

DSER Guide to Services

What is “DSER,” and what does it do?

The Division of Support Enforcement and Recovery (“DSER”) of Maine DHHS locates parents when necessary, establishes paternity, and establishes and enforces child support obligations.

If you are receiving TANF, you will receive child support services from DSER without asking for them. In fact, you need to cooperate with DSER to establish and enforce child support in order to receive your part of your TANF grant, unless your TANF worker grants you good cause not to cooperate. If you have been receiving TANF, and your TANF ends, you will continue to receive DSER’s services until you tell us in writing that you don’t want them.

If you are not receiving TANF and would like DSER to establish or enforce child support for you, you may contact us in any of the following ways:

Apply on line at our Client Portal: <https://gateway.maine.gov/DHHS/m-cportal/>

- Call the DSER Voice Response System at (800) 371-7179 (in state only) or (207) 624-7830
- Download our application at <https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/inline-files/Non-Welfare%20Application.pdf>
- Email Case.Review@maine.gov
- Call DSER at (207) 624-4100 to speak to a representative
- Mail to DSER, 109 Capitol St., 11 State House Station, Augusta ME 04333
- Visit us at your regional DHHS office

CLIENT ONLINE SERVICES

DSER has an online portal where clients can complete many actions 24 hours a day, 7 days a week.

To register go to: <https://gateway.maine.gov/DHHS/m-cportal/>

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Services available online include:

- Applying for services to establish or enforce child support.
- Reviewing case summary information regarding the orders, financials, and recent activities on your case
- Submitting inquiries regarding your case
- Submitting address, employer, and contact information for yourself or the other parent
- Printing collection and disbursement reports.
- Seeing any scheduled appointments you have with the Division of Support Enforcement

TO COMPLETE AN APPLICATION FOR SERVICES

The application for services must be filled out completely. The highlighted portions of the application must be completed or the application will be returned to you. No action will be taken on your case until your application is complete.

The following documents must accompany your application:

- If your child was born in Maine we need a copy of the **birth certificate**
- If your child was born **outside** of Maine we need a **certified birth certificate**
- If you have a Maine court order we need a copy of the **complete order**
- If you have an order from another state or jurisdiction we will need **3 certified court orders**
- If your child's other parent owes a child support debt, please complete the **Statement of Child Support Paid**, attached to your application package

When your application is complete, DSER's Central Office will create a case.

Initially you will be enrolled in the U.S. Bank ReliaCard® Debit card to ensure any collections we receive are paid to you promptly (see the fee schedule below). However, you have the option as to how you receive your payments, including direct deposit to your bank account. If you would like direct deposit please contact (207) 624-4100 to request the paperwork.

U.S. Bank ReliaCard® Pre-Acquisition Disclosure
 Program Name: Maine Child Support

Monthly fee	Per purchase	ATM withdrawal	Cash reload
\$0	\$0	\$0 in-network \$1.75* out-of-network	N/A
ATM Balance Inquiry (in-network or out-of-network)			\$0
Customer Service (automated or live agent)			\$0 per call
Inactivity (after 365 days with no transactions)			\$2.00 per month
We charge 2 other types of fees.			
* This fee can be lower depending on how and where this card is used.			
No overdraft/credit feature. Your funds are eligible for FDIC insurance.			
For general information about prepaid accounts, visit cfpb.gov/prepaid . Find details and conditions for all fees and services inside the card package or call 1-855-282-2021 or visit usbankreliacard.com .			

