

Employer Guide

MONTANA CHILD SUPPORT SERVICES DIVISION

THE MISSION

The Montana Child Support Services Division's (CSSD) mission is to diligently pursue and ultimately achieve financial and medical support of children by establishing, enforcing, and increasing public awareness of parental obligations.



EMPLOYERS PLAY A VITAL ROLE

- **75%** of all child support payments are collected through wage garnishments
- Enrolling children in healthcare coverage
- Locating non-custodial parents
- Helping to keep families off assistance programs
- Fighting unemployment and welfare fraud



Thank You

COVID 19 AND CSSD

- **Electronic methods are preferred for the following:**
 - New hire reporting, phase out mail
 - Email contacts needed from employers
 - Child support withholding payments using participant (remittance) id numbers with leading zeros. We have options of EFT or online payments
- See our website @ childsupport.mt.gov and **employer resource center** tab for all electronic services

WORKING TOGETHER

- Focus of our Customer Services
 - Collect payments for families
 - Send payments to families within 2 business days
 - Enforce healthcare coverage if required and available
- Focus of our Employer Services
 - Efficiency
 - Cost-effectiveness
 - Service oriented
 - Accessibility of electronic services



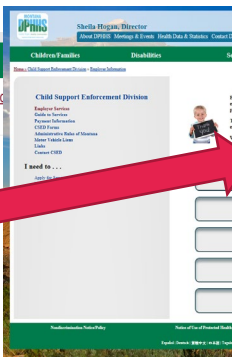
KEY AREAS OF IMPORTANCE

	Employer Requirement	Electronic Options Available
New Hire Reporting	✓	✓
Income Withholding Orders & Payments	✓	✓
Order to Enroll for Healthcare Coverage	✓	✗
Report Bonus/Lump Sum Payments*	✗	✓
Notice of Employee Terminations	✓	✓

*reporting of bonus/lump sum payments is not required by law in Montana but employers may want to consider allowing the CSSD to attach these funds to help reduce any arrears debt their employees may have.

WWW.CHILDSUPPORT.MT.GOV

- Information and Access to all our Employer Services can be found on our website



The screenshot shows the Montana Child Support website. A red arrow points from the 'Child Support Enforcement Division' link in the main menu to the 'Employer Services' section on the right. The 'Employer Services' section is highlighted with a blue border and contains a grid of links. On the left, there is a 'Quick Links' sidebar with various service links. At the bottom left, there is a 'NEW' banner.

Children/Families/Disabilities

me » DPHHS Montana Child Support Services Division (C

Quick Links

- Services We Provide
- Employer Resource Center
- Payment Forms
- Administrative Rules of Montana
- Motor Vehicle Liens
- Administrative Complaint Procedure
- Links to Related Agencies
- About CSSD
- Contact Us

Employer Services

Electronic Services 📧	Income Withholding
New Hire Reporting Program	Medical Support
Child Support Payments	Employee Terminations
Bonus / Lump Sum Payments	Employer Contempt Process
FAQ	Contact Information for Employers

NEW

NEW HIRE REPORTING PROGRAM

- New Hire Reporting Law
 - Enacted by Montana legislation, October 1997
 - Enacted by Federal legislation, August 1996
- Requirements
 - **Employers must report ALL employees within 20 days from the date of hire**
 - **Employer report must include:**
 - FEIN, Business Name, Address, and Contact Information
 - Employee Social Security Number, Full Legal Name, Home and Mailing Addresses, and Date of Hire.
 - Optional information: Home and Work Phone, Date of Birth, State of Hire, Availability of Health Insurance.
 - **Only report valid Social Security Numbers**
- Quickest way to locate non-custodial parents

REPORTING TO NEW HIRE

How do I report?

