

Application for Child Support Services

Children Receiving ARKids 1st



**Arkansas Office of
Child Support Enforcement**

Application For Child Support Services

This application is for custodial parties whose children are the only recipients of Medicaid/ARKids 1st in the family. There is no application fee required, and you will not be charged fees for child support enforcement services as long as your child receives Medicaid/ARKids 1st.

If you are receiving Medicaid coverage for yourself or receive Transitional Employment Assistance (TEA), do not fill out this application. The Department of Human Services (DHS) will provide information to OCSE and a case will be opened for you. Please contact the closest child support office to confirm that a case has been opened.

If you or your children are not receiving Medicaid, ARKids 1st, or TEA, you will need to fill out a different application – the “Custodial Parent Application for Child Support Services.” You may get a copy of the application from a local child support office or by going to our website at www.childsupport.arkansas.gov.

You May Apply For Services If...

You may apply for services if you are the child’s parent, legal guardian, or caretaker of a child under 18 years of age and who is in your care.

OCSE Will Provide The Following Services

- Establish paternity for a child
- Establish an order for financial and medical support
- Find a noncustodial parent
- Collect child support payments
- Modify your present child support order

OCSE Will Determine The Best Enforcement Methods Available

Each case is different. We will carefully study your case to decide which enforcement methods will be most effective. Depending on the individual situation, we may take any or all of the following actions:

- Contact the noncustodial parent
- Withhold child support from wages and lump sum payments
- Instruct an employer to enroll a child on a noncustodial parent’s health insurance policy
- Withhold child support from unemployment and worker’s compensation benefits
- Suspend a driver’s, commercial driver’s, recreational, occupational, business, or technical license
- Intercept a tax refund
- Report the debt to credit bureaus
- Garnish or freeze bank accounts or other assets
- Notify the employer of the obligated parent to enroll the child in a health plan
- Place a hold on the issuance and reissuance of a passport
- Use other legal actions and collection remedies

OCSE does not have the authority to provide assistance with custody or visitation problems.

Medical Support

Federal regulations require OCSE to establish and/or enforce medical support for children receiving child support services. OCSE must establish an order providing for the health care needs of the children. Either parent may be ordered to provide insurance if it is available at

a reasonable cost. If neither parent voluntarily obtains medical insurance, the decision will be made by the court. If you are ordered to provide medical coverage but fail to enroll the child, a notice will be sent instructing your employer to enroll the child in your health care plan and deduct the premiums from your wages.

Child Support Guidelines

The Arkansas Supreme Court has established guidelines for setting support awards. The amount of support due will be based on the noncustodial parent's ability to pay according to these guidelines.

Modification

You may request a review of your court order once every three years. If the amount of support ordered is different than the amount that should be paid according to the guidelines and there has been at least a 20% or \$100 per month gross income change in the noncustodial parent's gross income, OCSE will initiate action necessary to change the court order.

A significant change in circumstances is required before OCSE will conduct a review more often than once every three years. See your caseworker for more information.

Legal Representation

OCSE attorneys do not represent either party, but rather the State's interest in seeing that the children receive the support to which they are entitled. You are not required to hire a private attorney, but you may choose to do so. OCSE will work with your attorney, unless you instruct us to close your child support case. You or your attorney must contact us before taking any action that may affect your case. You or your attorney must give us copies of any documents or court orders that affect your child support case.

The noncustodial parent may also hire an attorney. Inform us immediately if you get letters or documents from the noncustodial parent or his or her attorney.

We Will Keep Accurate Records Of Child Support Payments

After your case is open, the noncustodial parent or his or her employer must send all child support payments to the Arkansas Child Support Clearinghouse.

Collections will be disbursed to you for the amount of the current support plus any past due support owed to you. Any child support due but not paid during the period in which you received TEA is owed to the State. Federal tax refunds intercepted will be applied first to any debt owed to the State as a result of past TEA or Foster Care payments made to you or on behalf of your child. Payments from any other source will be distributed to current support and past due obligations owed to you first. Monies collected in excess of what is owed to you will be distributed to the debt owed to the State.

Some noncustodial parents owe support to more than one household. When these parents do not make a full monthly payment, each household receives an amount equal to its percentage share of the total owed.