CR-21378577

U.S. Bank ReliaCard® Fee Schedule
 Program Name: Maine Child Support

All fees	Amount	Details
Get cash		
ATM Withdrawal (in-network)	\$0	This is our fee per withdrawal. "In-network" refers to the U.S. Bank or MoneyPass® or Allpoint® ATM networks. Locations can be found at usbank.com/locations or moneypass.com/atm-locator.html or allpointnetwork.com .
ATM Withdrawal (out-of-network)	\$1.75	This is our fee per withdrawal. This fee is waived for your first ATM withdrawal per month, which includes both ATM Withdrawals (out-of-network) and International ATM Withdrawals. "Out-of-network" refers to all the ATMs outside of the U.S. Bank or MoneyPass or Allpoint ATM networks. You may also be charged a fee by the ATM operator even if you do not complete a transaction.
Teller Cash Withdrawal	\$0	This is our fee for when you withdraw cash off your card from a teller at a bank or credit union that accepts Visa®.
Information		
ATM Balance Inquiry (in-network)	\$0	This is our fee per inquiry. "In-network" refers to the U.S. Bank or MoneyPass or Allpoint ATM networks. Locations can be found at usbank.com/locations or moneypass.com/atm-locator.html or allpointnetwork.com .
ATM Balance Inquiry (out-of-network)	\$0	This is our fee per inquiry. "Out-of-network" refers to all the ATMs outside of the U.S. Bank or MoneyPass or Allpoint ATM networks. You may also be charged a fee by the ATM operator.
Using your card outside the U.S.		
International Transaction	0%	This is our fee which applies when you use your card for purchases at foreign merchants and for cash withdrawals from foreign ATMs and is a percentage of the transaction dollar amount, after any currency conversion. Some transactions, even if you and/or the merchant or ATM are located in the United States, are considered foreign transactions under the applicable network rules, and we do not control how these merchants, ATMs and transactions are classified for this purpose.
International ATM Withdrawal	\$1.75	This is our fee per withdrawal. This fee is waived for your first ATM withdrawal per month, which includes both ATM Withdrawals (out-of-network) and International ATM Withdrawals. You may also be charged a fee by the ATM operator even if you do not complete a transaction.
Other		
Card Replacement	\$0	This is our fee per card replacement mailed to you with standard delivery (up to 10 business days).
Card Replacement Expedited Delivery	\$15.00	This is our fee for expedited delivery (up to 3 business days) charged in addition to any Card Replacement fee.
Inactivity	\$2.00	This is our fee charged each month after you have not completed a transaction using your card for 365 consecutive days.

Your funds are eligible for FDIC insurance. Your funds will be held at U.S. Bank National Association, an FDIC-insured institution, and are insured up to \$250,000 by the FDIC in the event U.S. Bank fails. See fdic.gov/deposit/deposits/prepaid.html for details.

No overdraft/credit feature.

Contact Cardholder Services by calling **1-855-282-2021**, by mail at P.O. Box 551617, Jacksonville, FL 32255 or visit usbankreliacard.com.

For general information about prepaid accounts, visit cfpb.gov/prepaid. If you have a complaint about a prepaid account, call the Consumer Financial Protection Bureau at 1-855-411-2372 or visit cfpb.gov/complaint.

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FEE FOR CHILD SUPPORT SERVICES:

The Federal government requires DSER to collect a \$35.00 annual federal fee for each case in which the State has disbursed at least \$550.00 of child support for a person who has never received cash assistance from TANF/AFDC.

If you have **never** received public assistance for the children involved in your case, you will be charged this fee. For more information, visit our web site at:
<http://www.maine.gov/dhhs/ofi/dser/service-guide.html>

WHAT HAPPENS WHEN A CHILD SUPPORT CASE IS OPENED OR REOPENED?

Before a new or reopened case can be sent to the field office where the support enforcement work is done, DSER's Central Office must create or amend the computer files for the case and verify the information that you provide. If you have little or no information about the other parent, it could take a few months to begin your case. The case cannot be sent to a field office until DSER establishes where the other parent lives or works.

When your case goes to a field office it is assigned to an agent who will manage the case.

PATERNITY

You must name the father of your child in order to receive DSER services. Until a man becomes the legal father of a child, whether by agreement or by a court order, he is referred to as the "named father." Other terms used when a man is not yet legally the father are "putative father" or "alleged father." DSER will help to establish paternity of named fathers so that all children are financially supported by both parents.

If the parents of a child are married, they are each presumed to be the legal parent of the child. If the parents of a child are not married, the named father may sign an Acknowledgement of Paternity if he agrees that he has fathered the child. If the parents of the child are not married and the named father does not agree that he is the father of the child, paternity must be proven through genetic testing. Additional steps must be taken before a named father becomes a "legal" father.

If the Named Father is in Maine

The named father may agree that he is the father after he is notified by DSER. In that case, both parents will sign an Acknowledgement of Paternity, and a child support order will be established for him.

If he does not agree that he is the father, he may ask for genetic testing to establish paternity. The named father will go to a DSER regional office (or the DSER representative will go to the jail or prison if the named father is incarcerated) to have a DNA sample taken (through a non-invasive swab of the inside of the cheek) for testing. Samples will also be taken from the mother and child. If the test shows that he is the father of the child, the parents may then sign an Acknowledgement of Paternity

and a child support order will be established. If he refuses to participate in the genetic testing process, or doesn't agree that he is the father despite a positive DNA test, the case will be filed in the Maine District Court.

