Electronic Resources for Employers

ADMINISTRATION FOR
CHILDREN & FAMILIES
Office of Child Support Services

Agenda

- Electronic Income Withholding for Support Orders (e-IWO)

- Electronic National Medical Support Notice (e-NMSN)

- OCSS Child Support Portal

ELECTRONIC INCOME WITHHOLDING FOR SUPPORT ORDERS (e-IWO)

Exchange IWOs Electronically

Electronic IWO (e-IWO) is an efficient and cost-effective way to electronically exchange IWO information between child support agencies and employers:

- Gets payments to families quicker

- Speeds the processing time from IWO preparation to employer processing

- Reduces errors from manual processing

- Eliminates cost of postage and processing paper documents

- Provides ongoing communication between child support agencies and employers

Factors to Consider When Deciding How to Implement e-IWO

- Do you receive a large number of IWOs each week?

- Do you have information technology (IT) resources available?

- Do you have available time to implement?

- Do you have access to a secure server?

e-IWO Server Implementation Options

System-to-System	No Programming Options	Transmission
• Consider for employers with large volume of IWOs • Offers flat file or XML schema • Receive IWOs in file/batches • Receive image-ready IWO in portable document format (PDF) format, at employer request • Requires employers to generate acknowledgments • Minimizes manual processing	**Option 1** • Receive IWO as a PDF • Send PDF acknowledgement **Option 2** • Receive IWO as PDF • Send Excel spreadsheet acknowledgement	• Uses Secure File Transfer Protocol (SFTP) or File Transfer Protocol Secure (FTPS) to retrieve and to drop off files from your server daily • Files can be encrypted using GNU Privacy Guard (GPG) to encrypt files; however, public keys will need to be exchanged. Encryption is required if the files are not behind a firewall.

New Option – e-IWO Online

- Programming or IT investment not required

- e-IWOs delivered to the OCSS Child Support Portal (Portal) for employers to download

- IWOs must be downloaded within three business days

- IWOs acknowledged using the Portal

- Email eIWOmail@acf.hhs.gov if you are interested in an e-IWO online overview

More Information About e-IWO

Electronic Income Withholding Order (e-IWO) Overview

The electronic Income Withholding Order (e-IWO) process is a cost-effective and efficient way for employers to process child support IWOs.

The e-IWO process lets you:

- Receive and process an electronic version instead of a paper IWO

- Send acknowledgements to the child support agency indicating whether you accept or reject the order

- Inform child support agencies about upcoming lump sum payments and employee terminations

There is no cost for you to use the e-IWO process! You can implement either our System-to-System Interface or our No Programming Option—it's your choice!

This is not an email service and there is no option for emailing IWOs to your organization.

e-IWO

ELECTRONIC NATIONAL MEDICAL SUPPORT NOTICE (e-NMSN)

e-NMSN Overview

State and employer benefits of using e-NMSN:

- Reduces errors from manual processing

- Supports virtual office environments

- Reduces costs of postage and processing paper documents

- Allows employer partners to implement health coverage sooner

e-NMSN Overview (hhs.gov)

e-NMSN Overview

e-NMSN Server Implementation Options

System-to-System	No Programming Options	Transmission
• Consider for employers with large volume of NMSNs • Offers flat file or XML schema • Receive NMSNs in file/batches • Receive image-ready NMSN in portable document format (PDF) at employer request • Requires employers to generate the Employer Response • Minimizes manual processing	Option 1 • Receive NMSN as a PDF • Send PDF Employer Response and/or Plan Administrator Response Option 2 • Receive NMSN as a download on OCSS's Portal • Upload Employer Response and/or Plan Administrator Response to OCSS's Portal	• Uses Secure File Transfer Protocol (SFTP) or File Transfer Protocol Secure (FTPS) to retrieve and to drop off files from your server daily • Files can be encrypted using GNU Privacy Guard (GPG) to encrypt files; however, public keys will need to be exchanged. Encryption is required if the files are not behind a firewall.

Preparing for e-NMSN

Employers need:

- Secure File Transfer Protocol (SFTP) Server or File Transfer Protocol Server (FTPS)

- Adobe Reader v. 10 or higher with Javascript for fillable PDF

Next Steps:

- Fill out profile form and FEIN spreadsheet (if applicable)

- Set up connectivity (We will help you!)

- Conduct a test

- Start receiving NMSNs electronically

More Information About e-NMSN

Electronic National Medical Support Notice (e-NMSN) Overview

The e-NMSN process is a cost-effective and efficient way for you to process medical support orders and reduce manual paper processing!

Employers, third-party processors, unions, and plan administrators can reap the benefits of using the e-NMSN process on OCSS's centralized hub.

- Receive and respond to registered child support agencies
- Increase accuracy and reliability of data
- Save time and money

Highlights

- NOTE: There's no cost to use the e-NMSN process!