While OCSE makes every effort to correctly post and apply payments to your case, situations do occur that can result in money being sent to you that you are not entitled to keep. If you receive money that you are not entitled to keep or the IRS takes back a tax refund paid on your case, you will be notified as soon as OCSE knows of the problem. If an overpayment occurs in your case, OCSE will outline repayment options that you may choose so that you can return the money in a way that is easiest for you and your particular situation. Those options may include returning the payment in full or permitting OCSE to

recover the payment by withholding a portion of the child support payments received in your case until the money is paid back. **The child support services that you receive will not be affected by your choice regarding any requested repayment.** In all cases, Arkansas law requires OCSE to take all appropriate actions necessary to recover the money. If you fail to make arrangements to return the money that you are not entitled to keep, OCSE may take legal action against you.

Arkansas State Claims Commission

The Arkansas State Claims Commission does not have any information concerning your child support case and can only address issues dealing with a payment that was actually received by the Arkansas Child Support Clearinghouse and that you claim was mishandled in the way it was received, processed or sent out to you. The Arkansas State Claims Commission cannot address any other aspect of your child support case. If you believe a mistake, which has not been resolved by OCSE, has occurred dealing solely with the way the Arkansas Child Support Clearinghouse has received, handled, or sent to you a child support payment, you may file a claim for the amount you believe you have lost with the Arkansas State Claims Commission. You may request a form and instructions on how to file that form from the Arkansas State Claims Commission by calling (501) 682-1619 or by going to their website at www.claimscommission.ar.gov.

We Protect Your Privacy

Your privacy is protected by State and federal laws and regulations. OCSE will not give information about you to the noncustodial parent or other people without your permission except as permitted or as required by law. We may, as required by State or federal law,

provide information about your case to other agencies, such as welfare agencies or child support agencies in other states.

Customer Service

Should you have any questions or concerns regarding your case, please contact the local office assigned to your case. While you will have a caseworker assigned to you, other personnel in the local office will be able to assist you. Local office contact information is listed in this booklet.

As with any business, issues may come up which are difficult to resolve. If your local office is unable to answer your questions or concerns to your satisfaction, you may request an administrative review of your case. An office manager will conduct a review. You will be asked to submit your concern in writing. An Administrative Review Request form is available for your convenience in each office, as well as on the OCSE website. You may also request an administrative review in letter form.

The office manager will review your case thoroughly and provide a written response detailing his or her findings and any necessary action that will be taken to address your concerns. That written response will be mailed to you within 10 days of receipt of your request.

When You No Longer Receive Public Services

If your child's ARKids 1st case closes, your child support case will remain open and you will be charged fees for child support services. For more information on fees, go to our website at www.childsupport.arkansas.gov. If you choose, you may close your child support enforcement case by notifying the local OCSE office in writing that you want to close your case.

You May Close Your Child Support Enforcement Case

If you want to close your enforcement case, send a written request to your local OCSE office. When we receive your request, we will no longer enforce your case. **Any payments will continue to be processed through the Arkansas Child Support Clearinghouse.**

If you close your case and have received cash assistance such as Transitional Employment Assistance (TEA) or Aid to Families with Dependent Children (AFDC) in the past, OCSE will continue to intercept federal income tax refunds owed to the noncustodial parent to repay any unreimbursed grant due to the State that was due but not paid during the time you received assistance.

If you owe fees and costs for the services provided to you, you will be responsible for the payments of that debt and will receive a separate letter advising you of the balance owed and the options available for paying the amount owed.

OCSE May Close Your Child Support Case

OCSE may close your case if any of the following occur:

- You intentionally withhold important information
- You accept child support payments directly from the noncustodial parent and do not send it to the Arkansas Child Support Clearinghouse
- You fail to cooperate in completing required forms or providing requested information
- You move and do not leave a forwarding address or phone number. We will mail a closure letter to your last

known address. If you do not respond to the letter, we will close your case. You will be responsible for reimbursing OCSE for any unpaid legal costs.

Automated Payment Information

You may obtain payment information 24 hours a day, 7 days a week online at www.childsupport.arkansas.gov by logging on to OCSE MyCase or by calling 1-800-264-2445.