- **Report electronically (Preferred method)**
- Use your existing ePass account to access our web based application
 - If you do not have an ePass account, create one for **FREE**
 - www.epass.mt.gov
 - DPHHS – New Hire Application
- OR
- **File Transfer Service**
- If you have not reported to New Hire under your current Federal Employer Identification Number (FEIN) or if you are unsure:
 - Contact the New Hire Reporting Program (NHR)
 - NewHireReporting@mt.gov or 406.444.9290
 - NHR staff will add your FEIN to the database which will allow you to access the web application through ePass
- Reports are uploaded to the National Directory of New Hires daily
- Reports are purged and destroyed after 24 months from receipt date

ONLINE NEW HIRE APPLICATION

- Enter new hire reports directly into the State database
 - Time efficient
 - Cost effective
 - FREE to use
 - Log in with your ePass account
- Two ways to access this application
 - www.epass.mt.gov
 - www.childsupport.mt.gov

DPHHS – New Hire Reporting
Portal

*Employer Services
Electronic Services
New Hire Reporting
Online New Hire Reporting System
Report New Hires Now
Log into ePass
DPHHS – New Hire Reporting Portal*

ONLINE NEW HIRE APPLICATION

abilities Seniors Health

Enter Federal Tax Identification Number (FEIN) without the dashes.
810302402

Submit

Notice of Use of Protected Health Information Disclosure

Step 1. Enter your company's FEIN

Step 2. Verify your company information

***If your company is new to reporting, contact New Hire to get access to the Online Application.**

**NewHireReporting@mt.gov
406.444.9290**

Health Data & Statistics Contact Us A-Z Index Search Options

abilities Seniors Health Me

Is this your employer information? If not, check the FEIN entered, and [click here](#) to enter it again.

Employer Name FEIN
STATE OF MONTANA 81-0302402

Phone Contact

Phone Number Phone Extension Fax Number
(406) 444-4286

Street Address
1420 EAST SIXTH AVE

City State
HELENSA MT

Postal Code Zip+4 Country
59620

Confirm Edit

Notice of Use of Protected Health Information Disclosure

ONLINE NEW HIRE APPLICATION

Seniors Health

Is this your employer information? If not, check the FEIN entered, and [click here](#) to enter it again.

Employer: STATE OF MONTANA
FEIN: 81-0302402

[Add New Employee](#)

Recent Submissions

Employee Name	Address	City	Submission Id	Action
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[Notice of Use of Protected Health Information](#) [Disclaimer](#)

Step 3. Click Add New* Employee

* Individuals that have been separated from work for more than 60 consecutive days are considered rehires and are required to be re-reported.

Step 4. Fill in the employee information

Step 5. Click Save

Employer: STATE OF MONTANA
FEIN: 81-0302402

* = Required Field.

*First Name: Initial: *Employee Last Name:

*SSN: Date of Birth:

*State of Hire: *Date of Hire:

Home Phone: Work Phone: Work Ext:

*Mailing Address:

*City: *State:

*Postal Code: Zip-4: Country (Optional if in the US):

Is health insurance available? Date health insurance available:

[Save](#) [Reset](#) [Cancel](#)

ONLINE NEW HIRE APPLICATION

Employer: STATE OF MONTANA
FEIN: 81-0302402

Confirm the data. *Don't forget to hit 'Save'*

First Name: James	Initial: O	Employee Last Name: Bond
SSN: 088-12-7171	Date of Birth: 02/04/1969	
State of Hire: MT	Date of Hire: 02/05/2018	
Home Phone:	Work Phone:	Work Ext:
Mailing Address: 101 Danger Zone Ln		
City: Helena	State: MT	
Postal Code: 59601	Zip+4:	County:
Is health insurance available? State health insurance available:		

Save Edit Print Cancel

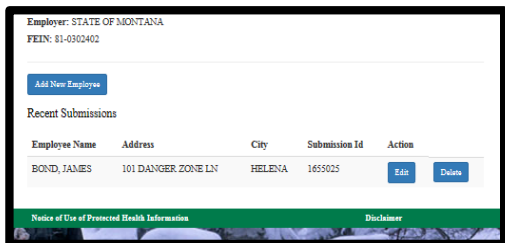
Step 6. Confirm the information entered, edit if necessary

Step 7. Print a Copy for your records if needed

Step 8. **Click SAVE to submit the report**

- The report is then sent directly to the State Directory of New Hires database to wait for the nightly batch process to upload to the National Directory of New Hires.
- If the employee has a child support case anywhere in the United States, your business will be notified via income withholding order usually within 4 – 14 days.