This process could take up to six months; longer if the named father disputes paternity.

If the Named Father is in Another State

When the named father is in another state, the process takes longer, though the time it takes varies depending on the state in which the named father lives. DSER must request the child support enforcement agency of that state to establish paternity, as Maine would not have jurisdiction to establish paternity here.

GETTING A SUPPORT ORDER

If the Non-Custodial Parent is in Maine

Once the legal father has been established, DSER starts a proceeding to obtain an order that will create obligations for current and ongoing child support, child support debt (if any), health insurance, and child care costs for the parent with whom the child does not primarily reside. This parent is called the Non-Custodial Parent or "NCP." The NCP will be notified of the intent to establish this order as the process begins. It may take approximately 2-6 months following service of the initial Notice on the NCP for the obligation to be established.

If the NCP is in Another State

If the child was conceived in Maine, or the parents and the child have lived together in Maine, DSER may proceed as if the NCP resides in Maine. However, when the NCP is in another state, DSER must request the child support enforcement agency of the state in which the NCP is living to establish these obligations. While the time it takes varies from state to state, it usually takes longer than a proceeding in Maine. Although it may take longer, it is worth the wait to ensure that your children get the financial support they deserve.

COLLECTION OF CHILD SUPPORT

When the NCP is in Maine

Current Support: Almost all orders for child support now include immediate income withholding orders (IIWOs) for current support. If DSER knows where the NCP is employed, it will send the IIWO to the employer right away, so that the employer may begin automatically deducting ordered support from the NCP's wages.

Arrears (Past-Due Support): In order to collect the debt as well as current support, DSER must serve an NCP with a Notice of Debt that states what the NCP owes. If an NCP requests a hearing on the notice of debt, the hearing process will increase the time before collection on the debt begins, and 3-4 months may pass after service of the Notice of Debt before DSER is in a position to collect arrears by these methods.

If the NCP does not challenge DSER's finding of debt owed within 30 days, and does not pay what's owed or enter into a payment plan, DSER may then attempt to collect the debt that is past due by:

- Filing liens against personal and real property
- Collecting from bank accounts
- Reporting debts of more than \$1,000 to credit bureaus
- Taking settlements and other lump sum amounts
- Taking gambling and lottery winnings
- Revoking or denying passports
- Taking state income tax refunds
- Attaching wages or unemployment for current support and the debt
- Certifying the NCP's licenses for revocation
- Ordering the NCP to Appear and Disclose

License Revocation: DSER may begin a License Revocation Proceeding when the NCP has not paid child support for 60 days. This includes revocation of driver's licenses, professional licenses, hunting and fishing licenses, etc. Non-custodial parents must make a payment agreement with DSER to prevent DSER from asking the Secretary of State to revoke a license. Broken agreements result in license revocation without further notice. Your help in alerting us to the licenses the NCP holds is a critical part of making this very effective incentive for support payment successful. License Revocation can be stopped if the NCP pays what is owed.

Order to Appear and Disclose: This method is for debt collection only. The Order to Appear and Disclose is used to locate the NCP's assets and source of income by compelling the parent to answer questions about finances under oath. If the parent doesn't appear or refuses to answer, these proceedings can be filed in court for examination and adjudication. This action is used as a last resort for tough non-paying cases and takes time to resolve.

When the Non-custodial Parent is in Another State

DSER can serve both Immediate Wage Withholding Orders and Orders to Withhold and Deliver across state lines when there is a Maine support order. DSER may also take the NCP's federal income tax refund for arrears in interstate cases.

DSER can also request the child support enforcement agency of the state in which the NCP is living to collect the child support. The process required under federal law for DSER to initiate an interstate proceeding is such that it doesn't move quickly, but it is often the best remedy when a parent doesn't want to pay and chooses to avoid the responsibility.

MODIFYING/AMENDING A CHILD SUPPORT OBLIGATION

GENERAL INFORMATION

You may request a review of your order for possible modification if circumstances have changed substantially since your order was signed. If your current order for support is at least three years old, you may have your order reviewed without having to prove that your circumstances have changed.

To have us help you with the review and modification process by contacting DSER's Case Review

Unit (please refer to “IF YOU HAVE QUESTIONS OR INFORMATION FOR DSER ABOUT YOUR CASE,” below, for more information).

If the Non-Custodial Parent (NCP) is in Maine

After you request a review of your order, the field office that has your case will send you a form requesting financial information, usually within two weeks. If you do not receive this paperwork within 30 days of your request for an Order Review, contact the Case Review Unit and ask for it again.