Receiving Your Child Support Payment

Payments are normally sent by electronic means to a prepaid debit card issued to you or by direct deposit to a bank account. Once a child support order is entered, a prepaid debit card will be issued to you automatically and mailed to your address. There are no requirements for receiving payments on the prepaid debit card. This is a prepaid card, not a credit card. There is no bank account or credit check required. Your payments are loaded directly on the card, and you can use the card to make purchases or get cash, and transfer money from the prepaid card to another bank account.

If you prefer to receive payments by direct deposit, you may print a direct deposit request form from the OCSE website at www.childsupport.arkansas.gov and go to Resources/Forms and Publications / Direct Deposit Enrollment. Or you may request a form from your local office.

If electronic payments of your child support poses a hardship, you may submit an exemption request to receive payments by paper checks. Contact your local office and they'll provide you with the required form.

Processing Your Request for Child Support Services

Please sign the contract and complete the application fully and sign it. Unsigned and incomplete applications or contracts will be returned to you. The disclosure of your Social Security number is mandated by Public Law 104-193 in order that the Office of Child Support Enforcement may provide services related to the establishment of paternity and the establishment, modification, and enforcement of child support obligations.

Mail or bring the signed application and the signed Contract for Child Support Services to your local child support office. The original signed contract will be retained in your file; please keep a copy for your files.

Along with the application and contract for services, include certified copies of the original child support order, if there is one. If the original order has been modified (changed) one or more times, include certified copies of the modified orders.

If payments have been made to you through another state or through the Clerk of Court, include a certified copy of the child support pay records. You can get pay records from the Clerk of Court in the county and state where the order was filed or from the child support clearinghouse where you were receiving support. Include a statement, signed by you, listing all payments you received directly from the noncustodial parent or putative father.

If you ask OCSE to establish paternity for a child, please provide a copy of the child's birth certificate. If both parents signed an Acknowledgement of Paternity, provide that form. Copies of these forms are available at the Vital Records agency in the state where the child was born.



Arkansas Child Support Enforcement Offices

Local Office	Physical Address	Mailing Address	Phone	Counties Served
Batesville Extension Office	1602 Batesville Blvd. Batesville, AR 72501	OCSE P. O. Box 3881 Batesville, AR 72503	870-251-4333 888-422-4780	Cleburne, Fulton, Independence, Izard, Stone
Benton Regional Office	318 Edison Avenue Suite 4 Benton, AR 72015	OCSE 318 Edison Ave., Ste. 4 Benton, AR 72015	501-860-6162 888-707-6273	Grant, Hot Spring, Saline
Berryville Extension Office	803 Champlin Street Berryville, AR 72616	OCSE P. O. Box 637 Berryville, AR 72616-0637	870-423-2979	Baxter, Boone, Carroll, Marion, Newton
Blytheville Extension Office	1102 Byrum Road Blytheville, AR 72315	OCSE P.O. Box 28 Blytheville, AR 72316-0028	870-763-5970	Mississippi
Camden Extension Office	151 Adams SE Camden, AR 71701	OCSE P.O. Box 580 Camden, AR 71701-0580	870-837-1838 800-300-6897	Calhoun, Cleveland
Conway Extension Office	2455 Washington Ave, Ste 107 Conway, AR 72032	OCSE 2455 Washington Ave, Ste 107 Conway, AR 72032	501-329-1721 800-564-4111	Faulkner, Searcy Van Buren
El Dorado Regional Office	307 American Road Suite 140 El Dorado, AR 71730	OCSE P.O. Box 570 El Dorado, AR 71731	870-862-9785	Calhoun, Columbia, Dallas Union
Fayetteville Regional Office	122 N. Bloomington Suite A Lowell, AR 72745	OCSE P.O. Box 769 Lowell, AR 72745	479-770-5443	Benton Madison Washington
Forrest City Regional Office	3945 N. Washington Forrest City, AR 72335	OCSE P.O. Box 1855 Forrest City, AR 72336-1855	870-633-7745 866-633-7745	Cross, Lee, Monroe, St. Francis, Woodruff
Hope Regional Office	811 N. Hervey Hope, AR 71801-1261	OCSE P.O. Box 1261 Hope, AR 71802-1261	870-777-8400 800-770-8401	Hempstead, Howard, Little River, Nevada, Pike
Hot Springs Extension Office	2228 Albert Pike, Suite H Hot Springs, AR 71913	OCSE 2228 Albert Pike, Ste H Hot Springs, AR 71913	501-321-1561	Clark Garland
Jonesboro Regional Office	2006 Latourette Drive Jonesboro, AR 72403	OCSE P.O. Box 16600 Jonesboro, AR 72403-6709	870-972-5510 888-390-5510	Craighead Greene Poinsett
Little Rock Regional Office	400 East Capitol Little Rock, AR 72202	OCSE P.O. Box 8057 Little Rock, AR 72203	501-371-5400	Pulaski Perry