ONLINE NEW HIRE APPLICATION



The screenshot shows a web application interface for new hire applications. At the top, it displays the employer information: "Employer: STATE OF MONTANA" and "FEIN: 81-0302402". Below this is a blue button labeled "Add New Employee". Underneath the button is the heading "Recent Submissions". This is followed by a table with five columns: "Employee Name", "Address", "City", "Submission Id", and "Action". A single row of data is visible, showing "BOND, JAMES", "101 DANGER ZONE LN", "HELENA", and "1655025". The "Action" column for this row contains two blue buttons: "Edit" and "Delete". At the bottom of the interface, there is a green banner with the text "Notice of Use of Protected Health Information" on the left and "Disclaimer" on the right.

Employer: STATE OF MONTANA
FEIN: 81-0302402

[Add New Employee](#)

Recent Submissions

Employee Name	Address	City	Submission Id	Action
BOND, JAMES	101 DANGER ZONE LN	HELENA	1655025	Edit Delete

Notice of Use of Protected Health Information Disclaimer

- Once submitted, the system will take you back to the start screen where you can add your next report.
- You can Edit or Delete any entries made from this screen as well*

***Please note: changes to submissions may only be made until the end of the day on which they were submitted.**

REPORT NEW HIRES USING FILE TRANSFER SERVICE (FTS)

- Beneficial for companies with larger volumes of employees to report
- Create or use your existing ePass account to access this application
 - www.epass.mt.gov
 - **File Transfer Service** is an application available through ePass
- Upload files in the ASCII format
 - Allows the files to be loaded directly into the database by New Hire staff
 - ASCII format can be found at www.childsupport.mt.gov
 - Format starts on Page 11 of the New Hire Reporting Employer Guide
 - <http://dphhs.mt.gov/Portals/85/csed/documents/NewHireReportingEmployerGuide.pdf>
- Upload files in XLS format
 - Allows the files to be converted to ASCII format for direct upload
 - Email NewHireReporting@mt.gov to request the XLS template

NEW HIRE REPORTING PROGRAM STATE CONTACT

Gary Dahlquist
New Hire Reporting Program
Technician

NewHireReporting@mt.gov

406.444.9290



INCOME WITHHOLDING ORDERS (IWO)

An income withholding order (IWO) for child support is an order for deduction of payments from an obligated parent's income or contract proceeds. This order can be from a court or administratively ordered by a state or tribal IV-D agency.



WHO CAN ISSUE AN IWO

- State and Tribal IV-D Agencies Nationwide
 - IV-D Agencies are those that are covered under Title IV-D of the Social Security Act
 - Montana Tribal IV-D Agencies include
 - Blackfeet Nation
 - Chippewa Cree Tribe
 - Confederate Tribes of Salish and Kootenai
 - Fort Belknap Indian Community
- District Courts Nationwide
 - Order must be signed by a judge
- Send child support garnishment payments as directed on the IWO.



*All income withholding orders are required to be issued to employers on the federally approved OMB form.

GARNISHABLE INCOME & LIMITS

- Wages, earnings, and remuneration for personal services
 - Montana CSED orders limit withholding to 50% of disposable earnings
 - Montana statute allows up to 65% of disposable earnings to be garnished
 - Out-of-state and tribal orders may request anywhere from 50% - 65%
- Contract proceeds and rental income
 - Total withholding can be up to 100% of net income
 - Includes payments to contractors or subcontractors
- Lump Sum / Bonus payments
 - In some instances, up to 65% of the payment may be garnished depending on the employee's arrearage balance
 - Contact the employee's caseworker for the proper amount to withhold

