

Debt Inquiry Service for Insurers using the Child Support Services Portal



What is the Debt Inquiry Service?

- Centralized process for insurers (including agents or third-party administrators) to report claimants or beneficiaries eligible to receive upcoming lump-sum or other types of payments (insurance settlements, life insurance proceeds)
- Information provided by insurers is compared to OCSE's debtor file, which contains information about individuals who owe past-due support
- State agencies receive matches and contact the insurers if payments should be withheld

How do I provide information about payments using Debt Inquiry Service?

- Option 1 – Enter information about each claimant or beneficiary individually into a page on the web application
- Option 2 – Upload a file containing information about multiple claimants or beneficiaries using a file upload on the web application

What will I see after I log into the Debt Inquiry Service application?

Welcome Page

- The taskbar lets you move to the CSSP Home page, print pages, view FAQs, and log out.
- Links let you move among the Debt Inquiry Service pages.

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

CSSP Home [Print](#) | [FAQ](#) | [Logout](#)

Debt Inquiry

- [Debt Query](#)
- [File Upload](#)
- [Transaction History](#)
- [File Errors](#)

Welcome to Debt Inquiry

The Debt Inquiry service enables authorized users to enter information about individuals eligible to receive a payout to determine if they owe past-due child support.



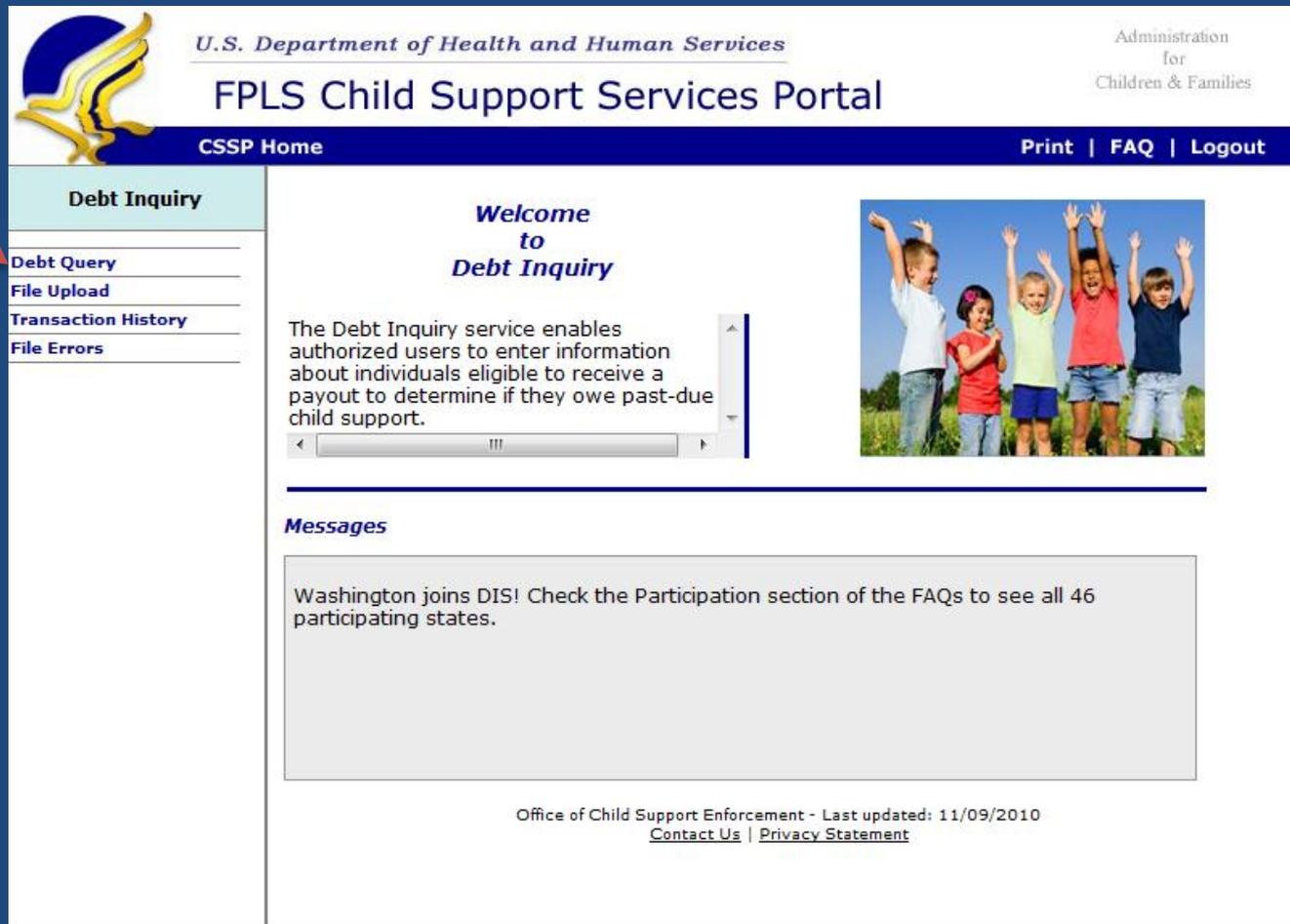
Messages

Washington joins DIS! Check the Participation section of the FAQs to see all 46 participating states.