When DSER sends its information request to you, it sends one to the NCP also, so that his or her financial information may be used to calculate child support. However, DSER will do the calculations regardless of the NCP’s cooperation. DSER will review the figures and tell you if a modification can be made. If calculations show that it is likely that a change in your order will be granted, then we will initiate a process to modify your order. Please note that your order may increase, but it may also decrease upon modification.

How quickly DSER is able to respond to your modification will depend on the number of other order review cases already in process, and staff resources available for order review activity. It may take months for the order review process to reach completion. If you desire a quicker process, then you should consider initiating a modification proceeding on your own or with an attorney. Please note, a change in an order can only be made retroactive to the date the papers are filed in the Maine District Court. A change in an obligation established by a DHHS administrative decision may only be made retroactive to the date DSER serves the NCP with papers in its modification proceeding.

If the NCP is in another state

If the support order originates in a Maine court or a DHHS order, the procedure is the same as it is for the NCP who lives in Maine.

If the order is from another state, DSER must request the support enforcement agency of the state the NCP is living in to conduct the order review process. Because of limited resources available for modification/amendment activity in the other state's agency, the process may be very slow.

Navigating the Voice Response System (VRS)

You will need your:
SSN and 4-Digit DSER PIN number

1. Dial the VRS at **1-800-371-7179 (in Maine) or 1-207-624-7830**
2. Press 1 if you have an open case.
3. Press 2 for general information or to apply for services
4. Enter your Social Security number
5. Enter your personal identification number (PIN)
6. Press * if you don't know your PIN
7. Once you enter your PIN on the VRS, listen to the prompts or follow the menu below to give or receive the desired information

For information about Disbursements or to update your address

Press 1, then:

Submenu: Press 1 to hear the last 3 disbursements
Press 2 if you would like an application for direct deposit to be sent to you
Press 3 if you would like to stop a current direct deposit
Press 4 to update your address
Press 5 to request a 12 month disbursement report
Press 6 to report a lost check
Press 0 to speak with a representative M-F from 10:00 AM to 3:00PM
Press * to repeat this menu

For Case specific information Press 2, then:

If you have more than one case you will be able to select which case you want information on.

Submenu: Press 1 to hear the last 3 collections on your case
Press 2 to report that payments have stopped
Press 3 to dispute disbursements
Press 4 to report an address for the Non-Custodial Parent
Press 5 for options on reporting an employer for a Non Custodial Parent
Press 6 to request a 12 month payment report
Press 9 to return to the main menu
Press 0 to speak with a representative M-F from 10:00 AM to 3:00PM
Press * to repeat this menu

To Change your PIN Press 3, then:

Sub menu: Press 1 to request a new PIN
Press 2 to change your PIN yourself
Press 9 to return to the main menu
Press * to repeat this menu

Division of Support Enforcement & Recovery (DSER)
Application for Services and Contract

What You Need to Provide to Complete an Application for Services:

The application for services **must be filled out completely**. Please answer all questions as best you can. Some information is necessary before we can open a case for you. These questions are in boldface. Only when your application is complete will DSER's Central Office create a case.

The following documents **must** accompany an application:

- If your child was born in Maine we need a copy of the **birth record**.
- If your child was born outside of Maine we need a **certified copy of the birth record**.
- If you have a Maine court order we need a copy of the **complete order**.
- If you have an order from another state or jurisdiction we will need **3 certified copies**.
- If the other parent owes you a child support debt, please complete the **Child Support Payment Affidavit** attached to your application package.

If you are not the biological/adoptive parent you will need to provide a copy of a **guardianship order**.

You are the best source of facts about your family. The more information we have from all sources, the better job we can do for you. If you do not send us the required documents, the packet will be returned to you and no action will be taken until you return them completed.

Initially you will be enrolled in the U.S. Bank ReliaCard® to ensure any collections we receive are paid to you promptly (see the fee schedule below). However, you have the option as to how you receive your payments, including direct deposit to your bank account. If you would like direct deposit please contact (207) 624-4100 to request the paperwork.

Learn more about the ReliaCard at www.usbankreliacard.com.

