

Changing a Child Support Order in Your State

! The information below applies only to Arkansas

1. How can I find out if I have a “IV-D” child support case in this state?

To find out if a parent has a child support case open with the Arkansas Office of Child Support Enforcement (OCSE), call the Central Office Customer Service Section at 1-877-731-3071. If a case is open, Customer Service will direct you to contact the office that is handling your case for specific information.

2. How can I contact my child support agency?

If you are not sure which office handles your case, call the Arkansas Office of Child Support Enforcement Central Office Customer Service Section at 1-877-731-3071. The Arkansas OCSE Central Office mailing address is PO Box 8133, Little Rock, AR 72203.

You can also visit www.childsupport.arkansas.gov for more information about Arkansas OCSE, including local office information, and to link to our customer service website, <https://www.ark.org/mycase/>

3. If I am incarcerated, are there any barriers to having my order changed?

Yes. Arkansas OCSE does not assist parents in reducing the amount of child support while a parent is incarcerated. But, if an incarcerated parent wants to change a court-ordered child support amount, he or she can contact a private attorney or use the court process without an attorney.

4. Do you provide any materials online that I can use to ask for a change to my child support order?

No. Modification forms are provided to parents by mail at their request.

Arkansas OCSE policies are available online and Chapter 6 covers modification, <http://www.dfa.arkansas.gov/offices/childSupport/Documents/policyManual.pdf>.

5. Do you have any printed materials I could read to learn more about child support for parents who are incarcerated?

No.

6. When can I ask to have my order changed?

A parent may request a review if there is a change in the noncustodial parent's income equal to or more than 20% or more than \$100 per month.

If a noncustodial parent is incarcerated, OCSE will not take any action to modify a child support order. Once released, the noncustodial parent may request a review.

A parent may wish to consult a private attorney about modifying a court order while he or she is in prison, or use the court process without an attorney.

7. How do I request the change?

To start the modification process with Arkansas OCSE, the person making the request may complete a Request for a Review and Adjustment form (available upon request from any Arkansas OCSE office), or they may make the request in writing. The letter must state why the review is being requested (for example, there's been a significant change in income).

Changing a Child Support Order in Your State

If an incarcerated parent wants to change a court-ordered child support amount, he or she can contact a private attorney or use the court process without an attorney.

8. What is the process after I've asked to have my order changed, and how long does it take?

The length of the process varies from a few weeks to a few months, depending on whether or not a hearing is required.

9. Is this process different if the other parent agrees to the change in advance?

The process to request a modification is the same whether both parents agree or not. But, if both parents agree, a court hearing is not required.

10. Does it cost anything to try to have my order changed?

Maybe. There could be costs associated with a modification depending on whether or not the custodial parent is receiving TANF or Medicaid, or if the children are receiving ARKids 1st. Contact your child support office, or the courts, for more information.

11. If I am incarcerated, do I need to do anything else to have my order changed?

N/A

12. If I am incarcerated, does my state have any programs to help me with child support?

No.

13. Can I get help with child support questions from other sources?

No.

14. Is there anything else I should know about trying to change my order?

No.



The federal Office of Child Support Enforcement prepared this guide; however, your local child support agency can provide the most current information. This guide does not have any binding legal authority and does not constitute legal advice. You may wish to consult a lawyer before using the forms or information provided.

