



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

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director

April 17, 2009

Dear County Director of Social Services
Reference: CSE Manual Change Notice

Intercepted Tax Refunds

Criteria ACTS uses to certify NCPs' arrearage subaccounts;

- Setting IRS and State TAX INTERCEPT INDICATOR fields;
- Instructions regarding when and how to use the TAX ROLLOVER INDICATOR; and
- Requests for adjustments regarding intercepted funds.

The CSE Manual has been updated - Chapter P, Topic 22.

National Medical Support Notices (NMSN) / Federal Civilian Personnel

NMSNs for NCPs who are employed by the Federal government must be sent to the Human Resources (HR) department where the NCP is employed. However, there are several exceptions that must be followed.

The procedures for addressing and mailing NMSNs for NCPs who are Federal civilian personnel have been updated by the Federal Office of Child Support Enforcement (OCSE).

The Enforcement Chapter (P17 F40-43) of the CSE Manual has been revised.

The CSE Manual has been updated to include changes in the procedures for redirection of a case from CSE to AOC. Procedures are located in Chapter K(Section F) - Case Management. The new required AOC document, AOC-CV-645, is available from the AOC forms web site at: <http://www.nccourts.org>

Sincerely,

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

Judy McArn
Assistant Chief of Program Operations

CSE-03-2009

Mission Statement

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

An Equal Opportunity / Affirmative Action Employer