U.S. Bank ReliaCard® Pre-Acquisition Disclosure
Program Name: Maine Child Support

Monthly fee	Per purchase	ATM withdrawal	Cash reload
\$0	\$0	\$0 in-network \$1.75* out-of-network	N/A
ATM Balance Inquiry (in-network or out-of-network)			\$0
Customer Service (automated or live agent)			\$0 per call
Inactivity (after 365 days with no transactions)			\$2.00 per month
We charge 2 other types of fees.			
* This fee can be lower depending on how and where this card is used.			
No overdraft/credit feature. Your funds are eligible for FDIC insurance.			
For general information about prepaid accounts, visit cfpb.gov/prepaid . Find details and conditions for all fees and services inside the card package or call 1-855-282-2021 or visit usbankreliacard.com .			

U.S. Bank ReliaCard® Fee Schedule
 Program Name: Maine Child Support

All fees	Amount	Details
Get cash		
ATM Withdrawal (in-network)	\$0	This is our fee per withdrawal. "In-network" refers to the U.S. Bank or MoneyPass® or Allpoint® ATM networks. Locations can be found at usbank.com/locations or moneypass.com/atm-locator.html or allpointnetwork.com .
ATM Withdrawal (out-of-network)	\$1.75	This is our fee per withdrawal. This fee is waived for your first ATM withdrawal per month, which includes both ATM Withdrawals (out-of-network) and International ATM Withdrawals. "Out-of-network" refers to all the ATMs outside of the U.S. Bank or MoneyPass or Allpoint ATM networks. You may also be charged a fee by the ATM operator even if you do not complete a transaction.
Teller Cash Withdrawal	\$0	This is our fee for when you withdraw cash off your card from a teller at a bank or credit union that accepts Visa®.
Information		
ATM Balance Inquiry (in-network)	\$0	This is our fee per inquiry. "In-network" refers to the U.S. Bank or MoneyPass or Allpoint ATM networks. Locations can be found at usbank.com/locations or moneypass.com/atm-locator.html or allpointnetwork.com .
ATM Balance Inquiry (out-of-network)	\$0	This is our fee per inquiry. "Out-of-network" refers to all the ATMs outside of the U.S. Bank or MoneyPass or Allpoint ATM networks. You may also be charged a fee by the ATM operator.
Using your card outside the U.S.		
International Transaction	0%	This is our fee which applies when you use your card for purchases at foreign merchants and for cash withdrawals from foreign ATMs and is a percentage of the transaction dollar amount, after any currency conversion. Some transactions, even if you and/or the merchant or ATM are located in the United States, are considered foreign transactions under the applicable network rules, and we do not control how these merchants, ATMs and transactions are classified for this purpose.
International ATM Withdrawal	\$1.75	This is our fee per withdrawal. This fee is waived for your first ATM withdrawal per month, which includes both ATM Withdrawals (out-of-network) and International ATM Withdrawals. You may also be charged a fee by the ATM operator even if you do not complete a transaction.
Other		
Card Replacement	\$0	This is our fee per card replacement mailed to you with standard delivery (up to 10 business days).
Card Replacement Expedited Delivery	\$15.00	This is our fee for expedited delivery (up to 3 business days) charged in addition to any Card Replacement fee.
Inactivity	\$2.00	This is our fee charged each month after you have not completed a transaction using your card for 365 consecutive days.

Your funds are eligible for FDIC insurance. Your funds will be held at U.S. Bank National Association, an FDIC-insured institution, and are insured up to \$250,000 by the FDIC in the event U.S. Bank fails. See fdic.gov/deposit/deposits/prepaid.htm for details.

No overdraft/credit feature.

Contact Cardholder Services by calling **1-855-282-2021**, by mail at P.O. Box 551617, Jacksonville, FL 32255 or visit usbankreliacard.com.

For general information about prepaid accounts, visit cfpb.gov/prepaid. If you have a complaint about a prepaid account, call the Consumer Financial Protection Bureau at 1-855-411-2372 or visit cfpb.gov/complaint.

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What happens when a Child Support case is opened/re-opened?

Before a new or reopened case can be sent to the field office where the actual support enforcement work is done, DSER's Central Office must create or amend the computer files for the case and obtain verifications of information that you provide. Once your application is complete, your case could be in a field office for 4–6 weeks before action begins on your case. If you have little or no information about the other parent, it could take longer (*the case cannot be sent to a field office until DSER can establish where the non-custodial parent lives or works*).

Once your case goes to a field office it is assigned to an agent who will manage the case.