INCOME WITHHOLDING LAWS

- First deduction no later than the first pay period that occurs after the receipt of the order. *MCA §40-5-421*
- Submit payments within 7 working days from employee's pay date.
MCA §40-5-421(1)
- Payments must include the employee's name, participant ID (Remittance ID including leading zeros), and their pay date. If multiple employees are on one payment, a break down of the amounts must also be included. *MCA §40-5-421*
- Only Montana CSSD Orders limit withholding to 50% of disposable income after taxes and mandatory deductions. Other withholding orders can take up to 65%. *MCA §40-5-416*

INCOME WITHHOLDING LAWS

- Child support takes priority over garnishments from other creditors. *MCA §40-5-423*
- Administrative Fee of \$5.00 per month per withholding order may be collected from the employee to help offset the cost of withholding. *MCA §40-5-416 (1)(c)*
- Out-of-state orders fall under the laws of the employee's principle place of employment. *MCA §40-5-1047*
- If a payment is sent in error or the information sent with the payment is incorrect, contact the CSSD right away.
- Always call if you have any questions **406.444.6893**.

IWO EMPLOYER OPTIONS

- Two ways to receive income withholding orders
 - Electronic Income Withholding Orders (e-IWO)



- Paper Income Withholding Orders

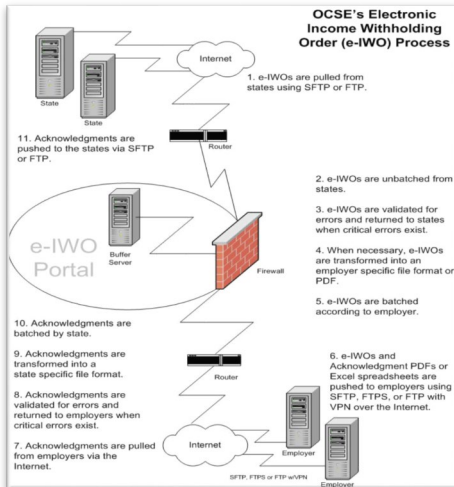


ELECTRONIC INCOME WITHHOLDING ORDERS (e- IWO)

- Save time, money, and resources
- Communicate with CSSD agencies nationwide
- Receive orders via PDF, XLS File, or System-to-System Interface
- Send acknowledgments back to the issuing agency electronically
- Report bonus/lump sum payments and employee terminations



e-IWO PROCESS



- A paperless solution to income withholding orders.
- Uses Secure File Transfer Protocol (SFTP) or File Transfer Protocol Secure (FTPS).
- Pretty Good Privacy (PGP) can encrypt files in front of your firewall.
- FTP with Virtual Private Network (VPN) is also an option.
- Portal pulls files from and pushes files to your server daily.
- Email as a transmission option is not available.

https://www.ocf.hhs.gov/sites/default/files/ocse/eiwo_paperless_solutions_presentaton.pdf

IMPLEMENTATION OPTIONS

- System-to-system interface
 - If you receive a large amount of income withholding orders per week or month
 - If you have IT resources available
 - If you have time available to implement, average of 3 months to setup
 - Files are sent in your choice of a flat file or XML format for automatic download
- Non-programming options
 - PDF
 - XLS
 - Connectivity setup is required for both options with minimal amount of testing
 - Average of 3 weeks to setup

https://www.acf.hhs.gov/sites/default/files/ocse/eiwo_paperless_solution_presentation.pdf

e-IWO PDF OPTION

- You will receive a PDF document for each order with a pre-filled acknowledgement PDF per order sent to you
- File names are coupled, so it is easy to match the order to the acknowledgement
- Check “Accept” or “Reject” on the acknowledgment PDF
 - If rejecting, provide the proper reason code
- Save the PDF
 - This will be your copy of the income withholding order
- Move to your outbound directory and you are done!

e-IWO PDF ACKNOWLEDGMENT SAMPLE

- Formatting consistent across IV-D agencies
- No mailing costs
- Easy, simple, efficient

