

INSURANCE MATCH DEBT INQUIRY

OCSE CHILD SUPPORT PORTAL

July 20, 2020

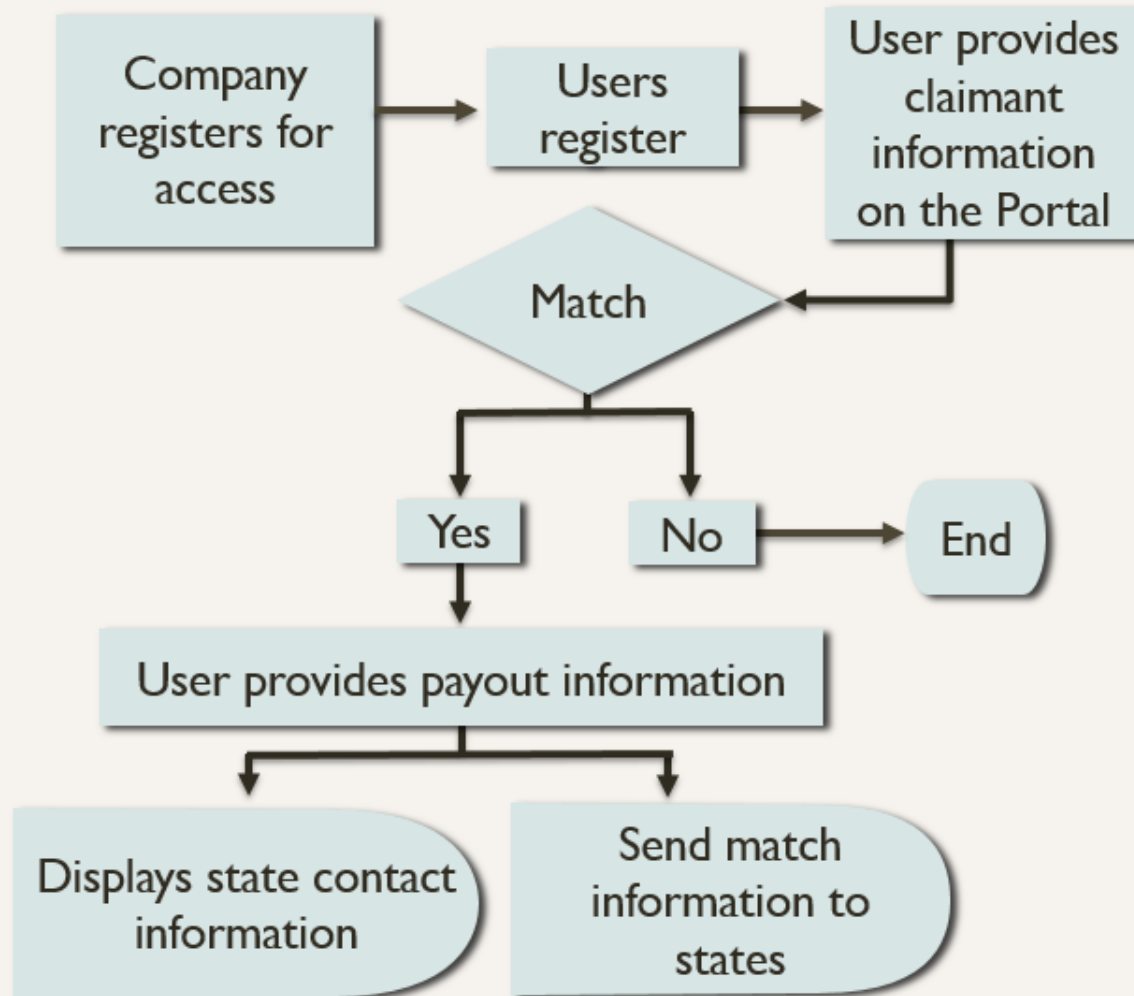


OFFICE OF CHILD SUPPORT ENFORCEMENT

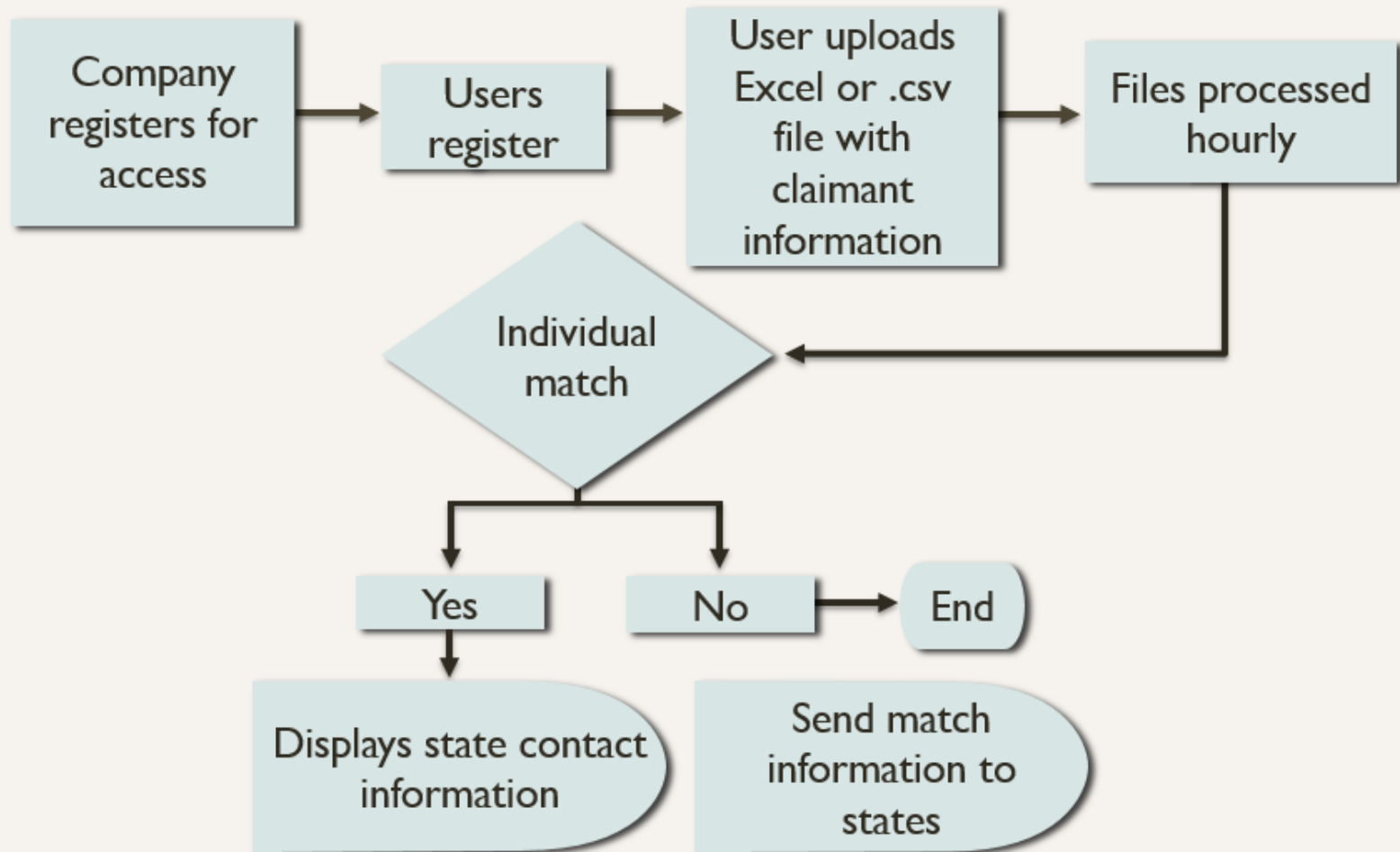
Overview

- Use the Insurance Match Debt Inquiry to:
 - Report upcoming lump sum payments for insurance payouts:
 - Report a single individual
 - Upload a file of multiple individuals
 - Search for a state contact
 - Search reporting history
- Almost all states receive matched information provided through the Child Support Portal (Portal)



Individual Look-up Process Overview



File Upload Process Overview



Portal Home Page

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Welcome to Insurance Match Debt Inquiry


The Insurance Match Debt Inquiry application allows you to submit information about individuals who may be eligible to receive lump sum payments. You may submit information by entering the information in the application screens or by uploading a file.

