



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for County Operations
for Human Services

February 10, 2022

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Smart Pay Options

REQUIRED ACTION: Information Only Time Sensitive Immediate

Paying child support in North Carolina, just got easier! Effective February 16, 2022, Noncustodial Parents and Employers will be able to make child support payments using a credit or debit card by calling the North Carolina Child Support Services Interactive Voice Response (IVR).

The caller will take the following steps:

- Dial 1-800-992-9457
 - Press option #1
 - Caller is directed to SMI Smart Pay IVR and
 - Caller will follow the prompts until payment is complete
- OR
- Call SMI Smart Pay IVR by dialing 1-855-702-2268 and follow the prompts.

This new payment option will require a 2.5% convenience fee in addition to the child support payment, regardless of the payment type.

The NC child support website, www.ncchildsupport.ncdhhs.gov, will provide a new Smart Pay Options page, effective February 18, 2022. This page will allow our Noncustodial Parents and Employers to receive information about available payment options. Each payment option will have a drop box containing instructions about the selected payment process.

In the next couple of days, a link to a brochure with this payment option information will be available on NCCSS SharePoint for you to share with your customers.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

MAILING ADDRESS: P.O. Box 20800, Raleigh, NC 27619
www.ncdhhs.gov • TEL: 919-855-4755 • FAX: 919-715-8174

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

If you have any questions, please contact the Policy & Training Unit at csetraining@dhhs.nc.gov or your Continuous Quality Review (CQI) Specialist .

Sincerely,

A handwritten signature in blue ink that reads "Carla L. West".

Carla L. West

Senior Director for Economic Security
North Carolina Child Support Director

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