



North Carolina Department of Health and Human Services
Division of Social Services
Child Support Enforcement

Post Office Box 20800, Raleigh, NC 27619-0800 Courier # 55-41-12
Telephone (919) 255-3800

Michael F. Easley, Governor
Dempsey Benton, Secretary

Sherry S. Bradsher, Director

April 24, 2008

Dear County Director of Social Services

Reference: OLM Updates

Chapter S - The OLM has been updated with information on recent changes that affect enrollment of military members/NCPs' children in DEERS to receive health care coverage. It is no longer a requirement for there to be a legal determination of paternity prior to enrollment of children for health care coverage.

Chapter T - Inquiring into Cases and Accounts: Changes in information available to CSE customers via the new Interactive Voice Response (IVR) system and to workers via ACTS Inquiry Functions II (13.01) include the deletion of information on past appointments and hearings. Financial information now identifies all payment methods as follows: check (CK), direct deposit (DD) and debit card (DC).

Chapter Y - Security/System Management: A new search option is added to the ACTS Inquiry worker that allows a search for an individual using only a name.

Chapter R - Two new child support Federal international reciprocal agreements. These agreements establish reciprocity with Finland and the United Kingdom (which includes England and Wales, Northern Ireland, and Scotland).

If you have any questions, please contact the Policy and Training Team (919) 255-3800.

Sincerely,

A handwritten signature in cursive script that reads "Judy McArn".

Judy McArn
Assistant Chief of Program Operations

CSE-3-2008

Mission Statement

To consistently collect as much child support money as possible for the benefit of North Carolina's children.