Local Office	Physical Address	Mailing Address	Phone	Counties Served
Lonoke Extension Office	115 Jefferson Street Lonoke, AR 72086	OCSE P.O. Box 499 Lonoke, AR 72086-0499	501-676-2736	Lonoke
McGehee Extension Office	504 Hwy 65 North McGehee, AR 71654	OCSE 504 Hwy 65 N McGehee, AR 71654	870-222-4818 866-222-4525	Chicot Desha
Mena Extension Office	806 10 th Street Mena, AR 71953	OCSE 806 10 th St. Mena, AR 71953	479-394-6339 800-553-4752	Montgomery Polk Scott
Monticello Regional Office	428A West Gaines Monticello, AR 71655	OCSE 428A West Gaines Monticello, AR 71655	870-367-8763 800-358-3026	Ashley Bradley Drew
Pine Bluff Regional Office	2801 Olive Street Suite 6B Pine Bluff, AR 71611	OCSE P. O. Box 5809 Pine Bluff, AR 71611-5809	870-534-5271	Jefferson Lincoln
Pocahontas Extension Office	1905 Old County Rd Pocahontas, AR 72455	OCSE P.O. Box 427 Pocahontas, AR 72455	870-892-4911 877-744-7770	Clay, Jackson, Lawrence, Randolph, Sharp
Russellville Regional Office	800 East Main Street Suite A Russellville, AR 72801	OCSE 800 E Main St, Ste A Russellville, AR 72801	479-968-7051 800-342-5512	Conway, Johnson, Pope, Yell
Searcy Regional Office	2701 East Race Suite 2 Searcy, AR 72143	OCSE P.O. Box 590 Searcy, AR 72145-0590	501-268-6164 800-647-1677	Prairie White
Stuttgart Extension Office	211 South Leslie Street Stuttgart, AR 72160	OCSE P.O. Box 970 Stuttgart, AR 72160-0911	870-673-2721	Arkansas
Texarkana Extension Office	210 N. State Line Ave. Suite 400 Texarkana, AR 71854	OCSE 210 N. State Line Ave. Suite 400 Texarkana, AR 71854	870-772-3443 866-213-6643	Lafayette, Miller, Sevier
Van Buren Regional Office	3132 Alma Blvd. Van Buren, AR 72956	3132 Alma Blvd. Van Buren, AR 72956	479-471-8855 800-219-0134	Crawford, Franklin, Logan, Sebastian
West Helena Extension Office	648 North Sebastian W. Helena, AR 72390	OCSE P.O. Box 2502 W. Helena, AR 72390-0502	870-572-3545 800-304-4844	Phillips
West Memphis Extension Office	3821 N. Airport Road Marion, AR 72364	OCSE 3821 N. Airport Road Marion, AR 72364	870-739-2555	Crittenden



Office of Child Support Enforcement

Office Use Only	
Date Requested:	_____
Date Provided:	_____
Fee Paid: _____	Date Received: _____
Receipt #: _____	Case ID: _____

Application for Child Support Services for Children Receiving ARKids 1st

Fill out the application completely. The more information we have, the better we are able to help you.

The disclosure of your Social Security number is mandated by Public Law 104-193 in order that the Office of Child Support Enforcement may provide services related to the establishment of paternity and the establishment, modification, and enforcement of child and/or medical support obligations.

