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

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April 20, 2018

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES
ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: Changes Made to the Case Closure Criteria

Effective April 30, 2018, Child Support Services (CSS) will implement three changes to the case closure criteria. Pursuant to 45 CFR 303.11(c)(1)(2) of the Final Rule, the IV-D agency must close a case and maintain supporting documentation for the case closure decision when the following criteria have been met: (1) The child is eligible for health care services from the Indian Health Service (IHS); and (2) The IV-D case was opened because of a Medicaid referral based solely upon health care services, including the Purchased/Referred Care program, provided through an Indian Health Program (as defined at 25 U.S.C. 1603(12)). This is a required change.

Pursuant to 45 CFR 303.11(b)(7)(i)(ii) of the Final Rule, the IV-D agency may elect to close a case if the case meets at least one of the following criteria and supporting documentation for the case closure decision is maintained in the case record: (7) The noncustodial parent's location is unknown, and the State has made diligent efforts using multiple sources, in accordance with 45 CFR 303.3, all of which have been unsuccessful, to locate the noncustodial parent: (i) Over a 2-year period when there is sufficient information to initiate an automated locate effort; or (ii) Over a 6-month period when there is not sufficient information to initiate an automated locate effort. North Carolina elected to implement these optional changes in CSS policy.

The following changes will be made in the Automated Collection and Tracking System (ACTS):

- Three new case closure reasons will be implemented:
    - CIHS – Child Eligible for Indian Health Service;
    - CULM – Unable to locate NCP after six months; and
    - CUL2 – Unable to locate NCP after two years.

- Case closure reason codes CUL1 and CUL3 will be disabled. However, any cases for which case closure with these closure codes was initiated prior to this change will continue to close with these reason codes (and generate the corresponding Child Support Enforcement Network

(CSENet) transaction MSC / P for intergovernmental cases) after implementation when these events become 60 days old.

- The supplemental data screen for the DSS-4617 Case Closure Intent Notice will be modified to remove the list of case closure reason codes. Therefore, as the options for case closure expand, we will no longer need to modify the screen. The pick list will be updated with the three new closure reason codes and CUL1 and CUL3 will be removed.

- ACTS will not generate a CSENet transaction for the case closure reason code CIHS. When closing a case using this closure reason code, case managers must notify the other state by mailing the Child Support Enforcement (CSE) Transmittal #2 and recording this information in ACTS using screen URS (03.09).

- The CSENet transaction MSC / P / GSC05 (currently sent when CUL3 is used) will be sent when the CUL2 closure reason is selected, and the CSENet transaction MSC / P / GCS5B (currently sent when CUL1 is used), will be sent when the CULM closure reason is selected.

Policy related to Case Closure can be found in Chapter K, Topic 6, Section B of the CSS Manual.

If you have any questions, please contact the Policy and Training Unit at (919) 855-4755 or contact your Regional Program Representative.

Sincerely,

Carla L West

Carla L. West
Chief
NC Child Support Services

Cc: IV-D Regional Program Representative

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