

Changing a Child Support Order in Your State

 The information below applies only to Illinois

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

Child Support Customer Service Call Center: 1.800.447.4278

Persons who have questions and use a teletypewriter (TTY) 1.800.526.5812 (TTY only)

Web site: www.childsupportillinois.com

Mailing Address - Cook County (Chicago)

Illinois Department of Healthcare and Family Services

Division of Child Support Services (DCSS)

36 S Wabash, 8th Floor

Chicago, IL 60603

In All Other Illinois Counties

Illinois Department of Healthcare and Family Services

Division of Child Support Services (DCSS)

Mail Response Unit

P.O. Box 19405

Springfield, IL 62794-9405

2. How can I contact my child support agency?

The best way for an inmate to contact the Child Support Office is through the mail or through the website www.childsupportillinois.com

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

Any individual with a support order is eligible to request a modification review. A change in the order depends on the circumstances and may not result in a decrease to the order and for judicial orders the final decision on modification is determined by the judge.

4. Are any of the materials to ask to change my child support order available online?

Modification information available online at: www.childsupportillinois.com/general/hfs3588.html.

In addition to this link, please consult the materials in this packet.

5. Are there any printed materials where I could learn more about child support while I am incarcerated?

Additional materials can be found in your packet or online. Each state will have its own resources.

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

An order for support is eligible for a modification review every three years, or when there is a significant change in the needs of the child or the non-custodial parent's income (i.e., incarceration, unemployment, etc.). Before a case can be submitted for modification, a review is conducted to verify the information status and to determine if the case qualifies for modification.

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7. How do I ask to have my order changed?

Individuals with a child support order may contact the Division of Child Support Services (DCSS) to request a modification review at any time. DCSS will review the case and take the appropriate action.

Illinois will accept a letter from an incarcerated parent and it should contain the following information:

- a. Reason for the modification
- b. Individual's full name, date of birth and social security number
- c. Case number/docket number if known
- d. Child(ren)'s name, date(s) of birth
- e. List other parents name and known information such as address, DOB, etc.

Regardless of the process, the parent needs to complete and return documents to DCSS as requested. Different documents are required for the judicial and administrative processes.

8. What is the process after I've asked to have my order changed? How long will it take?

The time frame depends on whether the case is a judicial or administrative order. In general, the administrative process is faster because court action is not required.

9. How is this process different if the other parent agrees to the change?

The process is the same within Illinois no matter who files for a modification. If the order is from another state or if the other person resides in another state or country, the process may be different.

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

In Illinois there are no costs to request a modification if it is requested through DCSS.

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

You must complete and sign all documents and make sure that they are returned to your child support representative.

12. Are there any programs in this state to help me with child support?


The Parent Support Services Unit within DCSS has employees called Paternity Establishment Liaisons (PEL) who work with the Federal Bureau of Prisons in assisting inmates with paternity establishment, modification reviews, re-entry summits, Summit of Hope events, debt reduction and answer inmate letters and general inquiries.

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

N/A

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.





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On-line Services

Child Support Services Modification

Contact Us

How do I get my support order modified?

Customer Service Call Center

An order for support is eligible for a modification review every three years, or when there is a significant change in the needs of the child or the non-custodial parent's income. Before a case can be submitted for modification, a review is conducted to verify balances, non-custodial parent's employment status and other pertinent information.

Non-Custodial Parent Services

Address Change

Please keep in mind that the attorney presenting the case in court must be able to prove the non-custodial parent's ability to pay. If not, it is possible that the support payment may be lowered. If you feel your order needs a modification review, you may request a review by contacting the Child Support Customer Service Call Center (1-800-447-4278) or by submitting a letter of request to your Regional Office.

Name Change

Modification

State Disbursement Unit

Please Note: Under the provisions of 705 ILCS 5/710(c), the department is prohibited from addressing the issues of visitation, custody or monetary issues outside the payment of child support. You may wish to consult with legal counsel of your choosing to address these issues.

How to Apply for Services

- [Our Regional locations with the counties they serve.](#)

Brochures/Forms

Child Support Modification Mobile App

Frequently Asked Questions

The **Child Support Modification Mobile App** is now available in the [iTunes App Store](#) and the [Android Play Store](#). This app currently supports **Cook County DCSS participants only**. Key features of the app include the ability to:

Regional Locations

- Monitor your modification status
- Request a call from a child support specialist
- Send and receive secure messages

Electronic Payments

Home

For registration assistance or app support, please contact us at **1-888-245-1938**.

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Modification Review Process for Child Support Orders

Modification Review Process

The Illinois Department of Healthcare and Family Services (HFS), Division of Child Support Services (DCSS) conducts modification reviews of child support orders to ensure child support awards are in line with Illinois law and changing circumstances.