Organization
134599008 - TNB Insurance Company [Change](#)

In The Spotlight

Spread the word! [More Information](#)

Nearly 1,000 insurers and half of State Workers' Compensation agencies participate in the Federal Insurance Match program. Encourage your colleagues to join to help more children!



Services

[Look Up State Contact](#) [Report Lump Sum](#) [Search Reporting](#)

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- [Information for State Workers' Compensation Agencies](#)
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Select a service.



Report Lump Sum

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Select
Report
Lump Sum.

Report Lump Sum – Reporting Option

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Report Lump Sum

* How do you want to report lump sum information?



☐ Upload a file

☐ Enter information for each payee



Select a reporting option.

Report Lump Sum – Organization Information

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Report Lump Sum

* How do you want to report lump sum information?

☐ Upload a file

☒ Enter information for each payee

Organization



134599008 - TNB Insurance Company

[Change](#)

[Next](#) [Cancel](#)

The Organization Name and FEIN for the registered user displays.

Report Lump Sum – Claimant Information

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Report Lump Sum

Step 1 of 4: Enter payee information


Organization
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* SSN

* First Name

* Last Name

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 Enter claimant information.

Report Lump Sum – No Match or No Arrears

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Report Lump Sum - No Match or No Arrears on Debtor File for Participating States

Lump sum transactions are stored for only 60 days after the Reporting Date in the Child Support Portal; you may want to print this page for your records. You can also retrieve and print this page for up to 60 days after the Reporting Date by using the [Search Reporting](#) feature.

Reporting Information

Reported Date: 07/13/2020

Entry Type: Online

Payee Information

SSN: 123456789

First Name: John

Last Name: Miller

When the Debtor File has no match or arrears.

Report Another Lump Sum

Report Lump Sum – Match

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Report Lump Sum

Step 2 of 4: Enter payment information

Organization
134599008 - TNB Insurance Company

Enter payout information.

* Payout Type

– SELECT –

Bonus

Cash Service Awards

Commission

Insurance Settlement

Life Insurance Proceeds

Retroactive Pay Increase

Severance

Sign-on Bonus

Vacation Pay

Workers' Compensation

Other

* Response Due From State By

MM/DD/YYYY

(Min 5 days)

* Reference Identifier

Amount



(Enter amount in US dollars)

Previous

Next

Cancel

Report Lump Sum – Organization Information

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Report Lump Sum

Step 3 of 4: Update and verify payor information for this payout


Organization
134599008 - TNB Insurance Company

Update Organization or
Contact Information and select
Review.

Organization Information

* FEIN	* Organization Name	
<input type="text" value="134599008"/>	<input type="text" value="TNB Insurance Company"/>	
* Address Line 1	Address Line 2	* City
<input type="text" value="13 rogers avenue"/>	<input type="text"/>	<input type="text" value="Iasie"/>
* State	ZIP Code	
<input type="text" value="Florida"/>	<input type="text" value="12345"/>	

Contact Information

* First Name	MI	* Last Name
<input type="text" value="adam"/>	<input type="text" value="A"/>	<input type="text" value="Road"/>
* Phone Number	Phone Ext	Fax Number 
<input type="text" value="656-464-6646"/>	<input type="text"/>	<input type="text" value="212-121-2120"/>
* Email	Communication Preference	
<input type="text" value="adam.road@test.com"/>	<input type="text" value="Phone"/>	

Report Lump Sum – Submit Information

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Report Lump Sum

Step 4 of 4: Review lump sum information and submit

Organization
134599008 - TNB Insurance Company

Payee Information

SSN: 123456789

First Name: John

Last Name: Miller

Payment Information

Payout Type: Severance

Response due from state by: 07/22/2020

Reference Identifier: TRG124

Amount: \$1000.11

Payor Information

Organization Information

FEIN: 134599008

Organization Name: TNB Insurance Company

Address Line 1: 13 rogers avenue

Address Line 2:

City: lasie

State: FL

ZIP Code: 12345

Contact Information

First Name: adam

MI: A

Last Name: Road

Phone Number: 656-464-6646

Phone Ext:

Fax Number: 212-121-2120

Email: adam.road@test.com

Communication Preference: Phone

[Previous](#) [Submit](#) [Cancel](#)

Confirm the information is correct and select **Submit**.

