



Clermont County Child Support Frequently Asked Questions

Enforcement

Q. What does it mean to be in default of a Child Support Order?

A. To be in "default" an obligor, the person owing a duty of support, must have an arrearage (past due support) greater than or equal to one month's support obligation.

Q. What Administrative Enforcement measures can be taken to enforce the order?

A. If a final and enforceable determination of default has occurred on a case Clermont County CSE may utilize any or all of the following administrative enforcement techniques:

- Adding 20% to an income withholding
- Intercepting federal and state tax refunds
- Reporting delinquent accounts to the credit bureau
- Suspending drivers, recreational and professional licenses
- Freezing and Seizing assets held in a financial institution through the Financial Data Match Program (FIDM)
- Placing liens on certain property
- Issuing an order to require obligor to seek work
- Blocking passport usage when past due support is at least \$2500
- Intercepting lump sum payments, such as bonuses, lottery/casino winnings, and insurance settlements.

In addition to these administrative enforcement tools, the CSE may also take judicial action through civil contempt charges or criminal nonsupport.

Q. What happens to my case if the CSE is unable to locate the non- custodial parent?

A. The Clermont County CSE will utilize all available tools to locate the non-custodial parent. Many of our enforcement techniques require a valid address in order for the CSE to proceed. It is very helpful that you provide our agency with any information that would assist our investigators in locating the non-custodial parent.

Q. When should my child support order terminate?

A. Current state law generally provides that child support continues until a child reaches the age of 18 and continues beyond age 18 so long as the child is attending an accredited high school or accredited (state approved) home school program on a full-time basis. Child support terminates when a child reaches the age of 19 regardless of school enrollment, unless otherwise stated in an original order. Generally, the earliest date for termination of a support order is the month and year in which a child reaches the age of majority.

There are other reasons why a child support order should terminate including:

- Death of the child
- Marriage of the child
- Deportation of the child
- Emancipation of the child
- A change in the legal custody of the child
- Child's enlistment in the armed forces

It is the responsibility of both parents to notify the CSE of any reason in which support should terminate.

Payments and Financial

Q. How do I obtain payment information?

A. You can call 1-800-860-2555 (24 hours a day) or for payment and order information log on to the Customer Service Webportal at www.jfs.ohio.gov/ocs.

Q. Why is the amount of my payment less or different than usual?

A. Once current support and arrearage orders are satisfied for the month the administrative fees that are owed by the obligor are taken from the payment. This typically occurs every third month if the payment is received on a weekly basis or every six months if payment is bi-weekly.

Q. My check is lost in the mail what do I need to do to get a new one?

A. Once it has been 17 days since your support check was issued contact the CSE for a stop payment affidavit.

Q: If I need to cancel my direct deposit what should I do?

A: You will need to submit in writing or email to your case worker your name, your social security number, the name of the bank you need to cancel the direct deposit, routing number and account number.

Q: What should I do if I have changed my name?

A: Send a copy of your social security card with your new name listed along with a letter to your caseworker. If you have an E-Quick pay card as your payment method, a new card will be sent to you with your new name.

Q: How do I make a child support payment?

A: All mailed payments (checks, money orders, & cashier checks) need to be sent to OCSPC PO Box 182372 Columbus Ohio 43218-2372 and make sure there are 3 identifiers on the payment – name, case number and social security number. Another form of making a payment is by Money Gram or ExpertPay, please refer to the Making Payments tab on this website.

Q: How can I have a balance when unemployment is withholding my child support payments, and I am receiving checks back from child support?

A: Unemployment payments cannot allocate to fees or to spousal support. There is an agreement that you can sign with the child support office so that any funds that are being returned to you may be retained to pay toward those balances. Contact your caseworker for more information.

Q: How can I still have a balance when the child support office intercepted my taxes?

A: Intercepted tax payments cannot allocate to fees per federal guidelines. There is an agreement that can be signed with the child support office so that any payments that would be returning to you may be retained to apply to those balances. Contact the Tax Offset Coordinator at 513-732-7369.

Q. How do I make a child support payment?

- You can make a debit card payment online at www.expertpay.com.
- You can pay by credit card online at www.e-ChildsPay.com
- You can make a Money Gram payment at Walmart using Receive Code: 14674
- You can mail a support payment to Ohio CSPC, P.O. Box 182372, Columbus, OH 43218-2372.