- This is not an email service, and there is no option for emailing e-NMSNs to your organization.

- You'll continue to get a paper NMSN when a child support agency either hasn't implemented the e-NMSN process or cannot issue an e-NMSN for a specific case.

e-NMSN

ONLINE RESOURCE – CHILD SUPPORT PORTAL

Employer Information Status

- Displays the current status and allows you to submit address, point of contact, and other information important to child support agencies

- Report one consistent address for both New Hire and Quarterly Wage to eliminate address duplication in the NDNH

Employer Information Status (Cont'd)

- Add/Update address and point of contact information:
  - Payroll/IWO
  - NMSN
  - Verification of Employment
  - Workers' Compensation
  - Accounts Payable
  - Lump Sum
- Add/Update supplemental information (optional):
  - Medical, Verification of Employment, Pension Plan, TPP, and PEO

Report Lump Sums

- Use the Portal to notify states and territories about upcoming lump sum payments to employees who owe child support

- Lump sums include but are not limited to

  - Bonus
  - Cash service award
  - Commission
  - Retroactive pay increase

  - Severance
  - Sign-on bonus
  - Vacation pay

Report Lump Sums (cont'd)

The lump sum process matches the employee's Social Security number (SSN) to OCSS's debtor file (database of non-custodial parents with reported arrearages):

- Receive results for SSN entered online immediately

- Receive results for file uploads the next business day

Report Lump Sums (Cont'd)

- **No Match** – There is no match, so you can release the lump sum payment to the employee immediately. You do not need to contact the child support agency

- **Match** – There is a match and the child support agency identified should contact you about the lump sum

- **Contact State** – Need to contact the child support agency listed to determine if the lump sum should be attached

Report Termination

- Report terminations for employees with IWOs

- Report that the person you received an IWO for has never worked for your organization

- Report terminations for a single employee or through file upload

Communication Center

- Facilitates secure communication between child support agencies, employers, and OCSS staff
- Allows you to exchange personally identifiable information in a secure environment
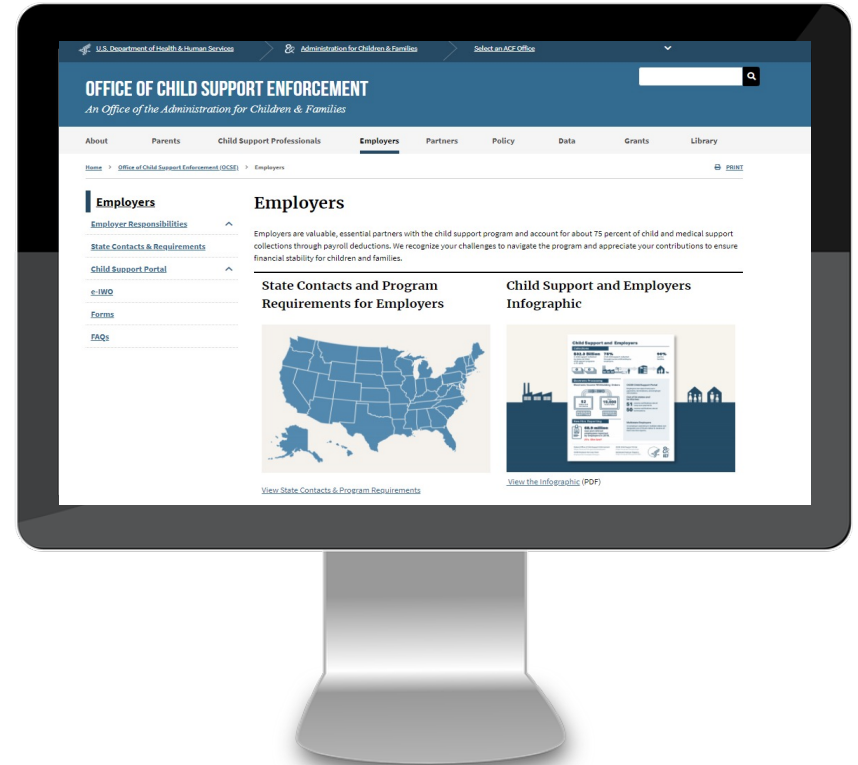
Communication Center (Cont'd)

- Offers the following communication topics:
    - General Case or Program Questions
    - Payment Inquiry
    - Lump Sum
    - Income Withholding Order
    - Medical Support Order
    - New Hire and Multistate Reporting
    - Verification of Employment

OCSE Portal

Resources

- [OCSS Website — Employer Page](#)

- [State Contacts and Requirements](#)

- [e-IWO](#)

- [Child Support Portal](#)

Employer Services Team Contact Information

General Inquiries
employerservices@acf.hhs.gov

Portal Registration,
Demonstrations, and Questions
employerportal@acf.hhs.gov

e-IWO
eIWOmail@acf.hhs.gov

e-NMSN
eNMSNmail@acf.hhs.gov