Total # of files rejected: 0

Total # of batches received: 1

Total # of batches rejected: 0

ERRORS

ERROR:

**PART B RESPONSE FILE RECEIVED FROM YOUR ORGANIZATION **

Total # of Part B response records received: 1

Total # of request records received: 1

Total # of error records: 0

Total # of records forwarded: 1

Total # of files rejected: 0

Total # of batches received: 1

Total # of batches rejected: 0

ERRORS

ERROR:

FILES SENT TO YOUR ORGANIZATION

Total # of e-NMSN Detail Records: 0

Total # of PDF Orders: 0

Total # of Part A Response Batches Rejected: 0

Total # of Part-A Response Files Rejected: 0

Total # of Part A Response Error Records: 0

Total # of Part-B Response Batches Rejected: 0

Total # of Part B Response Files Rejected: 1

Total # of Part B Response Error Records: 0

What do I need to do?

- Register by completing the e-NSMN profile form
- Profile form includes
 - Agreement to exchange data
 - Contact information
 - Exchange preference: PDF or System-to-System
 - Server information
 - File names

What happens next?

- OCSS drops off a file on your SFTP server to make sure connectivity is set up correctly
- Begin testing
 - No Programming option: You accept a record and send a response
 - System-to-System option: We send you a test e-NMSN, and you send test employer responses. All files are checked for data quality and compliance.
- Schedule date to move to production when testing is complete

What states are using e-NMSN?

For current information about which states are using e-NMSN, check the OCSS website:

<https://www.acf.hhs.gov/css/outreach-material/states-using-e-nmsn>

Need more information?

- Software Interface Specification document

<https://www.acf.hhs.gov/css/training-technical-assistance/e-nmsn-software-interface-specification>

- Contact the e-NSMN team at enmsnmail@acf.hhs.gov