



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 20, 2011

Dear County Director of Social Services  
Dear County Child Support Managers

Subject: Quarterly Notice and e-IWO

NC Child Support **must not send** any paper income withholding notices, requests for employment verification, requests for insurance verification, or NMSNs for active duty, retired, or reserve military members to the Defense Finance and Accounting Service (DFAS) or to the Defense Manpower Data Center (DMDC).

The Federal Office of Child Support (OCSE) has informed Child Support Central Office that many Child Support offices in North Carolina continue to send *paper* income withholding notices and employer verifications to DFAS offices that have been closed for more than a year. The offices include:

DFAS Kansas City Center  
Attn DFAS GA KC  
Kansas City MO 64197-0001

DFAS Marines Kansas City  
USMC  
1500 E 95th Street  
Kansas City 64197

DFAS Kansas City Center  
1500 E Bannister Road  
Kansas City MO 64197

**Mission Statement**

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

Note: The non-military employer, General Services Administration (GSA) in Kansas City, Mo., Employer ID# 9900181060, has a similar address:

NATL PYRL CTR, KC FINANCE DIV-6BCY  
1500 E BANNISTER RD RM 1118  
KANSAS CITY, MO 64131-3203

Case managers entering employment records for NCPs who are employed by *this* GSA office should use its Employer ID# and implement *regular* income withholding procedures.

**Remember:**

- Use **electronic income withholding** (e-IWO) procedures to send income withholding orders for active duty, retired, and reserve military personnel (*including* members of the US Marine Corps) to DFAS.
- Obtain verification of **military income** from the NCP's Leave and Earnings Statement (LES) or through the FCR interface (03.22.02).
- Verify a child's enrollment in the **military medical insurance**, TRICARE, by contacting the client or NCP and/or by using the TRICARE data matches provided by DMDC. Notifications of the updated TRICARE reports (located in XPTR) are sent to CSE Everyone on a quarterly basis.

For additional information refer to the Child Support Policy and Procedures Manual:

- Chapter P (Enforcement), Topic 17 (Medical Support Enforcement), Section F (National Medical Support Notice), Items 39 – 43, and
- Chapter S, Military Policy and Procedures.

If you have questions, please contact the ACTS Help Desk toll free @ 1-800-405-9053 or locally @919-255-3780.

Sincerely,



Judy McArn  
Assistant Chief of Program  
Operations

Cc: Daisie Blue

CSE-12-2011

**Mission Statement**

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