



The Employer's Role in the Child Support Program

New Hire Reporting

You must provide basic information about your recently hired or rehired employees. Private employers report new hires to the State Directory of New Hires (SDNH). The SDNH forwards the reports to the National Directory of New Hires.

Child support agencies and OCSE compare new hire reports with child support records to locate parents who owe child support. When the child support agency locates a parent through a match, it issues an income withholding order (IWO) within 2 days.

Income Withholding & Medical Support

When you receive an IWO from a child support agency, court, or other entity, begin withholding until you receive official notification to stop.

When you receive a National Medical Support Notice, you must:

- Determine whether any category in the "Employer Response" section applies
- Forward Part B to your Plan Administrator if the children are eligible for coverage
- Notify the agency if the enrollment cannot be completed

e-IWO and e-NMSN

Using the electronic income withholding order (e-IWO) and National Medical Support Notice (e-NMSN) are cost-effective ways to exchange income withholding and medical support information with child support agencies.

- Employers can use these electronic forms efficiently and securely
- Third-party providers can use e-IWO and e-NMSN on behalf of their clients
- Health benefits plan administrators can also use e-NMSN

Payments & Electronic Funds Transfer

You must remit child support payments to the State Disbursement Unit within 7 business days of withholding from the employee, according to federal law. State law may require you to remit sooner. Some states require you to remit electronically.

Child Support Portal

OCSE's Child Support Portal offers online tools and the following applications to help you provide and exchange information with child support agencies.

- **Lump Sum Reporting** – notify states about upcoming bonuses and other lump sum payments that can be garnished to collect child support.
- **eTerm** – report employee terminations online.
- **Employer Information Updates** – update and certify your organization's addresses, subsidiaries, points of contact, and supplemental information.
- **Communication Center** – send secure messages and exchange documents with child support agencies and OCSE.
- **Multistate Employer Registry** – if you have employees in more than one state, register as a multistate employer and report all your new hires to one state.
- **e-IWO Online** – download and acknowledge e-IWOs within three business days.

Respond to Verification of Employment

If you receive a request, you must provide the employee's information to child support agencies, including employment status, wage information, withholdings, and health insurance.

Respond on the form you receive or use the *Standard Response to Verification of Employment Form* if the state accepts it. Child support agencies may contact you if they need information not provided on the form.

Terminations

You must notify the child support agency when an employee with an IWO ends employment. Report the termination as soon as possible by fax, mail, electronically, or online, so the child support agency can begin to search for a new employer.