Services DSER can help provide:

- Locating the non-custodial parent
- Establishing paternity for children born out of wedlock, including arranging genetic testing for both parents and child.
- Establishing child support orders for current and past support; including medical support/insurance and childcare.
- Enforcing child support, spousal support that accompanies child support, medical support/insurance, and child care obligations.
- Collecting, recording and disbursing child support payments.
- Reviewing and taking necessary steps to modify child support orders when circumstances change. The timeframe of this service is subject to the availability of resources.

Services DSER cannot provide:

- Legal advice.
- Obtaining divorce judgments or spousal support orders.
- Enforcing visitation rights or getting involved in custody matters.
- Enforcing property settlements.
- Services to children seeking child support from a parent. Your guardian or custodian, however, may seek assistance from DSER.
- Legal representation to you or the non-custodial parent. When an Assistant Attorney General is assigned to a case, that attorney's client is DHHS, not you or the other parent. You may hire your own attorney representative if you desire.
- Charging interest on child support debts.
- Establishing or enforcing orders for tuition.

DSER will decide which actions will be taken to achieve success for you. We cannot guarantee success, but we will give our best effort given our resources. By signing the application, you acknowledge your understanding of what we can and can't provide for you.

Distribution of child support collections in Non-TANF cases:

- Non-TANF collections normally are processed within two days of the date payment is received by DHHS.
- If the other parent is ordered to pay support for more than one family, collections are divided among the families according to a federally-established formula.
- Current support is always paid first from any money collected from the other parent.

- If you are owed past support, you will be paid first, unless there is a past TANF debt owed to DHHS, and the money is from a federal income tax refund intercept.
- Collections from federal income tax refunds may not be distributed for up to 6 months in the case of joint returns, since a portion of the refund may belong to the unobligated spouse of the other parent.
- To find out how much child support is collected on your case from week-to-week, call 1-800-371-7179.

When services end:

If at any time you no longer want DSER's services, tell us this in a letter. If DSER wants to end services, we will tell you in writing and explain why. We will give you a chance to respond before ending services. Some of the reasons for ending services are:

- The other parent no longer owes child support.
- You or your representative will not cooperate with us.
- We cannot contact you because we do not have your current address.

If you have any questions, please call 624-4100 and ask for the case initiation contact person.

Child Support – Annual Federal Fee of \$35

Under 42 United States Code, section 654(6)(B)(ii), states are required to pay a \$35 annual federal fee for certain child support cases. To reimburse this fee, Maine Revised Statutes, Title 19-A, section 2103(3-A) requires DSER to charge the custodial parent a \$35 fee every year for each case in which:

- DSER has disbursed at least \$550 of child support to the family; and
- the family has *never* received cash assistance from Temporary Assistance to Needy Families (TANF)

How the annual federal fee is collected

Each year, in each eligible case, DSER will redirect \$35 from the custodial parent's child support payments, but only after it has disbursed \$550 to the custodial parent. DSER will collect the fee on each of the custodial parent's eligible cases. The federal fiscal year (October 1 to September 30) is used to determine when DSER has disbursed \$550 of support in an eligible case.

Frequently Asked Questions

Q: Why did I receive a letter regarding a \$35 service fee?

You will receive a notice if our records show that during the Federal Fiscal Year you received more than \$550 in disbursements, and never received cash assistance benefits such as TANF for a child in your case, and therefore we are collecting a \$35 service fee for collecting child support on your behalf.

Q: When will the \$35 fee be collected?

The fee will be deducted from the first child support payment that you receive on or after October 1 of each year. If the first payment you receive on or after October 1 is less than \$35, additional deductions will be made until the \$35 has been collected.

Q: What if I have more than one child support case?

Subject to the conditions covered elsewhere in these FAQs, you will be charged \$35 for each qualifying case. The fee will not exceed \$35 per case.

Q: Can I pay the fee now instead of waiting for the system to automatically withhold it?

No. The fee will be deducted from the first child support payment you receive on or after the first \$550 is collected each year. If the first payment you receive after the first \$550 is collected is less than \$35, additional deductions will be made until the \$35 has been collected. Please do not send any money to the Department.

Q: What if I do not want to pay the fee?

Custodial parents who applied for child support services and have never received public assistance may ask to have their case closed if they do not want to pay the service fee.

Q: Who can I contact with my questions about the fee?

If you have questions after reading this page, or you believe you are exempt from this fee, please contact the Case Review Unit at 1-800-371-7179 or 207-624-7830, by e-mail at case.review@maine.gov, or using our Client Portal at: <https://gateway.maine.gov/DHHS/m-cportal/>.

