

Child Support (IV-D) Referrals for MA, CA & MAGI Cases

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Overview

Child Support (IV-D) Referrals are sent to ACTS when a parent/caretaker is receiving a Cash Assistance benefit for the child and/or Medical Assistance for a child and parent/caretaker. The process of sending a Child Support Referral in NC FAST requires that the worker create four pieces of evidence: Absent Parent, Child Support Enforcement, Absenteeism, and IV-D Referral. These must be entered in the order listed as they build upon each other.

- Currently Child Support Referral evidence should be entered through the Evidence Dashboard rather than the IEG.
- For both MAGI and Medical/Cash Assistance cases only submit a Child Support (IV-D) Referral after activation.
- Child Support (IV-D) Referrals must be generated and sent from the Income Support case/Insurance Affordability case where the child is a household member and has an active PDC with the child in the assistance unit.

Notes:

- When a Cash Assistance PDC terminates, a new Child Support (IV-D) Referral must be keyed for the existing active MA product with a child(ren) in the assistance unit, even if a previous Child Support (IV-D) Referral was entered.

- The process for entering a Child Support (IV-D) Referral is different between Income Support and Insurance Affordability cases. These differences are outlined below. Follow the Step-by-Step Instructions for detailed steps based on case type.
- Always create a Child Support (IV-D) Referral on the Cash Assistance case if both Cash Assistance and Medical Assistance exist. If Cash Assistance closes and Medical Assistance remains active, send the referral from the MAGI case.
- Medical Assistance and MAGI cases eligibility should be determined without consideration to existing sanctions for non-cooperation with Child Support Services. NC FAST functionality is being updated to support this requirement. Until that time, please refer to the DHB Administrative Letter NO:02-20, Child Support Guidance Eligibility Verification for guidance.

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Cash/Medical Assistance

1. Check if parent already has an active Child Support (IV-D) Referral. If an active Child Support (IV-D) Referral already exists, there is not a need to proceed.
2. Add the following evidences to the integrated case:
 - Absent Parent
 - Child Support Enforcement
 - Absenteeism
 - IV-D Referral
3. Activate product.
4. Send IV-D Referral from Income Support case.

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MAGI Medicaid

1. Check if parent already has an active Child Support Referral. Check if parent already has an active Child Support (IV-D) Referral. If an active Child Support (IV-D) Referral already exists, there is not a need to proceed.
2. Activate product.
3. Add evidence to integrated case:
 - Absent Parent, Child Support Enforcement, Absenteeism & IV-D Referral
4. Send IV-D Referral from Insurance Affordability case.

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Step-by-Step Instructions

Note: Entering evidence is where the process differs between Cash/Medical Assistance and MAGI Medicaid when entering IV-D Referral evidence.

- **CASH/MEDICAL ASSISTANCE:** Add the IV-D Referral evidence while managing evidence on the Dashboard of the Income Support case and prior to activating the PDC.
- **MAGI MEDICAID:** Activate the PDC prior to adding the IV-D Referral evidence on the Dashboard of the Insurance Affordability Integrated case.

Entering Evidence

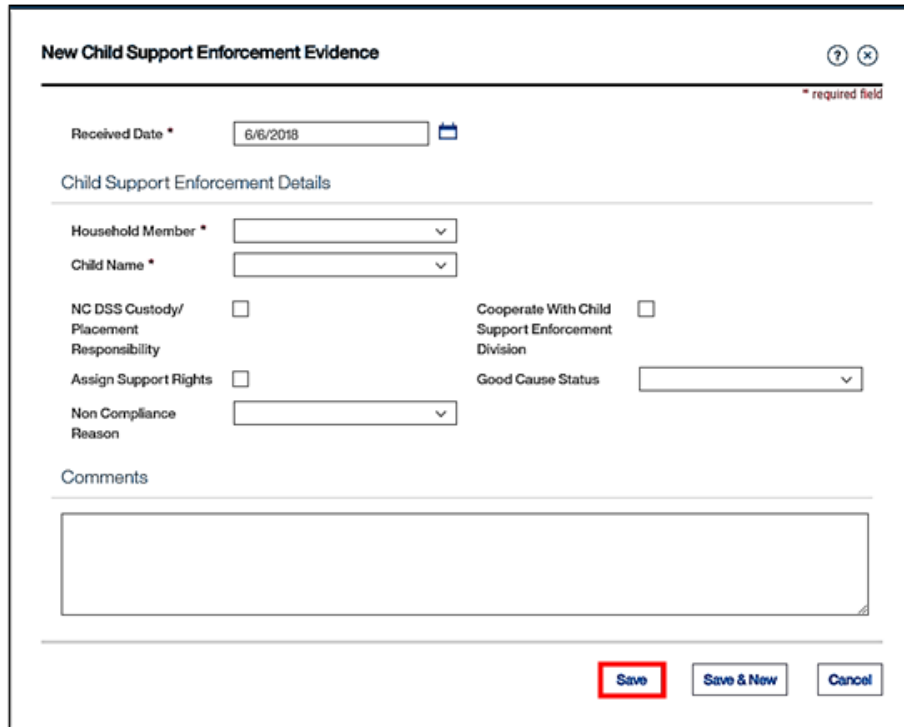
Note: The four pieces of evidence must be entered in this order:

- **Absent Parent**
- **Child Support Enforcement**
- **Absenteeism**
- **IV-D Referral.**
 1. Search for the absent parent, if not found; complete the registration process if name, date of birth and address are known.
 2. Navigate to the desired Income Support case or Insurance Affordability case then click the **Evidence** tab.
 3. The Evidence Dashboard displays. Click the + sign to the right of the Absent Parent evidence in the Household section.
 4. The New Absent Parent evidence pop-up appears. Complete the Absent Parent Details section:
 - a. Click the **magnifying glass** to search for the registered absent parent then select the appropriate record. No additional information is required.
 - b. If the absent parent is unable to be registered in NC FAST, enter all the known information in the Absent Parent Details section of the new Absent Parent evidence pop-up. This will create a prospect person.
 - c. Click **Save**.

Note: If the custodial parent does not provide the absent parent's address, leave the Address fields blank. Do not enter UNKNOWN in the address fields.


5. From the Evidence Dashboard, Click the + sign to the right of the Child Support Enforcement evidence.
6. The new Child Support Enforcement Evidence pop-up appears.
7. Click the **Household Member** drop-down.
 - a. In a non-foster care referral, select the Parent or Caretaker in the Household Member field.
 - i. Indicate if the parent assigns their rights to Child Support to the State.
 - ii. Indicate if there is Good Cause by selecting the **Noncompliance Reason** and the **Status of the Good Cause**.
 - iii. Indicate if the parent is willing to cooperate with Child Support Enforcement.
 - b. In a foster care referral, enter the child in the Household Member field.
 - i. Indicate if the child is in DSS custody.
 - ii. Indicate if the child assigns their rights to Child Support to the State.
 - iii. Indicate if there is Good Cause by selecting the **Noncompliance Reason** and the **Status of the Good Cause**.
 - iv. Indicate if the parent is willing to cooperate with Child Support Enforcement.
8. Click the **Child Name** drop-down.
 - a. In a non-foster care referral, enter the child who is deprived of parental support in the Child Name field.
 - i. Indicate if the parent assigns their rights to Child Support to the State.
 - ii. Indicate if there is Good Cause by selecting the **Noncompliance Reason** and the **Status of the Good Cause**.
 - iii. Indicate if the parent is willing to cooperate with Child Support Enforcement.
 - b. In a foster care referral, enter the child in the Child Name field.
 - i. Indicate if the child is in DSS custody.
 - ii. Indicate if the child assigns their rights to Child Support to the State.
 - iii. Indicate if there is Good Cause by selecting the **Noncompliance Reason** and the **Status of the Good Cause**.

- iv. Indicate if the parent is willing to cooperate with Child Support Enforcement.
- c. Click **Save** and repeat for each child being referred.



New Child Support Enforcement Evidence ? ×

* required field

Received Date * 

Child Support Enforcement Details

Household Member *

Child Name *

NC DSS Custody/Placement Responsibility ☐

Cooperate With Child Support Enforcement Division ☐

Assign Support Rights ☐

Good Cause Status

Non Compliance Reason

Comments

Save **Save & New** **Cancel**

9. The Evidence Dashboard displays. Click the + sign to the right of the Absenteeism evidence on the Evidence Dashboard.
 - a. The New Evidence pop-up appears. Select the appropriate Absent Parent.
 - b. Select **Child Support Enforcement**.
 - c. Click **Next**.
 - d. Complete any known details regarding Paternity, Court Order, and/or Child Being Referred.
 - e. Under the Child Support Order section enter the amounts of support received monthly, if known, as described below:
 - i. **Amount of Child Support:** Amount the Absent Parent pays monthly.
 - ii. **Support Ordered/Modified:** Court ordered monthly amount that the AP is required to pay claimant for child support.
 - iii. **Amount of Arrearage:** Total amount that the AP is behind in monthly payments to the Parent/Caretaker.

