

# A Guide for You and Your Child Support Order - Non-custodial Parent

## Customer Service 1-877-631-9973 option 2

In Nebraska, the Department of Health and Human Services administers the federally mandated child support enforcement program. This guide is being sent to parents who were recently ordered by the court to pay support.

**Monthly Statements** - Billing statements are sent monthly or are available on the website. Call to request a copy of the billing statement if payments are made through income withholding, by the Department of Labor, to another state or you would like an emailed statement. The statement will show the amount that is due for the next month and any support that has become past due. The statement includes a payment coupon. Please send the coupon with payment if paid via check or money order. Electronic payment methods are available. If a detailed month-to-month breakdown of the support balance is needed call the Nebraska Child Support Customer Service 1-877-631-9973 option 2 and ask for a *Payment History*.

**Nebraska Child Support Customer Service** – The representatives at customer service answer a wide variety of child support questions and update changes in name, address, telephone numbers, and employer. They relay information to the caseworker. **Call if you change employment, take a part time job or have any questions about child support.**

### Payment

In Nebraska, support payments are due on the 1<sup>st</sup> day of the month. Interest begins to accrue the first day of the following month. Payments may be made by a variety of methods. They must always be made to: **Nebraska Child Support Payment Center, PO BOX 82600, Lincoln NE 68501-2600.**

### Methods of Payment

**Withholding from your pay check** - One of the easiest methods of payment is for your employer to automatically deduct the support payment from your paycheck. If the order was done privately and the State is not involved, a form may be completed on-line, printed and given to your employer. The form is available at [www.dhhs.ne.gov](http://www.dhhs.ne.gov). Select Child Support Enforcement on the left hand side. Click on Employer Resources on the left and complete the *Income Withholding Form*. Employers will withhold and send in payments. If the State is involved in the case, the caseworker assigned to the case will send out the income withholding papers to the current employer. It is your responsibility to keep the caseworker informed of employment information.

**Secure Vault Payments** - Child support payments can be made quickly, easily and securely through a new online option without paying a convenience fee, Secure Vault Payments (SVP). You can pay with SVP using a consumer online bank account at U.S. Bank or any Secure Vault Payment-enabled financial institution. Use the link at [www.nebraskachildsupport.com](http://www.nebraskachildsupport.com)

**Automatic Withdrawal or EFT From Your Checking Or Savings Accounts** - A form may be obtained from Customer Service and submitted to the Payment Center or sign-up can be done on the website at [www.nebraskachildsupport.com](http://www.nebraskachildsupport.com). One-time or reoccurring payments may be made.

**Check or Money Order** - Monthly payment coupons should be sent in with a check, money order, or cashiers check. If no coupon is available, include your name and/or court case number with payment.

**Credit/Debit Cards** - Credit/Debit card payments can be made by phone, over the internet at [www.nebraskachildsupport.com](http://www.nebraskachildsupport.com) or in person at the Nebraska Child Support Payment Center. There is a \$15.00 convenience fee charge when paying with a credit/debit card over the phone or the internet.

**PayNearMe**-Pay with cash at any [www.Paynearme.com](http://www.Paynearme.com) location.

**Walk-in Payments** - The Nebraska Child Support Payment Center accepts payments at 233 South 10<sup>th</sup> Street in Lincoln, NE. There is no \$15.00 fee for use of credit/debit card with a walk-in payment.

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**Missed Payments** – Nebraska Child Support payments that are over 30 days past due start accumulating interest. The interest is payable along with the child support payment. The interest rate is set by the court.

**Payment Distribution** - Support payments are divided proportionately among any court orders in which you are ordered to pay support. By Nebraska law, payments are first applied to the support due for the current month. If a payment is received in excess of your current month's obligation the extra amount will first be applied to any past due support and then to any interest owed.

**Nebraska Child Support Payment Center** - For questions about automatic withdrawal, lost payments, Electronic Funds Transfer, credit card payments, website passwords or login IDs: call 1-877-631-9973, option 3.

**Medical Support** - Many court orders name the party required to carry health insurance for the child(ren) if it is available through employment. There may be a requirement for one party to pay cash medical support.

**Age of Emancipation** - The age of emancipation is 19 in Nebraska. Child Support comes due each month through the full month of support due the month of the child's 19<sup>th</sup> birthday unless otherwise stated in the court order. Enforcement continues on arrears not paid by that date until they are paid in full.

**Modifying Child Support Orders** - If there is a significant change in the income of either parent, you or the custodial parent may request that the court order for child support be reviewed. The District Court may determine that a modification is not appropriate or may order an increase or a decrease in the monthly support amount. Contact Nebraska Child Support Customer Service.

**Summer Visitation or Abatement**- Your court order may have a provision for summer visitation credit. Please carefully review the order, as it may be necessary to notify the Clerk of District Court so proper credit is received for that time period. Contact Nebraska Child Support Customer Service to see if it has already been entered in the system for credit.

**Custody and Visitation** - The Department of Health and Human Services cannot assist with any custody or visitation issues. Contact may be made with a private attorney or Legal Aide to address any issues. Mediation services are also available through a federally funded grant at six mediation centers across the state of Nebraska. Contact Nebraska Child Support Customer Service, 1-877-631-9973 Option 0 for additional information.

**Child Support Enforcement Services** - If the support obligation is not met and the state is involved with the child support case, the assigned caseworker can use various means for enforcement. Some of the enforcement tools used could be consumer credit bureau reporting, passport denial, suspension of drivers and/or professional license, the garnishment of tax refunds to be applied to the past due support, or other methods as allowed by state and federal law.

**Call the Nebraska Child Support Customer Service Call Center with Questions  
1-877-631-9973 Option 0**

**Helpful Nebraska Websites**

Child Support Payment Center: **[www.nebraskachildsupport.com](http://www.nebraskachildsupport.com)**

Health and Human Services: **[www.dhhs.ne.gov](http://www.dhhs.ne.gov)**

Supreme Court: **[www.supremecourt.ne.gov](http://www.supremecourt.ne.gov)**