

Federal Parent Locator Service

# **Debt Inquiry Service**

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## **Release Specifications**

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Administration for Children and Families  
Office of Child Support Enforcement  
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## **1. DEBT INQUIRY SERVICE (OCSE REF #3210)**

### **1.1 Summary of Changes**

The Office of Child Support Enforcement (OCSE) Federal Parent Locator Service (FPLS) program hosts an Enterprise Services Portal (ESP) that is available to states, internal OCSE stakeholders and external partners. The FPLS Child Support Services Portal (CSSP) is accessed by internal OCSE stakeholders and external partners (employers, insurers and third party processors) and the FPLS State Services Portal (SSP) is accessed by state users.

The new Debt Inquiry service will allow external partners to use the CSSP to enter information about individuals who are eligible to receive a lump-sum or other type of payout. The information provided will be compared against information that is contained in the Debtor file, and matches will be returned to the state agencies that are responsible for collecting past-due child support. States will use the SSP to obtain information about lump-sum payouts or recurring payments provided by external partners for obligors owing past-due child support in their states. This service will be available to employers, insurance carriers, third party processors, OCSE administrators and states.

### **1.2 Background**

The Debt Inquiry service provides external partners with the ability to provide information about individuals who are eligible to receive a lump-sum or other type of payout. This information is compared to the Debtor file to identify individuals who owe past-due support. OCSE will distribute the match information to the state CSE agencies that are responsible for collecting past-due support.

This service is available to all states, and participation is voluntary. States that do not wish to participate must notify OCSE of their decision not to receive this information. States that do not opt out of this service will receive the information about individuals who are eligible to receive a lump-sum or other type of payout and who owe past-due child support, and information about the companies that are offering payouts.

### **1.3 Description of Changes**

This enhancement builds on the existing SSP interface with states, which allows users who are state-authorized and state-authenticated to have secure, role-based access to selected FPLS applications. States that currently use the SSP will only need to add the Debt Inquiry user role to their Hypertext Transfer Protocol (HTTP) header.

The new Debt Inquiry service will be made available to all states. If a state does not want to participate, the state must notify Erica Holliman at (202) 401-5730 or [erica.holliman@acf.hhs.gov](mailto:erica.holliman@acf.hhs.gov). States that have elected not to participate will not be displayed in the search results, and will not be provided with matches or information about companies that provide payout information.

States that elect to participate in the Debt Inquiry service will receive email notifications when a debt inquiry payout report file is available for viewing or download. The debt inquiry payout report file will contain information about obligors in the state who owe past-due support, who are eligible to receive a lump-sum or other type of payout, and information from external partners about the payout—for example, payout type and amount (if available), and company contact information.

States that currently use the SSP can view and download the files via the Debt Inquiry web application. The files will be available for download as a fixed-length file, comma-separated value (csv) file or in an Excel spreadsheet. States will have the ability to elect their preferred format. States that do not currently use the SSP can receive the matches via the existing communication protocols that are in place between OCSE and the states.

## **1.4 Impact on States**

If states want to participate in the Debt Inquiry Service and receive the matches through the SSP, they must modify their systems to allow users to access the SSP with a new security role that is designated for the Debt Inquiry service. The new role, ‘SD,’ will provide state users with the ability to view and download the debt inquiry reports.

States must make the required proxy server modifications, which are specified in the *FPLS State Services Portal Software Interface Specifications (SIS)*, in order to use the new application.

States that do not currently use the SSP can receive the matches via the existing communication protocols that are already in place between OCSE and the states.

## **1.5 Input Record Specification**

Not applicable.

## **1.6 Output Record Specification**

Refer to Appendix A, “Debt Inquiry Payout Record,” for a description of the data elements.

## **1.7 User Interface**

The following pages depict screen samples of the user interface for the state users that participate via the SSP. The Debt Inquiry Welcome page is accessible by authorized state users through the SSP home page.

**Figure 1-1: Debt Inquiry Welcome Page for SSP**

	<p><i>U.S. Department of Health and Human Services</i></p> <h2>FPLS State Services Portal</h2>	<p>Administration for Children &amp; Families</p>
<p>SSP Home</p>		<p>Print   FAQ   Close</p>
<p><b>Debt Inquiry</b></p>	<p><i>Welcome to Debt Inquiry</i></p>	
<p>Payout Report Details</p>	<p>The Debt Inquiry service enables authorized state users to view information about debtors who are eligible to receive a payout from an employer or insurer.</p>	
<p>Payout Report Download</p>	<p><b>Messages</b></p> <ul style="list-style-type: none"><li>Broadcast message</li><li>Broadcast message</li><li>Broadcast message</li></ul>	
	<p>Office of Child Support Enforcement - Last updated: 05/27/2011 <a href="#">Contact Us</a></p>	

The payout report details page displays the debt inquiry payout report files, up to the past seven days. This page allows the state users to search for the Debt Inquiry reports by a combination of parameters, including date range, Social Security number (SSN) and payment type.

**Figure 1-2: Payout Report Details Page**

**U.S. Department of Health and Human Services**  
**FPLS State Services Portal**  
Administration for Children & Families

Home Print | FAQ | Close

**Debt Inquiry**

**Payout Report Details**

**Payout Report Download**

**Payout Report Details**

**Payout Report Details**

**Report Search**

\* Indicates required field

From Date: 06/20/2011 (mm/dd/yyyy)

To Date: 06/27/2011 (mm/dd/yyyy)

SSN: - -

Payment Type: All

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**Search Results**

Click on field label to sort the field.

