



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

October 4, 2022

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Smart Payment Options

REQUIRED ACTION: Information Only Time Sensitive Immediate

On October 5, 2022, NC Child Support Services (NCCSS) will announce the availability of additional child support payment options. The options and their features are:

- Interactive Voice Response
- E-Wallet
- Walmart Money Center

Interactive Voice Response allows customers to make a child support payment using their credit or debit card via phone by calling 1-855-702-2268 or 1-800-992-9457.

E-Wallet allows customers to make a child support payment using Apple Pay, Google Pay, Venmo and PayPal when their credit/debit card is linked to an e-wallet account.

Walmart Money Center allows customers to make payments at any Walmart in the United States by providing their name, and Master Participant Index (MPI) number.

Child Support customers can still make payments by credit card, mail, and bank draft.

Child Support Services has several outreach promotions to educate the public and customers about the additional payment options. The following outreach information is available in English and Spanish:

- Press release announcing the additional payment options
- Email notification to all NCCSS noncustodial parents
- Tweets and Facebook post every day beginning October 5th
- Posters and Brochures
- Inserts for brochures with additional information for paying at Walmart

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- Internal quick reference guide outlining the process for submitting a child support payment at Walmart

- North Carolina Child Support Parents Portal
 - Slider on the first page
 - Brochure posted
 - Frequently Asked Questions (FAQ)
 - Updated Payment Options

- SharePoint
 - Printable brochures
 - Printable inserts for additional Walmart payment information
 - Internal quick reference guide for submitting a child support payment at Walmart
 - A fillable noncompliance letter with updated payment options

Posters and brochures have been mailed to each county office. These items should have arrived or will arrive within a couple of days.

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

Sincerely,



Carla L. West
Senior Director for Human Services

Cc: Regional CQI Specialist
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