- iv. Click **Save** and repeat for any additional absent parents and/or multiple Child Support Enforcement evidence.
10. The Evidence Dashboard displays. Click the + sign to the right of the IV-D Referral evidence in the Household section.
- a. The IV-D Referral pop-up appears.
 - i. Click the **Absent Parent** drop-down then select the **Absent Parent** name.
 - ii. Click **Next**.
 - iii. The IV-D Referral Evidence page displays.
 - iv. Click **Save**.
 - v. The New IV-D Referral Evidence pop-up appears.
 - b. Complete the Spousal/Medical Support Order section as follows:
 - i. **Spousal Support Amount:** Monthly amount the AP pays claimant for Spousal Support.
 - ii. **Amount of Spousal Support Ordered/Modified:** Court ordered monthly amount that the AP is required to pay claimant for Spousal Support.
 - iii. **Amount of Spousal Arrearage:** Total amount that is overdue by the AP to pay the claimant for Spousal support.
Note: The medical support information listed below refers to all dependents.
 - iv. **Medical Support Amount:** Monthly payment the AP pays for dependent Medical Support.
 - v. **Amount of Medical Support Ordered/Modified:** Court ordered monthly amount that the AP is required to pay for dependent Medical Support.
 - vi. **Amount of Medical Arrearage:** Total amount that is overdue by the AP to pay for dependent Medical Support.
 - c. Enter known details about the absent parent in the remaining sections of the New IV-D Referral Evidence pop-up. Provide details about the AP only as they are relevant to the case head or payee.
 - d. Click **Save** and repeat for any additional absent parents.
11. The Evidence Dashboard displays. Click the **Page Actions Menu** then select **Apply Changes** to activate any In edit evidence.

Note: Absent Parent Child Support evidence or Child Support Expense evidence, located in the Income and Expense sections, are not used in a Child Support (IV-D) Referral. These evidence types are used by various programs to determine if a person meets the income test for benefit eligibility.

12. Click the **Eligibility** tab then select the **Eligibility Checks** folder.

13. Click the **Check Eligibility** hyperlink.

14. The Check Eligibility pop-up appears. Click **Yes**.

15. The Eligibility Checks page displays. Click the **toggle** to review the decisions.

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Review the following before sending a Child Support (IV-D) Referral

1. **Household/Member Relationship Evidence:** If relationship evidence is not added correctly, it will result in incorrect triggers being sent to ACTS resulting in an incorrect Child Support (IV-D) Referral.
2. **Child Support Enforcement Evidence:** Ensure the household member and the child name fields have been populated correctly. The child should not be selected as the household member unless the child is in foster care.
3. Verify the child is an active household member with an active PDC on the integrated case you intend to send the Child Support (IV-D) referral from.

Note: Child Support (IV-D) Referrals cannot be resent from the same integrated case for the same individuals. If a Child Support (IV-D) referral is sent incorrectly and is not processed by ACTS, a new integrated case will be required to send a new Child Support (IV-D) Referral.

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Send the IV-D Referral

Note: The Child Support (IV-D) Referral should be sent only after activation. This can occur right at the end of the application process when a product is activated or later, on a pre-existing case.

1. Navigate to the Income Support or Insurance Affordability case home page.
2. Click the **Tab Actions Menu** then select **Send IV-D Referral**.
3. The Send IV-D Referral pop-up appears. Select the **checkbox** next to the appropriate Referral(s) then click **Send**.

Notes:

- If the Send IV-D Referral pop-up is empty, this often means that the worker is trying to send a referral on a product in which there is not a child receiving a benefit or the required evidences are not present.
- To confirm the Child Support (IV-D) Referral was sent, refer to the context panel on the PDC. An ACTS Referral ID and ACTS Referral Date assigned should be visible, as shown below.

Family and Children's Medicaid - MAGI	
Insurance Affordability - 352004269	
ACTS Referral ID	3000126464
ACTS Referral Date	6/6/2018
Start Date	5/1/2018
Latest Decision Date	4/30/2019

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Updates to ACTS post IV-D Referral creation

Notes:

- At this time functionality is not available to resend a Child Support (IV-D) Referral or to send additional information regarding new absent parents or updated absent parent information not previously sent with the initial referral.
- If additional information is needed to notify Child Support of a new absent parent or updates to information regarding a current absent parent's information, please send this information through a case note on the custodial parent/caretaker or foster child's person page.

If after the Child Support (IV-D) referral has been sent and additional information has been received that the prospect absent parent can now be registered, the following steps should be completed:

1. Navigate to the Prospect Person Absent Parents person page.
2. Click the **Tab Actions Menu** then select **Register**.
3. Complete registration steps.

Notes:

- To complete registration steps, Refer to *Registering Persons Job Aid*.



- Once this prospect person is registered, the Absent Parent information will be updated on the Income Support /Insurance Affordability case, with the now registered client.
- ACTS will receive triggers regarding this update.

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