

**Nebraska Child Support Outreach Program  
Frequently Asked Questions by NCPs**

**INCOME WITHHOLDING**

- I have an Income Withholding or auto withdrawal set up, why do I need a billing statement?
- Can I pay CS on my own or do I have to do an Income Withholding?
- Does CS send out an Income Withholding automatically?
- It wasn't my fault, the caseworker or attorney didn't send out the Income Withholding right away, why do I owe for those months?
- How do I get credit for payments I've sent directly to the CP or when I have the children in the summer?

**MAKING PAYMENTS**

- Do I get a billing statement?
- What is the Payment Center address and website?
- What forms of payment are accepted?
- Can I get a list of how the CP spends the CS money?
- Do I have to pay if I can't see my child?
- We didn't go to court until September, so why do I have to pay CS for August?
- What is the age of emancipation, do I owe for whole last month?

**CHILD SUPPORT AND A CHANGE IN SITUATION**

- We are getting back together, can the CS be stopped?
- The CP does not want CS so why do I have to pay it?
- I am going to jail, does CS stop?
- I am self-employed now, how do I pay CS?
- The dependent doesn't live with CP anymore, (grandparents or another relative) what can be done about this? Who gets the CS?
- I didn't get a notice about the hearing for CS. How can I have a CS order?
- What enforcement happens if I don't pay my CS?
- Is child support still due if I am unemployed?
- The CP has moved to another state, do I still pay CS to Nebraska?
- We still live together, why do I owe or have to pay CS?
- We have joint custody, why do I have to pay CS?

*Note: On each call attempt to obtain the NCP's current address and advise them to keep CS updated with any new information such as phone, address, and employer (aka a new job).*

**Nebraska Child Support Customer Service Call Center**