Bring your completed contract and application to the local child support office nearest you or mail it to **OCSE, P.O. Box 8133, Little Rock, AR 72203.**

Be sure to attach:

- Copies of the original child support order, if there was one, and any modified (changed) orders
- Payment records from the clerk of court or another state child support agency
- The child's or children's birth certificates and an Acknowledgement of Paternity, if one was signed

Information About The Children
Please provide the following information for each child for whom you are seeking services.

Name (First, Middle, Last)	Sex	Date of Birth	Social Security Number	Place of Birth (County & State)	Paternity Acknowledgment Signed at Hospital?

Information About You	
Name	
Physical Address	
City, State, and Zip	
Mailing Address	
City, State, and Zip	
Phone	Home () Work () Cell ()
Email	
Social Security Number	Date of Birth
Employer Name	
Address	
City, State, and Zip	
Employer Phone Number	
Is health insurance available through your employer? Yes No	
Are you the biological parent of the child for whom you are requesting services? Yes No If not, please explain your relationship to the child: _____	
If you are the parent of the child or children for whom you are requesting service, please answer the following: Are you currently or have you ever been married? Yes No (circle one) If yes, please provide the following information: Name of current spouse: _____ Date of marriage: _____ Name of past spouse(s): _____ Date(s) of marriage: _____ Dates of divorce: _____	
Are you or your children under an order of protection? Yes No (circle one) If yes, please provide a copy of the order.	
Are you currently receiving SSI, SSA/SSD, VA Benefits, or Worker's Compensation? Yes No (circle one) If yes, please circle all that apply.	
Do you receive, for yourself and /or the children listed below, TEA, Medicaid, or ARKids 1 st A or B? Yes No (circle one) If yes, please circle all that apply and provide your case number. TEA _____; Medicaid _____; ARKids 1 st A or B _____	
Have you ever in the past received cash public assistance? Yes No (circle one) If yes, please provide the state or tribal name(s) and the timeframe during which assistance was received. State or tribe: _____ Years of assistance: from _____ to _____ State or tribe: _____ Years of assistance: from _____ to _____ State or tribe: _____ Years of assistance: from _____ to _____	
Do you have an attorney representing you on any matter related to the other parent? Yes No If yes, please provide the following information about the attorney: Name: _____ Address: _____ Phone number: _____	

Information About The Noncustodial Parent

You may or may not know the following information about the noncustodial parent. Please provide information to the best of your ability.

Name			
Physical Address			
City and Zip			
Mailing Address			
City and Zip			
Phone	Home ()	Work ()	Cell ()
Email			
Social Security Number			Date of Birth
Employer Name			
Address			
City and Zip			
Physical Description of the noncustodial parent: Eye Color _____ Hair Color _____ Height _____ Weight _____ Race _____ Marks (tattoos, scars, piercings, etc.) _____			
What are the names of the mother and father of the noncustodial parent (even if deceased)? Father's full name: _____ Mother's full name, including maiden name if known: _____			
Does the noncustodial parent currently receive SSI, SSA/SSD, VA Benefits, or Worker's Compensation or TEA? Yes No If yes, please circle all that apply.			
Has the noncustodial parent ever been in the military? Yes No (circle one) If yes, what branch?		Has the noncustodial parent ever been in jail or prison? Yes No (circle one) If yes, where?	
Does the noncustodial parent own a car? Yes No (circle one) Year _____ Make/Model _____ License Number _____ State _____			
If the noncustodial parent is currently unemployed, please provide the information for the last known employer to the best of your knowledge: Company name: _____ Address: _____ Phone: _____			
Is the noncustodial parent currently married? Yes No (circle one) If yes, list name of the current spouse: _____			
Is the noncustodial parent represented by an attorney? If yes, please provide the following information about the attorney: Name: _____ Address: _____ Phone: _____			

Please list any other information that you feel will help OCSE in working your case. For example: professional, business, or a commercial driver's license; other names he or she may use; or address where his or her parents reside.