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How do I use Option 1 – entering information for individuals?

- Select “Debt Query.”
- You will be directed to the Debt Query page where you can enter payment information.



The screenshot shows the FPLS Child Support Services Portal. At the top left is the U.S. Department of Health and Human Services logo. The header includes "U.S. Department of Health and Human Services", "Administration for Children & Families", and "FPLS Child Support Services Portal". A navigation bar contains "CSSP Home", "Print | FAQ | Logout", and "Debt Inquiry". The "Debt Inquiry" menu is expanded, showing "Debt Query", "File Upload", "Transaction History", and "File Errors". The main content area features a "Welcome to Debt Inquiry" message, a description of the service, a photo of five children, and a "Messages" section with a notice about Washington joining DIS. The footer contains "Office of Child Support Enforcement - Last updated: 11/09/2010" and links for "Contact Us" and "Privacy Statement".

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CSSP Home Print | FAQ | Logout

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Messages

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Debt Query Page

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Home Print | FAQ | Logout

Debt Inquiry

Debt Query
File Upload
Transaction History

*** This search should not be used for employment decisions ***

Debt Query
* Indicates required field

Payee Information
Provide information to be distributed to the States.

* SSN: - -

* First Name:

* Last Name:

Reference Identifier:

* Payment Type:

* Expected Payout Date: (mm/dd/yyyy)  

Amount: \$

Payor Information

FEIN:

Organization Name:

* Contact Name:

Address Line 1:

Address Line 2:

City: State:

ZIP/Postal Code:

* Phone: Ext:

(no dashes)

* Fax:

(no dashes)

* Email:

Preference:

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

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Debt Query Page

Payee Information

- Enter information about the claimant or beneficiary who is eligible for the payment.
- You may enter a Reference Identifier that the state will return to you on its request to intercept the payment.
- Use the drop-down menu to select the Payment Type.
- The Expected Payout Date is the date you must receive notice from the state in order to withhold the payment.*

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Home Print | FAQ | Logout

Debt Inquiry

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Debt Query
* Indicates required field

Payee Information
Provide information to be distributed to the States.

* SSN: - -

* First Name:

* Last Name:

Reference Identifier:

* Payment Type:

* Expected Payout Date:
(mm/dd/yyyy)

Amount: \$

-Select-
Bonus
Cash Service Award
Commission
Insurance Settlement
Life Insurance Proceed
Retroactive Pay Increase
Severance
Sign-on Bonus
Vacation Pay
Workers Compensation
Other

Amount is optional

*Note: In states that require notification prior to a payment, you must honor state laws concerning hold periods.

Debt Query Page

Payor Information

- Your information is pre-filled based on your profile form.
- You may change any information on the page **except** FEIN and Organization Name.
- Click Submit.

Payor Information

FEIN:

Organization Name:

* Contact Name:

Address Line 1:

Address Line 2:

City: State:

ZIP/Postal Code:

* Phone: Ext:

(no dashes)

* Fax:

(no dashes)

*Email:

Preference:

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

Submit

Clear

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Debt Query – Confirmation

- This page confirms that you submitted information for the claimant or beneficiary.
- It also tells you which state(s) submitted the debt and the state contact.
- Debt Inquiry Service sends matches to states daily after 6:00 pm ET.
- You can also see contact information for the state.
- If you have additional claimants or beneficiaries to enter, click New Debt Query.

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Home Print | FAQ | Logout

Debt Inquiry

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Debt Query Confirmation

Payout transaction has been submitted for XXX-XX-6789

Debt Information

States Arrears Owed	State Contact	State Email
AL	(205) 121-3456	alabama@state.org
CA	(213) 456-2345	california@state.org
MD	(305) 679-6321	maryland@state.org

[New Debt Query](#)

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How do I use Option 2 – uploading a file?

- Use this page to submit multiple claimants or beneficiaries.
- You may upload one of three types of files: fixed-length, comma-separated value (.csv), or an MS Excel spreadsheet.
- To upload your file:
 - Click Browse to find your file, then
 - Click Upload
- To upload an MS Excel spreadsheet, use this template.

