

CSPC Transition 2019

Frequently Asked Questions (FAQ)

Question	Response
1. What is the CSPC transition?	The current CSPC contract is expiring 6/30/19. A new vendor has been awarded the CSPC contract and will implement services on 7/1/19. Transition activities are ongoing to provide a smooth transition between vendors with little to no disruption to services. However, to ensure data integrity, some processes may be suspended temporarily to minimize risk to payment processing during the transition period.
2. What are the enrollment options during transition?	Starting 4/1/19, the enrollment form only has an option to select direct deposit. Customers not wanting direct deposit will receive checks. After 7/1/19, customers eligible for enrollment would receive the new enrollment packet and have an opportunity to select direct deposit, the new debit card, or be mandatorily enrolled in the new debit card if they do not indicate a choice.
3. Can I submit an old paper enrollment form requesting the e-Quick Pay Card?	Yes, old paper enrollment forms requesting the e-QuickPay card/debit card will be processed until 5/10/19. If the enrollment form is received after 5/10/19, you will receive an outreach letter from the new vendor acknowledging receipt and notifying you that a new enrollment package will be mailed in June. Please beware, all e-QuickPay cards will be transitioned to a new card by 7/1/19. Funds cannot be transferred to the new card. You will be required to spend down any funds on your e-QuickPay card. All disbursements will start going to your new debit card on 7/1/19.
4. Can I submit an old paper enrollment form requesting direct deposit?	Yes, all paper enrollment forms requesting direct deposit will be processed until 6/12/19. Direct deposit enrollment will resume on 7/1/19 and can be completed online or a paper enrollment form can be submitted.
5. I submitted my enrollment form requesting direct deposit but still receive checks (or disbursements on the e-QuickPay card), why?	Your enrollment form may have missing information preventing it from being processed. You may also submit a new enrollment form requesting direct deposit by requesting a copy of the form from your county CSEA. OR Your request to switch from e-QuickPay to direct deposit cannot be processed between 5/21/19 and 6/30/19 . After the CSPC transition on 7/1/19, you can enroll into direct deposit online or submit a paper enrollment form. You will likely receive mail about the new debit card during transition – Please disregard card information if you intend to utilize direct deposit. During transition, some of the printing timelines may overlap and cause unrequested information and/or debit cards to be received.
6. I do not have a bank account, what options are available to receive my child support?	You may enroll for the e-QuickPay debit card until 4/1/19 or receive checks until 7/1/19. On 7/1/19, you may enroll into the new debit card by submitting a paper enrollment form or completing the online enrollment process.
7. I currently receive payments through direct deposit, do I need to complete a new direct deposit enrollment for the new vendor on 7/1/19?	No, current direct deposit information will be transitioned to the new vendor. Disbursements will continue to be sent to your current account.