Date	SSN	Debtor Name	Organization Name	Expected Payout Date
06/21/2011	<a href="#">XXX-XX-5676</a>	Testing, Ables	Alpha Testing Company & Associates	09/12/2014
06/21/2011	<a href="#">XXX-XX-5490</a>	Trevors, Angina	The Caracter Testing Organization	09/12/2019

The payout details page displays the details for the selected SSN.

**Figure 1-3: Payout Details Page**

		<p>U.S. Department of Health and Human Services</p> <p>Administration for Children &amp; Families</p>
<b>FPLS State Services Portal</b>		
<a href="#">Home</a>		<a href="#">Print</a>   <a href="#">FAQ</a>   <a href="#">Close</a>
<b>Debt Inquiry</b>	<b><i>Payout Details</i></b>	
<b>Payout Report Details</b>	<b><i>Payor Information</i></b>	
<b>Payout Report Download</b>	FEIN: 990076543 Name: The Character Testing Organization Contact Name: John Brown Address Line 1: 78 Time Testing Avenue Address Line 2: City: State: MD ZIP/Postal Code: 21222 Phone: (111) 222-3333 Ext: Fax: (202) 345-6788 Email: john.brown@character.org Preference: Email	
	<hr/>	
	<b><i>Payee Information</i></b>	
	SSN: XXX-XX-5676 Name: alice wonderful Reference Identifier: abc-0987 Payment Type: Commission Amount: Expected Payout Date: 06/29/2012	
	<input type="button" value="Payout Report Details"/>	
	Office of Child Support Enforcement - Last updated: 05/27/2011 <a href="#">Contact Us</a>	

The payout report download page allows state users to download the debt inquiry report files by date or by selecting a file from a list of the report files produced within the last seven days.

**Figure 1-4: Payout Report Download Page**

U.S. Department of Health and Human Services  
Administration for Children & Families  
FPLS State Services Portal

Home Print | FAQ | Close

Debt Inquiry  
Payout Report Details  
Payout Report Download

**Payout Report Download**

Select report by date or from the list of reports.

**Report Download**

Date:  

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**Report List**

Date	Filename	Action
04/05/2011	DI.REPORT.AK.05042011.xls	<input type="button" value="Download"/>

Office of Child Support Enforcement - Last updated: 09/01/2010  
[Contact Us](#)

## **A. DEBT INQUIRY PAYOUT RECORD**

This appendix contains the data elements for the Debt Inquiry output record that is returned to states.

Data elements will appear in the exact order described in Chart A-1, regardless of the format chosen: fixed-length file, comma-separated file or Excel spreadsheet.

CHART A-1: DEBT INQUIRY PAYOUT RECORD				
Field Name	Location	Length	A/N	Comments
Submitted By	1-3	3	A	This field describes the type of organization that submitted the payout transaction. Valid values include: DEM – Debt Inquiry employer DIN – Debt Inquiry insurer DTI – Debt Inquiry third party insurer DTP – Debt Inquiry third party employer
FEIN	4-12	9	N	This field contains the federal employer identification number (FEIN) of the organization that is offering the payout. This field does not contain dashes.
Organization Name	13-112	100	A/N	This field contains the name of the organization that is offering the payout.
Contact Name	113-162	50	A/N	This field contains the name of the person to contact at the organization.
Address Line 1	163-262	100	A/N	This field contains address line 1 of the organization that is offering the payout.
Address Line 2	263-362	100	A/N	This field contains address line 2 of the organization that is offering the payout.
City	363-392	30	A/N	This field contains the name of the city of the organization that is offering the payout.
State	393-394	2	A	This field contains the two-character abbreviation code for the state of the organization that is offering the payout.
Zip/Postal Code	395-403	9	A/N	This field contains the ZIP code of the organization that is offering the payout. The ZIP code contains two parts. The first five positions contain the high-level postal ZIP code. The last four positions further define the postal location. This field does not contain dashes.
Phone Number	404-413	10	A/N	This field contains the phone number to be used by states to contact the organization that is offering the payout. This field does not contain dashes.
Phone Extension	414-419	6	N	This field contains the phone extension that is associated with the phone number of the organization.

<b>CHART A-1: DEBT INQUIRY PAYOUT RECORD</b>				
Field Name	Location	Length	A/N	Comments
Fax Number	420-429	10	A/N	This field contains the fax number to be used by the states to contact the organization that is offering the payout. This field does not contain dashes.
Contact Email Address	430-494	65	A/N	This field contains the email address of the contact at the organization that is offering the payout.
Preference	495-499	5	A/N	This field describes the preferred method by which states communicate with the organization that is offering the payout. Valid values include: <ul style="list-style-type: none"> <li>• Phone</li> <li>• Fax</li> <li>• Email</li> </ul>
SSN	500-508	9	N	This field contains the Social Security number of the obligor who is due to receive the payout.
Arrearage Owed	509-519	11	A/N	This field is empty and will be populated by the state with an arrearage amount that is owed by the debtor.
First Name	520-569	50	A/N	This field contains the first name of the obligor who is due to receive the payout.
Last Name	570-619	50	A/N	This field contains the last name of the obligor who is due to receive the payout.
Reference Identifier	620-644	25	A/N	This field contains the identifier that is used by the organization to identify the individual who is due to receive the payout or the claim that results in the payout.
Payment Type	645-684	40	A/N	This field contains the type of payment that is being offered to the obligor.
Amount	685-695	11	A/N	This field contains the amount that is being offered to the obligor for payout.
Expected Payout Date	696-705	10	A/N	This field contains the date upon which the payout is due to be sent to the obligor. States must contact the company that is offering the payout before this date. The date is displayed in the format of MM/DD/CCYY.