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Home Print | FAQ | Logout

Debt Inquiry

- Debt Query
- File Upload**
- Transaction History

File Upload
* Indicates required field

File Selection

* File:

Supported file formats are comma separated value(.csv), Excel (.xls,.xlsx) and fixed length(.txt).

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Sample MS Excel Spreadsheet

	L	M	N	O	P	Q	R	S	T
1	CONTACT EMAIL ADDRESS	PREFERENCE	SSN	FIRSTNAME	LASTNAME	REFERENCE IDENTIFIER	PAYMENT TYPE	AMOUNT	EXPECTED PAYOU
2	joe.murphy@lfa.com	Phone	201-XX-2781	Mary	Grace	1234567	Lump sum	200.00	5/1
3	joe.murphy@lfa.com	Phone	403-XX-8888	Peter	James	1234568	Lump sum	200.00	5/1
4	joe.murphy@lfa.com	Phone	404-XX-3071	Leonn	Freeman	1234569	Lump sum	200.00	5/1
5	joe.murphy@lfa.com	Phone	601-XX-1141	Robert	Duval	1234570	Lump sum	200.00	5/1
6									
7									
8									
9									

- Fields are the same as on the Debt Query Page.
- You must use the template located on the File Upload page.
- Do not copy and paste information into the spreadsheet because it changes the format.

Note: Not using the template may result in errors.

File Upload Confirmation

- After clicking Upload you receive a confirmation message.
- You can now submit a new file, use Debt Query, or log out.
- Files are processed hourly from 9:00 am to 6:00 pm ET.
- After processing, you can view your transaction history.



The screenshot displays the FPLS Child Support Services Portal. At the top, it features the U.S. Department of Health and Human Services logo and the text "U.S. Department of Health and Human Services" and "Administration for Children & Families". The main heading is "FPLS Child Support Services Portal". Below this, there is a navigation bar with "Home", "Print", "FAQ", and "Logout". A sidebar on the left contains links for "Debt Inquiry", "Debt Query", "File Upload", and "Transaction History". The main content area is titled "File Upload" and includes a confirmation message: "Your file has been uploaded. It will be processed and the records can be viewed under Transaction History after processing is complete." Below the message is a "File Selection" section with a text input field labeled "* File:", a "Browse" button, and an "Upload" button. A red arrow points from the first bullet point in the list to the "File Upload" link in the sidebar.

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Administration for Children & Families

FPLS Child Support Services Portal

Home Print | FAQ | Logout

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File Upload

* Indicates required field

Your file has been uploaded. It will be processed and the records can be viewed under Transaction History after processing is complete.

File Selection

* File:

Supported file formats are comma separated value(.csv), Excel (.xls,.xlsx) and fixed length(.txt).

Transaction History

Search and View Submissions

- Search within a 60-day date range or by SSN.
- View a summary of your transaction history.
- If you need to review details you submitted for a claimant or beneficiary, click their underlined SSN (view transaction details on the next slide).

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FPLS Child Support Services Portal

Home Print | FAQ | Logout

Debt Inquiry | **Transaction History**

Debt Query
File Upload
Transaction History

Transaction History Search

From Date:
(mm/dd/yyyy)

To Date:
(mm/dd/yyyy)