Your Legal Status With The Noncustodial Parent

(circle one)

- Married Date married: _____
- Separated Date separated: _____
- Divorced Date divorced: _____ Courthouse where divorce filed: _____
- Never married
- Relative How are you related? _____
- I am not related to the noncustodial parent

Is the noncustodial parent ordered by a court to pay child support? Yes No (circle one)

If Yes, which court (location)? _____ What was the court date? _____

What is the court-ordered dollar amount? _____ Weekly, monthly, bi-weekly (circle one)

Amount of back support owed: _____ as of _____ (date)

Date and amount of last payment: _____

Medical Insurance Information

Does the child or children currently have health insurance coverage other than ARKids 1st? Yes No

If yes, please provide the following information:

Name of Insurance Company: _____

Address, City and Zip: _____

Policy Number: _____

Subscriber Number: _____

If the children have additional health insurance coverage, what is the relationship to the children of the person who is providing the coverage? _____

I prefer to have the responsibility to provide medical insurance for the child or children listed above.

Yes No (circle one)

How did you learn about our services? (Circle all that apply)

- Radio
- Television
- Newspaper advertisement
- Brochure
- Educational presentation

- Expos and fairs
- Another state agency
- Referred by someone
- I am re-opening my case
- Other - please explain _____

Signature _____ Date _____

Contract for Child Support Services

The applicant hereby and herein:

1. Authorizes the agency to assign legal counsel of its choice to act on behalf of the agency and applicant's assigned interest, and be the attorney of record for the agency to establish paternity and/or a monthly support obligation, and to enforce payment of such obligation. The attorney does not represent the applicant. There is no attorney/client relationship created between the applicant and the attorney.
2. Understands that the OCSE attorney represents the State's interest in having children adequately supported and in collecting overdue support. The applicant retains the right to employ separate private counsel.
3. Agrees that the agency shall have the right to collect from the noncustodial party both current and past due support payments in the amount provided by the support order.
4. Agrees that the agency, rather than the Applicant, shall have any and all rights, title and interest in any and all property belonging to the noncustodial parent against which a claim may be placed for the collection of child/spousal support.
5. Agrees to forward to OCSE any and all support payments which he or she receives directly from the noncustodial parent after the date of acceptance of this application and contract.
6. Agrees to notify OCSE of any changes in the applicant's address.
7. Agrees to notify OCSE of any Court action which may change or affect the support order.
8. Agrees that the agency retains all rights to enforce and collect child support arrearages and child support judgments in an amount equal to any unreimbursed Transitional Employment Assistance (TEA) grant which the applicant received prior to this contract regardless of the termination of this contract.
9. Understands the agency will disburse support payments electronically to a prepaid debit card unless the Applicant requests payment to be made by direct deposit or is granted an exemption.
10. Acknowledges that if situations occur where money is received to which the Applicant is not entitled, the money must be returned voluntarily to OCSE, or, as required by Arkansas law, OCSE will take the appropriate actions necessary to recover that money. Any decision made regarding the method of recovery of the money will not preclude or affect child support services being provided to you by OCSE.

The agency herein:

1. Agrees to provide assistance in establishing a support obligation and paternity if needed, and/or collecting support on behalf of the applicant's minor children in such amount as is, or may be, provided for by a support order.
2. Agrees to assign legal counsel for establishment, collection and enforcement of child support (including paternity establishment), and medical insurance premiums. The agency undertakes no representation of the applicant on custody, visitation or any other legal issues. Applicant retains the right to employ separate private counsel to represent applicant on any and all issues.
3. Agrees that the applicant retains the right to hire private counsel to represent his/her interests in any issue.

4. Agrees to exercise reasonable effort to establish an obligation and to make collections of child support on behalf of the applicant's children and spousal support on behalf of applicant, if included in an existing child support order.

5. Agrees to post and disburse, within two business days, amounts collected on behalf of the applicant less the deduction for costs as specified herein. EXCEPTION: A disbursement of collections made through offset of tax refunds will be made in the month following the month in which the collection is received. Federal tax refunds may be delayed up to six months if the refund was based on a joint return.

The State will exercise its right to collect support arrearages accrued during any period of time the applicant received TEA until the debt to the State is satisfied regardless of the cancellation or termination of this contract.

Signature of Applicant for Services

Date

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