For Office Use Only	
Requested:	
Received:	
<input type="checkbox"/> Incomplete	
<input type="checkbox"/> Incomplete	
<input type="checkbox"/> Complete	

APPLICANT INFORMATION

1. Your Name _____

2. Social Security Number _____

3. Date of Birth _____ Sex _____

4. Mailing Address _____

5. City _____ State _____ Zip _____

6. Home Telephone #: _____ Cell # _____

7. E-mail Address _____

8. Employer Name _____ Work# _____

9. Employer Address _____

10. Date separated from other parent _____

11. Has the other parent lived with you in Maine? _____

12. Have you ever been the victim of domestic violence committed by the other parent?

13. Have the children for whom you are seeking support ever been the victims of domestic violence committed by the other parent?

14. Have you ever obtained a restraining order against the other parent? (If yes attach copy of order).

15. Have you ever had a private agreement with the NCP for child support?

16. Are there any court actions pending in any state to establish or enforce support?

17. Is there an existing court support order? If so from what court?

18. Do you currently employ an attorney or private agency for the collection of child support? (If yes provide name and address)

19. Does the other parent pay support?

20. Has the other parent missed any support payments?

CHILD(REN) INFORMATION

1. Child's Full Name _____

Date of Birth _____ SSN _____

Place of Birth _____

Your Relationship to the Child _____

Child Conceived in Maine? Yes No Paternity Established? Yes No

Child Born from Marriage? Yes No

Does this Child Live with: You The Other Parent Another Person

2. Child's Full Name _____

Date of Birth _____ SSN _____

Place of Birth _____

Your Relationship to the Child _____

Child Conceived in Maine? Yes No Paternity Established? Yes No

Child Born from Marriage? Yes No

Does this Child Live with: You The Other Parent Another Person

3. Child's Full Name _____

Date of Birth _____ SSN _____

Place of Birth _____

Your Relationship to the Child _____

Child Conceived in Maine? Yes No Paternity Established? Yes No

Child Born from Marriage? Yes No

Does this Child Live with: You The Other Parent Another Person

4. Child's Full Name _____

Date of Birth _____ SSN _____

Place of Birth _____

Your Relationship to the Child _____

Child Conceived in Maine? Yes No Paternity Established? Yes No

Child Born from Marriage? Yes No

Does this Child Live with: You The Other Parent Another Person

IF YOU ARE THE MOTHER OF THE CHILDREN:

From the time you became pregnant until the birth of your child, were you married to someone other than the person you named above as the parent? Yes No

If yes, what was the date and place of the marriage. _____

Spouse's Name _____

Social Security Number _____ Date of Birth _____

Last Known Address _____

City _____ State _____ Zip _____

INFORMATION ABOUT THE OTHER PARENT

1. Other Parent's Name _____
2. Social Security No. _____
3. Place of Birth _____ Date of Birth _____ Sex _____
4. Mailing Address _____
City _____ State _____ Zip _____
5. Home Telephone #: _____ Cell # _____
6. E-mail Address _____
7. Employer Name _____
8. Employer Address _____
9. The Other Parent's Father's Full Name _____
10. The Other Parent's Mother's Maiden Name _____
11. What is the other parent's usual occupation/trade? _____
12. Does the other parent have any professional or trade licenses? (*Please list*)

13. Does the other parent own any property? (e.g. houses, land, buildings) or bank accounts? (*Please list property and location*) _____

14. Has the other parent ever been a member of the US military? _____

HEALTH INSURANCE INFORMATION:

Health Insurance Ordered? Yes No

Is insurance currently being provided as ordered? Yes No

If yes Insurer's Name _____

Type of coverage _____

Effective Date _____ Policy # _____

If yes, please include a copy of your health insurance coverage card.

SUPPORT ORDER INFORMATION:

Has there ever been an order for support with the other parent? Yes No

Is the child support order payable to you? Yes No

If yes include an attested copy of each order with this application.

Type of Order (*Check all that apply*) Court Administrative Probate

Has the other parent missed any payments? Yes No

If yes and you are requesting enforcement of past due support you must also complete and sign the attached Statement of Child Support Paid.

Division of Support Enforcement & Recovery (DSEER)

Contract for Non-Welfare Support Enforcement Services

Your Full Name (*Print*): _____ SSN: _____

Other Parent's Full Name (*Print*): _____

The Department of Health and Human Services (DHHS) will provide child support enforcement services for any child, as required by law. If you want services, fill in the Application form, this Contract, and give the completed forms to DHHS.

