

Federal Parent Locator Service

Release 14-01

Manifest and Specifications Multistate Conference Calls

Questions and Answers

OCSE posted the Release 14-01 Manifest to the OCSE website on February 20, 2014, which we announced with e-Flash #14-02. We then conducted multistate conference calls in March to discuss the changes in the manifest.

OCSE posted the Release 14-01 Specifications to the OCSE website on March 20, 2014, which we announced with e-Flash #14-04. We then conducted multistate conference calls in April to discuss the non-Federal Collections and Enforcement changes. We will conduct additional multistate calls on May 27, 2014, and May 28, 2014, to discuss the Federal Collections and Enforcement specifications.

Following are the questions and answers from the Release 14-01 conference calls. The states that participated are:

Alabama	Arizona	Arkansas	California
Colorado	Connecticut	District of Columbia	Florida
Georgia	Idaho	Illinois	Indiana
Iowa	Kansas	Louisiana	Maryland
Michigan	Minnesota	Mississippi	Missouri
Montana	Nebraska	New Hampshire	New Mexico
New York	North Carolina	North Dakota	Ohio
Oklahoma	Oregon	Pennsylvania	Puerto Rico
South Dakota	Texas	Utah	Vermont
Virginia	Virgin Islands	Washington	West Virginia

Federal Case Registry – Allow Users to View Unread/Read Locate and DoD Entitlement Responses on the Portal (OCSE Ref. # 4368)

Q1: Will OCSE update the Locate and Department of Defense (DoD) State Services Portal Guides to include the Release 14-01 enhancements in time for the June Release date?

A1: Yes.

New Portal Application to Manage FCR Known Participant Identification Issues (OCSE Ref. # 4504)

- Q1: If a state is not on the portal, can it still use the 'Break the Link' process?
- A1: Yes, the state can still use the existing 'Break the Link' process through the batch.
- Q2: If we enter a Social Security number (SSN) on the portal, can it be reversed?
- A2: Yes, you can use the new application to delete the SSN from the table.
- Q3: If a state programs for 'Break the Link,' can it still use the new application?
- A3: Yes, the new application is in addition to the old process.
- Q4: Our state programmed for 'Break the Link' and added the new warning codes. Do we also need to program the new warning codes for Manage FCR Known Participant Identification Issues?
- A4: Yes, these are new warning codes.
- Q5: Is there a new user role associated with this application?
- A5: Yes, the new user role is SE. States need to call the portal administrator to add the new application and assign this user role.

Insurance Match – Include Claim Adjuster and NAIC Code Fields Provided by ISO in Response Record (OCSE Ref. # 4798)

- Q1: How can states use the National Association of Insurance Commissioners (NAIC) code?
- A1: States can use the NAIC code to identify an insurance company and affiliated insurance companies licensed within the 50 states, the District of Columbia, and five U.S. territories.
- Q2: Who maintains the Insurance Services Office (ISO) adjuster contact information sent to states in insurance match (IM) responses?
- A2: An insurer sends the adjuster name and contact information to ISO when it submits a claim. When there is a match to an obligor who owes past-due child support, ISO sends the information to OCSE. OCSE then sends the information in the IM response to the state responsible for collecting past-due support. OCSE does not store this information.

IRG – Security Enhancements to Access the IRG (OCSE Ref. # 4870)

Q1: If a user comes to the State Services Portal via state proxy—combination AV and IV-D roles—will they be able to access the Intergovernmental Reference Guide (IRG)?

A1: Yes. Based on discussions held with the state of Iowa, we changed the programming of this change request (CR) to allow this scenario.