**Please note, the income withholding order will be sent by PDF on the federally approved form currently in use.*

INCOME WITHHOLDING ACKNOWLEDGEMENT

☒ ORIGINAL INCOME WITHHOLDING ORDER ☐ ONE TIME LUMP SUM PAYMENT INCOME WITHHOLDING ORDER
☐ AMENDED INCOME WITHHOLDING ORDER ☐ TERMINATION OF INCOME WITHHOLDING ORDER

000167528	IN	LANEZYU00	20110320130056
Case Identifier	State Code	Order Identifier	Document Tracking Number
LANEZY		MICHAEL	8
Employee Last Name	Employee First Name	Employee Middle Name	Suffix
061006700	569800781		
Employee Social Security Number	Employer / Income Withholder's Federal EIN		

INCOME WITHHOLDING DISPOSITION STATUS:

☐ Accepted Income Withholding Order
☒ Rejected Income Withholding Order

If rejected,
select reason

Validate & Save

Please select a Reason for the IWO Disposition Status: N- NCIF no longer at the employer

Corrected FEIN: Other State IWO Code:

NOTIFICATION OF TERMINATION OF EMPLOYMENT: You must promptly notify the Child Support Enforcement Agency if this person has never worked for this employer or this person no longer works for this employer.

Please provide the following information for the terminated employee:

Termination Date: Last Known Phone Number:

Last Known Home Address Line 1:

Last Known Home Address Line 2:

Last Known Home City: State: Zip Code: Zip Code Ext:

Date final payment was made to the State Disbursement Unit or Tribal CSE agency: \$ Final Payment Amount

New Employer Name:

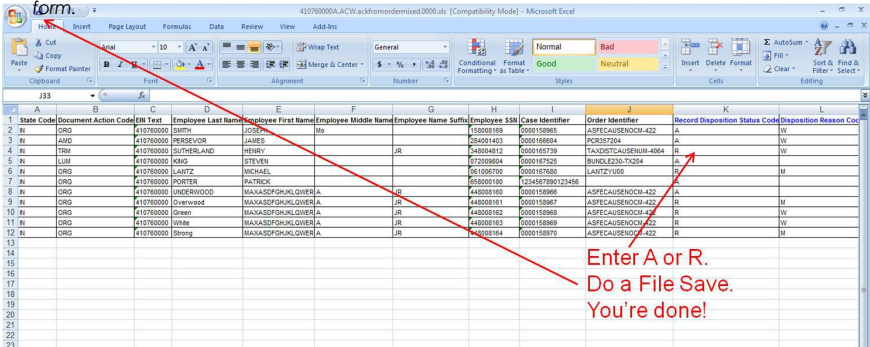
New Employer Address Line 1:

New Employer Address Line 2:

Check Accept or Reject.
Hit Validate & Save.
You're Done!

e-IWO XLS ACKNOWLEDGMENT SAMPLE

*Please note, the income withholding order will be sent by PDF on the federally approved form.



410760000A.AICW.ackfromordermued.0000.xls [Compatibility Mode] - Microsoft Excel

State Code	Document Action Code	EN Text	Employee Last Name	Employee First Name	Employee Middle Name	Employee Name Suffix	Employee SSN	Case Identifier	Order Identifier	Record Disposition	Status Code	Disposition Reason Code
2	NRG	410760000	SMITH	JOSEPH			1100000189	0000118965	ASFECAUSENOCM-422	A		W
3	NRG	410760000	PERSEVOR	JAMES			024001403	0000146604	PORST004	A		W
4	NRG	410760000	SUTHERLAND	MENRY		JR	040004812	0000165739	TAXDSTCAUSENUIH-4064	R		W
5	NRG	410760000	KING	STEVEN			072000604	0000167525	BUNDLE230-TX204	A		W
6	NRG	410760000	LANTZ	MICHAEL			061000700	0000167860	LANTZ1005	A		W
7	NRG	410760000	PORTER	PATRICK			050000180	0234567890123456		A		W
8	NRG	410760000	UNDERWOOD	MAXASDFGHJKL	OVERIA	A	440000180	0000118966	ASFECAUSENOCM-422	A		W
9	NRG	410760000	Overwood	MAXASDFGHJKL	OVERIA	A	440000181	0000118967	ASFECAUSENOCM-422	R		W
10	NRG	410760000	Green	MAXASDFGHJKL	OVERIA	A	440000182	0000118968	ASFECAUSENOCM-422	R		W
11	NRG	410760000	Yvine	MAXASDFGHJKL	OVERIA	A	440000183	0000118969	ASFECAUSENOCM-422	R		W
12	NRG	410760000	Strong	MAXASDFGHJKL	OVERIA	A	440000184	0000118970	ASFECAUSENOCM-422	R		W