This Contract is part of the Application. Read the Application and Contract with care. If you sign the Contract, it means you agree with all its terms.

Contract

1. The Department may act for me as needed to provide the services covered by this Contract. The Department can endorse all drafts, checks or money orders for support it receives from the other parent.
2. I understand this Contract does not create an attorney-client relationship between the Department and myself.
3. I agree all support payments will be paid through the Department so a record is kept. If I get support payments from the other parent, I will send them to the Department. I will do this as long as I receive services from the Department. If I now get child or spousal support payments through a clerk of court or other forwarding agent, I will ask that all payments be sent to the Department (payable to Treasurer, State of Maine) instead of to me. The Department will send all payments owed to me as soon as reasonable after normal processing.
4. After current support is paid, the Department will apply payments it gets to past support. Past support owed to me will be paid first, unless payment is from a tax refund. Payments from tax refunds will be applied first to any debt owed to the Department. Other than payments from tax refunds, past support owed to the Department will be paid second.
5. I know and understand the Department has limited resources. I know the Department may not be able to act right away on my case. I know the Department does not guarantee results. I know if the law does not require an action, the Department will decide whether or not to take the action.
6. I agree to tell the Department in writing if I want the Department to stop providing services.
7. I have read the reverse side of this Contract. I understand the statements on the reverse side are part of this Contract.

If I am overpaid support, the state can withhold a portion of my child support, at a reasonable rate, from future child support payments.

Your signature: _____ Date: _____

Division of Support Enforcement & Recovery (DSER)

Contract for Non-Welfare Support Enforcement Services

Child support enforcement services include:

- Establishing paternity for children born out of wedlock and establishing child support orders for current and past support.
- Establishing child support orders, including medical support and child care obligations.
- Locating non-custodial parents.
- Enforcing child support, spousal support, medical support, and child care obligations.
- Recording and distributing child support payments.
- Reviewing and taking necessary steps to modify child support orders when circumstances change.

Child support enforcement services do not include:

- Giving legal advice;
- Getting divorce judgments or spousal support orders;
- Enforcing visitation rights;
- Getting involved in custody matters; or
- Enforcing property settlements.

Distribution of child support collections in non-TANF cases:

- Non-TANF collections normally are processed within two days of when payment is received by DHHS.
- If the other parent is ordered to pay support for more than one family, collections are divided among the families.
- If you are owed past support, you will be paid first, unless there is a debt owed DHHS and the money is from a federal income tax refund intercept.
- Collections from federal income tax refunds are not distributed for 6 months in the case of joint returns. A portion of the refund may belong to the unobligated spouse.
- To find out how much child support is collected from week-to-week, call 1-800-371-7179.

If you do not agree with the amount of child support you have received:

Write to: Case Review Unit, Department of Health and Human Services, 11 State House Station, 109 Capitol Street., Augusta, ME 04333-0011. Please include your name, Case ID number, phone number and your reason for writing. Your claim will be reviewed and answered in writing. You can also contact through the web <http://www.maine.gov/dhhs/OFI/dser/>, by e-mail at Case.Review@maine.gov, or through our Client Portal at: <https://gateway.maine.gov/DHHS/m-cportal/>.

When services end:

The Department will stop providing services for you if you make the request in writing. If the Department wants to end services, we will tell you in writing and explain why. We will give you a chance to respond before ending services.

Statement of Child Support Paid

This form is your opportunity to tell the Division how much you are owed by

_____ for the support of your children.

(the person who is ordered to pay support for your children)

Are you now receiving, or have you ever received public assistance (TANF) in Maine or any other state? Yes No

**IF YOU ARE OWED SUPPORT,
PLEASE CALCULATE HOW MUCH YOU ARE OWED BY YEAR BELOW**

Year <small><i>(Enter each year of your order for support in the column below)</i></small>	Child Support Ordered <small><i>(for that year)</i></small>	Amount Actually Paid <small><i>(for that year)</i></small>	Amount Still Owed <small><i>(for that year)</i></small>	<small><i>(If you are not sure of amounts, please explain your estimate. Use additional pages if necessary.)</i></small> Explanation
Example: 2012	\$100 per week	\$1,000	\$4,200	Missed 42 weeks of payments (\$100 per week order)
TOTAL:				

As of the date of this Statement, the total child support owed to me for all years is:
\$ _____

I hereby acknowledge that the information above is true to the best of my knowledge and belief.

Signature _____ Date: _____

Please print name: _____

Please have another adult witness your signature.

Witness _____ Date _____

Print name _____