



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

March 1, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: DSS-4721 Notice of Right to Request a Review

REQUIRED ACTION: Information Only Time Sensitive Immediate

A Notice of Right To Request Review (DSS-4721) is sent to both parties in NPA (Non-Public Assistance) cases and MAO (Medical Assistance Only) cases requesting full Child Support Services (CSS) services thirty-five (35) months after the most recent "Order Date". This notice advises that the case is approaching three (3) years review eligibility.

Effective March 1, 2021, the following changes will be made in the Automated Collection and Tracking System (ACTS):

- Program logic corrected to send the Notice of Right to Request Review (DSS-4721) to both parties in Intergovernmental Initiating cases; and
- Update made to begin sending the Notice of Right to Request Review (DSS-4721) to both parties in Intergovernmental Responding cases.

All other functionality pertaining to the DSS-4721 remains the same.

If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov, or your Regional Program Representative.

Sincerely,

Carla L. West
Senior Director for Economic Security
North Carolina Child Support Director

cc: Regional Program Representatives
css_21_11

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

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