Enter A or R.
Do a File Save.
You're done!

EMPLOYER INITIATED INCOME WITHHOLDING ACKNOWLEDGEMENT

✕ EMPLOYER INITIATED INCOME WITHHOLDING ACKNOWLEDGEMENT

0000158965	IN	ASFECAUSENOCM-422	
Casa Identifier	State Code	Order Identifier	Document Tracking Number
SMITH		JOSEPH	
Employee Last Name	Employee First Name	Employee Middle Name	Suffix
158008169		810761130	
Employee Social Security Number	Employer / Income Withholder's Federal EIN		

EMPLOYER REPORTING:

- ☐ One-Time Lump Sum Payment
☒ Termination Of Employment

Validate & Save

Please provide the following information if a Lump Sum Payment is anticipated:

Lump Sum Date \$ Lump Sum Type

NOTIFICATION OF TERMINATION OF EMPLOYMENT: You must promptly notify the Child Support Enforcement Agency if this person has never worked for this employee or this person no longer works for this employer.

Please provide the following information for the terminated employee:

05/19/2011

Termination Date Last Known Phone Number

Last Known Home Address Line 1

Last Known Home Address Line 2

Last Known Home City State Zip Code Zip Code Ext

Date final payment was made to the State Disbursement Unit or Tribal CSE agency: \$500.00

Final Payment Amount

New Employer Name

New Employer Address Line 1

Select Employer Notification.
Hit Validate & Save.
You're done!

EMPLOYER INITIATED CONTACT

- All e-IWO options allow employers to contact the child support program electronically to report the following:

- Lump sum/bonus payments
- Employee terminations
- Employee in suspense status

How do I get started on e-IWO?

- Contact the Federal Office of Child Support (OCSE)
 - eiwomail@acf.hhs.gov
- Register with OCSE by completing the e-IWO Profile Form
- Profile form includes:
 - Agreement to exchange data
 - Your contact information
 - Your exchange preference
 - System-to-system, PDF, Excel
 - Your file names
 - Your server information
 - User ID, password, IP address, host name, directory name

Then what happens?

- OCSE connects to your SFTP server
 - A file is dropped on your server to ensure connectivity
- Testing begins
 - System-to-system: OCSE sends test IWOs, then you send test acknowledgements. All files are checked for data quality and conformance.
 - PDF & XLS: OCSE sends test IWOs, then you accept and reject them.
- You are ready to go ELECTRONIC!

CHILD SUPPORT PAYMENTS

- Submit payments within 7 working days from the date the employee is paid. *MCA §40-5-421(1)*
- Payments must include the employee's name, participant ID (Remittance ID including leading zeros), and their pay date. *MCA §40-5-421*
- If multiple employees are on one payment, a break down of the amounts must be included. *MCA §40-5-421*
- **Submit Payments Electronically:**
 - Online Payments: <https://app.mt.gov/csp/>
 - Electronic Funds Transfers: EFT Specialist 406.444.2775
- Contact the CSSD immediately if a payment is sent in error or if an error is discovered - 406.444.6893

CONTRACTOR & SUB CONTRACTOR PAYMENTS

If your business hires a contractor or subcontractor and you receive an IWO, you are liable for withholding child support payments from any and all contract proceeds prior to paying that individual.

