The OCSS Insurance Match Program

What is the Insurance Match Program?

The program is a partnership between OCSS, insurance companies, state workers' compensation agencies, and the U.S. Department of Labor.

The program compares information about parents who owe past-due support with information maintained by insurers (or their agents) about insurance claims, settlements, awards, and payments. OCSS sends information resulting from data matches to the state agencies responsible for collecting child support.

Who Participates in the Program?

- All states and territories
- Over 1,815 insurance companies
- 26 state workers' compensation agencies
- U.S. Department of Labor

What are the Benefits of Participating?

The program helps you meet state reporting requirements* and provides a free, efficient method to report insurance claims data.

The benefit to children is immeasurable. Not only do you provide a unique service for child support, but children also receive collections owed for many years. One state reported a collection for a family who had not received a payment in 17 years. The claim information also provided the state critical locate information for the debtor.

* Except Massachusetts where insurance match requirements differ.

Highlights

- A non-liability provision protects insurers participating in data matches with OCSS
- There are no fees to participate
- Since 2007:
    □ 38 states and territories voluntarily reported collecting over $131 million.
    □ States received more than 2.2 million new matches

How do I Participate?

There are four ways to participate in our program:

Participate in Insurance Services Office (ISO) ClaimSearch®

- ClaimSearch® participants authorize ISO to match their company's claims to the information provided by OCSS.
- ISO returns the matches to OCSS.

Receive a file from OCSS

- OCSS sends your company a file that identifies parents who owe past-due support.
- You compare these individuals to your claims, settlements, awards, and payments.
- You return the matches to OCSS.

Send a file to OCSS

- You send a file to OCSS containing pending claims, settlements, awards, and payments.
- OCSS compares the information on your file to parents who owe past-due support.

Use the Insurance Match Debt Inquiry application on the OCSS Child Support Portal

- Before paying a claim, settlement, award, or payment to an individual, use Debt Inquiry to determine whether there is a child support debt.
- OCSS compares the information you enter with parents who owe past-due support.
- OCSS returns matches to you on the Portal.

For more information:

Contact the Insurance Match team at insurancematch@acf.hhs.gov.