A modification is a change to an existing judicial or administrative child support order. The modification processed by DCSS applies only to the child support provision of the order and/or the provision for the child's healthcare. Judicial orders are modified through the courts and administrative orders are modified through HFS' DCSS.

Not less than once every three years, DCSS notifies each parent subject to a child support order of the right to request a review of their order, and the appropriate place and way in which the request should be made.

Orders qualify for the modification review process if one of the following conditions exists:

- At least three (3) years have passed since the establishment of the order or the last modification review; or
- There is a substantial change in the non-custodial parent's income or
- The order does not address healthcare coverage for the child(ren) or
- A written request for a review is received by DCSS from the custodial parent, non-custodial parent, or another state.

After the request for a modification review is received by DCSS, both parents will be sent a notice stating whether or not their order qualifies for a modification review. This usually occurs within 30 days after the receipt of the request by DCSS. This time frame may vary depending on the workload of the office completing the review.

If your order qualifies for a modification review, the notice will ask you and the other parent to send in copies of your income information to DCSS. DCSS will use the information to recalculate the amount of your child support payment.

You will get a notice in the mail with the results of the modification review. The notice of the modification review results will advise you if the amount of your child support payment could:

- Remain the same,
- Increase, or
- Decrease.

If you disagree with the modification review results, you can:

- Request a redetermination with DCSS, if the review results indicate the order will remain the same;
- Appear in court to contest the amount ordered (if you have a judicial order); or
- Request an Administrative Hearing if you disagree with the new administrative order.

Your request must be filed with DCSS within 30 days of the date of the modification

review decision notice.

Who May Request a Modification Review?

- Non-Custodial Parent: the parent who does not live with the child(ren),
- Custodial Parent/Caretaker: the parent/caretaker who lives with the child(ren),
- Healthcare and Family Services, or
- Another state's child support agency.

If you are currently receiving child support services from DCSS, you can request a modification review by calling our toll-free Customer Service Call Center 1-800-447-4278.

If you are not receiving child support services from DCSS, you can apply for free child support services by calling our toll-free Customer Service Call Center 1-800-447-4278.

If you prefer to make your request for a modification review in writing, and you live in Cook County send your written request to:

IL Deptment of Healthcare and Family Services
Division of Child Support Services
P.O. Box 64629
Chicago, Illinois 60664-0629

For more information about the modification review process or any other child support services in Illinois, parents can call the Child Support Customer Service Call Center at 1-800-447-4278, or write the nearest [regional Illinois child support office](#) for the county in which they live. Persons using a teletypewriter (TTY) can call toll free at 1-800-526-5812. Include your name, address and daytime phone number in all written inquiries.

Military Reserve/National Guard Mobilization and Activations

When an Illinois National Guard or Reserve member is mobilized or activated to long-term continuous military active duty orders (defined as greater than 30 continuous days), the National Guard or Reserve member may request a modification review because of continuous military active duty. To request a modification of your order because of activation to long-term continuous military active duty, contact the:

Illinois Department of Healthcare and Family Services
Community Outreach Department
Military Project
P.O. Box 64629
Chicago, Illinois 60664-0629
Phone 312-793-0193
Fax 312-793-8734
[E-mail the HFS Community Outreach](#)

Things to Remember:

- All existing orders remain in effect until a court or an administrative agency modifies the order.
- Your support order may be modified (increased or decreased) based on the income of the non-custodial parent and state law.
- DCSS staff cannot provide legal advice to you.

Only attorneys are qualified to give you legal advice. You may need to seek the advice of a private attorney or contact your local legal aid society to advise you about finding low-cost counsel if you cannot afford a private attorney.

If You Have Questions

If you have any questions about child support, modifying the amount of child support, or reporting information, call the Child Support Customer Service Call Center toll free at 1-800-447-4278. TTY 1-800-526-5812.

HFS 3588 (R-5-13)

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El Proceso De Revisión Y Modificación

El Proceso De Revisión Y Modificación

La División Servicios de Manutención de Niños (DCSS) del Departamento Cuidado de Salud y Servicios Para Familias de Illinois (HFS) revisa y modifica las órdenes de manutención de niños para asegurar que los pagos concuerdan con las leyes de Illinois y cambios en las circunstancias.

Una modificación es un cambio a una orden judicial o administrativa vigente de manutención de niños. La modificación procesada por DCSS sólo aplica a la provisión de la orden de manutención de niños y/o la provisión para el cuidado de salud del niño. Las órdenes judiciales las modifican los tribunales y las órdenes administrativas las modifica DCSS del HFS.

Cada tres años, DCSS avisa a cada padre/madre sujetos a una orden de manutención de niños, que tienen el derecho de solicitar una revisión de su orden, y del lugar y la manera que una petición apropiada se debe hacer.

