



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

October 2, 2019

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

SUBJECT: Issuance of New smiONE/NCKIDScard

In October 2019, the current smiONE card will be replaced with a new black Platinum smiONE card. The new card offers updated features, convenient on-the-go account management tools, and simple fees.

The cards will be rolled out to custodial parents in three phases:

- Phase 1 10-03-2019 – 10-14-2019
- Phase 2 10-15-2019 – 10-23-2019
- Phase 3 10-24-2019 – 11-01-2019

The Change in Terms and Conversion letters, which will be sent to the custodial parents from SMI, are attached to this letter.

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

Sincerely,

A handwritten signature in blue ink that reads "Carla L. West".

Carla L. West, Chief
NC Child Support Services

cc: IV-D Regional Program Representatives
CSS_19_46

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

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