Report Lump Sum – Match Results

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Report Lump Sum - Results for Participating States

In states that require notification prior to making a lump sum payment to a debtor, applicable state law concerning hold periods must be followed.



States listed below were notified about the lump sum information you submitted. They should respond directly to you, but if needed, contact information is also provided.

State	Contact Name	Phone	Phone Ext	Fax	Email
FL	John Doe	345-678-9000	23545	456-987-8526	john.doe@dshs.fl.gov
MD	Smith Johnson	741-852-9630	253	741-859-6300	smith.johnson@dshs.md.gov

Report Another Lump Sum

State contact information for the match results displays.

Look Up State Contact

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In The Spotlight

Spread the word! [More Information](#)

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Services

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Select **Look Up State Contact**.

Look Up State Contact – Select State

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Look Up State Contact

Select State

Florida 



- ☐ Select all
- ☐ Alaska
- ☐ Alabama
- ☐ Arizona
- ☐ Arkansas
- ☐ California
- ☐ Colorado
- ☐ Connecticut
- ☐ District Of Columbia
- ☐ Delaware
- ☒ Florida
- ☐ Georgia
- ☐ Guam
- ☐ Hawaii

 **Select one or more states.**

Look Up State Contact – Results

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Look Up State Contact

Select State

Florida



Go

State Contact Information displays.

State Contact Information

State	Contact Name	Phone	Phone Ext	Fax	Email
FL	John Doe	212-345-7899	123	102-345-6789	john.doe@dshs.fl.gov

Search Reporting

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To view information reported by your organization, select **Search Reporting**.

Search Reporting – Select Type

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Lump Sum Search

 Reporting History is available for 60 days.


* Search By

– SELECT –



File Upload

Reporting History

To search, select a report type.



Search Reporting – Select Search Criteria


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Lump Sum Search

 Reporting History is available for 60 days.

* Search By 

* From Date 

* To Date 

Processed Status

All
Successful
Failed
Pending

Clear

Select the date range and file status.

[Search](#)

Search Reporting – Results

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Lump Sum Search

Reporting History is available for 60 days.

* Search By
File Upload

* From Date
05/14/2020

* To Date
07/13/2020

Processed Status
All

Search



Clear

Search results display.

Search Results

Uploaded Date	Notification Email	Status	Actions
06/21/2020	john.smith@abc.com	Pending	
06/18/2020	adam.tyler@def.com	Failed	Download Input File Download Error File
05/28/2020	john.doe@test.org	Successful	Download Input File

Search Reporting – Download File


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Lump Sum Search

 Reporting History is available for 60 days.



* Search By * From Date * To Date Processed Status

Search Results

Uploaded Date	Notification Email	Status	Actions
06/21/2020	john.smith@abc.com	Pending	
06/18/2020	adam.tyler@def.com	Failed	<input type="button" value="Download Input File"/> <input type="button" value="Download Error File"/>
05/28/2020	john.doe@test.org	Successful	<input type="button" value="Download Input File"/>

To download a file, select **Download Input File.**

Search Reporting – Reporting History


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Lump Sum Search

 Reporting History is available for 60 days.

* Search By: * From Date: * To Date: SSN:

Match Status: Matched State:

To download search results to an Excel file, select **Download.**

Search results

Search Results

Submitted Date	SSN	Last Name	First Name	FEIN	Payment Type	Match Status	Matched States	Entry Type
06/21/2020	123456789	John	Smith	134599008	Insurance Settlement	Match	TX	Online
06/18/2020	111110000	John	Doe	134599008		No Match		File Upload
06/18/2020	987654321	Jane	Doe	134599008		Contact State	TX,GA	Online

For More Information

- Email insurancematch@acf.hhs.gov