SSN: - -

Transaction History Results

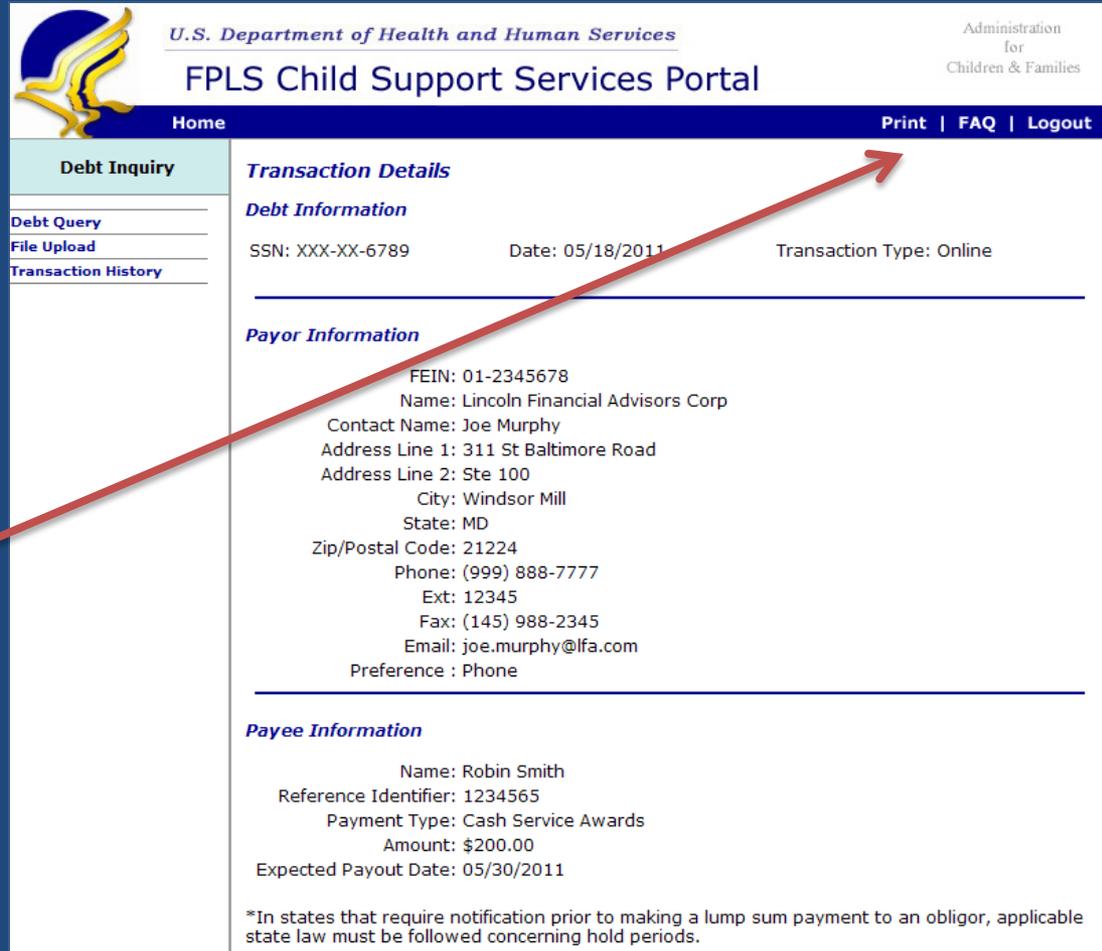
Click on field label to sort the field.

Date	Name	SSN	Payment Type	Transaction Type
05/18/2011	Smith, Robin	<u>XXX-XX-6789</u>	Cash Service Awards	Online
05/18/2011	Grace, Mary	<u>XXX-XX-2781</u>	Bonus	Batch
05/17/2011	James, Peter	<u>XXX-XX-8888</u>	Vacation Pay	Batch
05/17/2011	Duval, Robert	<u>XXX-XX-1141</u>	Cash Service Awards	Batch
05/15/2011	Tamarevskiy, Sergey	<u>XXX-XX-6083</u>	Severance	Online
05/15/2011	Freeman, Leonn	<u>XXX-XX-3071</u>	Other	Batch

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Transaction Details

- View detailed information you submitted for the claimant or beneficiary.
- If you did not enter information into a field, it will be blank.
- You may print the page if you need a copy for your records.



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Administration for Children & Families

FPLS Child Support Services Portal

Home [Print](#) | [FAQ](#) | [Logout](#)

Debt Inquiry

[Debt Query](#)
[File Upload](#)
[Transaction History](#)

Transaction Details

Debt Information

SSN: XXX-XX-6789 Date: 05/18/2011 Transaction Type: Online

Payor Information

FEIN: 01-2345678
Name: Lincoln Financial Advisors Corp
Contact Name: Joe Murphy
Address Line 1: 311 St Baltimore Road
Address Line 2: Ste 100
City: Windsor Mill
State: MD
Zip/Postal Code: 21224
Phone: (999) 888-7777
Ext: 12345
Fax: (145) 988-2345
Email: joe.murphy@lfa.com
Preference : Phone

Payee Information

Name: Robin Smith
Reference Identifier: 1234565
Payment Type: Cash Service Awards
Amount: \$200.00
Expected Payout Date: 05/30/2011

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

That's it!

- Debt Inquiry Service is a simple and easy application that allows insurers to report upcoming lump-sum payouts and payments to states
- **To register, complete the** [Debt Inquiry Service \(DIS\) Insurer Agreement and Profile Form](#)
- E-mail the Profile Form to insurancematch@acf.hhs.gov
- See the [Debt Inquiry Service - State Participation Status](#) for participating states and territories
- For additional information contact insurancematch@acf.hhs.gov

Need Help?
Questions?

E-mail: insurancematch@acf.hhs.gov