To ensure prompt and accurate posting to your case, please include the following with your payment: your name, Social Security number, SETS case number and/or court order number.

Q. Can I make my support payment with a personal check?

A. Ohio CSPC accepts personal checks up to \$19,999.99. If your support payment is for more than that, you must send a certified check.

Q. What is the website for the Ohio e-QuickPay card?

A. Please visit: www.e-quickpay.com.

Q. When will my payment be available on my e-QuickPay card?

A. Funds are loaded on your e-QuickPay card by midnight of the business day following the day a payment was posted to your case. For example, if a payment was posted to your case on Monday, funds will be loaded on your card by midnight on Tuesday.

Q. Why isn't my payment on my e-QuickPay card?

A. Funds are loaded on your e-QuickPay card by midnight of the business day following the day a payment was posted to your case. If a payment was posted to your case but it is not on your card, contact your county child support enforcement agency.

Q. How can I check the balance on my e-QuickPay card?

A. There are several ways to check the balance on your e-QuickPay card:

- Please visit: www.e-quickpay.com.
- Call e-QuickPay Customer Service at 1-800-503-1283.
- Go to an Automatic Teller Machine (ATM). You will be charged a balance inquiry fee of \$.40 each time you check your balance from an ATM. Some ATMs also apply a transaction surcharge. Surcharges generally range from \$1.25 - \$3.00 and are charged in addition to the balance inquiry fee. ATMs that apply a surcharge warn you that a surcharge will be applied before you complete your transaction. You may cancel the transaction if you do not want to pay the surcharge. Fifth Third Bank, PNC, and Alliance One have agreed to waive their ATM surcharge fee for all Ohio e-QuickPay transactions.

Q. How do I reset the PIN for my e-QuickPay card?

A. You may reset your PIN by calling e-QuickPay Customer Service at 1-800-503-1283. This number is available 24 hours a day, seven days a week.

Q. I tried to call the e-QuickPay Customer Support line and cannot get my balances and cannot figure out how to talk to a live person. Are there any shortcuts?

A. Yes, if you do not enter any selection after hearing the initial prompts, you will be connected to a customer service representative.

Paternity

Q. What are the benefits of establishing paternity?

A. Paternity establishment can provide basic emotional, social and economic ties between a father and his child. By establishing paternity, a father gains the right to seek custody and parenting time. The child gains certain rights and privileges. Among these may be rights to inheritance, rights to the father's medical and life insurance benefits, social security and possibly veterans' benefits. Children need two involved parents, and there is evidence that children benefit greatly when both parents are actively engaged in their lives.

Q. What will the CSE Investigator need to know to try to establish paternity?

A. The investigator needs as much information as you can give about the alleged father(s) and the facts about your relationship(s), your pregnancy, and the birth of your child. Some of these questions may be personal. The CSE must keep the information that you give confidential. The CSE requires the party seeking support to complete a questionnaire. You can complete the questionnaire and return in the mail or the CSE will mail the questionnaire to you and set an appointment for you to come to the office. The investigator can then assist you with completing the paperwork. You may need to provide birth certificates, proof of marriage, or court orders depending on the facts of your case.

What happens if I am not sure who the father is?

The more information that is provided to the CSE, the better the chances that paternity may be established. When more than one man could be the father of a baby, each may be required to take a genetic test. These tests are highly accurate, and it is almost always possible to determine who fathered a baby and to rule out anyone who did not.

Q. Can I change my mind after the Paternity Acknowledgement is signed?

A. Either party may rescind the Paternity Acknowledgement Affidavit no later than 60 days after the date of the latest signature. After 60 days, an Acknowledgment is considered final and it becomes more difficult to have the Affidavit set aside.

Q. How does genetic testing work?

A. The parties submit to a painless mouth swabbing (buccal swab) to take DNA to establish paternity. If paternity has not already been established, genetic testing may be available at no cost to you. Bring your photo identification to the testing. Testing is done at the CSE or we can arrange for the testing to be done at a lab closer to where you live. Test results are typically returned within a few weeks and have a 99% accuracy rate. The CSE mails the test results to the participants.