Las órdenes califican para el proceso de revisión y modificación, si una de las siguientes condiciones existe:

- Por lo menos tres (3) años han pasado desde que se estableció la orden o la última revisión de la modificación;
- Hay un cambio substancial en los ingresos del padre sin custodia o
- La orden no indica cobertura de cuidado de salud para el/los niño(s) o
- DCSS recibe una petición por escrito para una revisión por parte del padre/madre con custodia, el padre/madre sin custodia u otro estado.

Después de que DCSS, recibe la petición para revisión y modificación, se enviará un aviso que explica si la orden califica o no para revisión y modificación a ambos padres. Esto generalmente ocurre dentro de 30 días después de que DCSS recibe la petición. Este periodo de tiempo puede variar dependiendo de la cantidad de trabajo que exista en la oficina que completa la revisión.

Si su orden califica para revisión y modificación, el aviso le pedirá a usted y al otro padre/madre que envíen copias de la información de sus ingresos al DCSS. DCSS usará la información para calcular la nueva cantidad de su pago de manutención de niños.

Usted recibirá un aviso por correo con los resultados de la revisión y modificación. El aviso explicará los resultados de la revisión, la cantidad de su pago de manutención de niños puede:

- Permanecer igual,
- Aumentar, o
- Disminuir.

Si no está de acuerdo con los resultados de la revisión, usted puede:

- Solicitar una redeterminación con DCSS, si los resultados de la revisión indican que la orden permanecerá igual;
- Presentarse ante el tribunal para cuestionar la cantidad ordenada (si usted tiene

- una orden judicial); o
- Pedir una Audiencia Administrativa si usted no está de acuerdo con la nueva orden administrativa.

Su petición debe registrarse con DCSS dentro de 30 días de la fecha del aviso de la revisión y modificación.

¿Quién puede solicitar una revisión y modificación?

- El padre/madre sin custodia: el padre/madre que no vive con los niños,
- El padre/madre con custodia/tutor: el padre/madre que vive con los niños,
- Agencia Cuidado de Salud y Servicios Para Familias, u
- Otra agencia estatal de manutención de niños.

Si actualmente recibe servicios de manutención de niños de DCSS, usted puede pedir una revisión y modificación llamando gratis al Centro de Servicios al Consumidor al 1-800-447-4278.

Si actualmente no recibe servicios de manutención de niños de DCSS, usted puede solicitar servicios de manutención de niños llamando gratis al Centro de Servicios al Consumidor al 1-800-447-4278. O escriba, en el condado donde viven, o escribir más cercano al niño de [Illinois oficina de apoyo regional para el condado](#) en el que viven. Las personas que usan un teletipo (TTY), pueden llamar sin cargos al 1-800-526-5812.

Si prefiere hacer su petición para una revisión y modificación por escrito y usted vive en el condado de Cook, envíe su petición por escrito a:

IL Dept. of Healthcare and Family Services
Division Of Child Support Services
P.O. Box 64629
Chicago, Illinois 60664-0629

Reserva Militar/Movilizaciones Y Activaciones De La Guardia Nacional

Cundo se moviliza o activa a un miembro de la Guardia Nacional o Reserva a órdenes militares de serviciomilitar continuo y a largo plazo (definido como más de 30 días continuos), el miembro de la Guardia Nacional o Reserva puede solicitar una revisión y modificación a causa de servicio militar continuo. Para solicitar una modificación de su orden a causa de la activación continua del servicio militar a largo plazo, comuníquese con:

Illinois Department of Healthcare and Family Services
Community Outreach Department
Military Project
P.O. Box 64629
Chicago, Illinois 60664-0629
Teléfono 312-793-0193
Fax 312-793-8734
[E-mail the HFS Community Outreach Military Project](#)

Cosas Que Debe Recordar:

- Todas las órdenes actuales permanecen vigentes hasta que un tribunal o una agencia administrativa modifique la orden.
- Su orden de manutención de niños se puede modificar (aumentar o disminuir) basada en los ingresos del padre/madre sin custodia y la ley del estado.
- El personal del DCSS no le puede proveer asesoramiento legal a usted.

Sólo Abogados Calificados Pueden Darle Asesoramiento Legal. Usted puede

que necesite el asesoramiento de un abogado privado o comunicarse con su sociedad legal local para asistencia en cómo encontrar un asesor legal a bajo costo, si no puede pagar por un abogado privado.

Si Tiene Preguntas

Si tiene alguna pregunta acerca de la manutención de niños, cómo modificar la cantidad de manutención de niños o para reportar información, llame gratis al Centro de Servicios al Consumidor de Manutención de Niños al 1-800-447-4278, TTY 1-800-526-5812.

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