- When contract proceeds are not wages, earnings, or remuneration for personal services:
 - 100% of contract proceeds are subject to child support garnishment
 - Examples of these types of proceeds are:
 - Rental income
 - Royalties
 - Any proceeds not for personal services
- When contract proceeds are for remuneration from personal services:
 - Up to 50% of proceeds are subject to garnishment for Montana IWO's
 - Up to 65% of proceeds are subject to garnishment on other IV-D agency IWO's
- Contact the caseworker on the order to verify what amount you should withhold when the individual is a contractor or subcontractor.

ORDER TO ENROLL NATIONAL MEDICAL SUPPORT NOTICE

- May be issued for the Custodial and/or Non-custodial Parent.
- Out-of-pocket cost for the child(ren)'s portion of the insurance premium cannot exceed 5% of the employee's gross income.
 - Total withholding can not exceed 50% of the employees disposable income after taxes and mandatory deductions.
- Must provide health coverage information to either parent and the CSSD.

EMPLOYER LIABILITY

- An employer **may not** discharge, discipline, or refuse to hire an obligor because of a child support obligation or the institution of income withholding on the obligor's income and may be fined up to \$500.00 for doing so. *MCA §40-5-422*
- If an employer chooses to not withhold and/or submit payments in compliance with an income withholding order that was served on their business, a fine of \$500.00 may be assessed per count of contempt found plus the missing child support payments. A separate count of contempt occurs each time the employer fails to withhold and submit child support payments from the employee's pay check or contract payment. *MCA §40-5-226*
- An employer that provides health insurance to their employees must enroll the children of the order on the employee's health insurance, regardless of the employee's enrollment status, if required to do so by the National Medical Support Notice. If an employer chooses not to enroll eligible children on the health insurance plan, a civil penalty may be assessed of \$150.00, or a fine of \$25.00 per day from the date the business knowingly violated the medical order to the date of enrollment. *MCA §40-5-813 & MCA §40-5-821*

REPORTING LUMP SUM / BONUS PAYMENTS

- Help Reduce Arrears Debt Quicker
- What to Report:
 - Employee Name & Case Number or Participant ID
 - Expected Payout Date
 - Amount (if known)
 - Employer Contact Information
- How to Report:
 - OCSE Employer Services Portal
 - employerserviceswebapp@acf.hhs.gov
 - e-IWO
 - Employer initiated contact
 - Email
 - The caseworker's email address is on the income withholding order
 - Please do not send encrypted or password protected emails
 - Do not include SSN information in your email
 - Phone
 - Contact the Employer Liaison at 406-444-6893

NOTICE OF EMPLOYEE TERMINATIONS

Why is notifying the IV-D Agency important?

- Look for a new source of income for the non-custodial parent
- Stop unnecessary calls/letters from the individual's caseworker
- The caseworker can notify the custodial parent of the possible interruption in payments

How to notify the IV-D Agency

- OCSE Employer Services Portal
 - employerserviceswebapp@acf.hhs.gov
- e-IWO
 - Employer Initiated Contact
- Contact the employee's Caseworker
 - All CSSD orders have the Caseworker's direct contact
- Contact the Employer Liaison
 - 406.444.6893



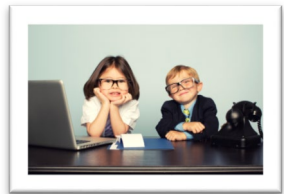
Information to give the CSSD:

- Date of termination, last known address and phone number, and new employer info if known.

WHERE CAN I FIND MORE INFORMATION?

www.childsupport.mt.gov
Employer Services

- Contact the Employer Liaison
 - 406.444.6893
- Contact the employee's caseworker
 - Information on the IWO



ELECTRONIC SERVICES

Electronic Services

The electronic services listed below are the most convenient and cost-effective way for employers to comply with CSED requirements. Please take advantage of these services by clicking the appropriate box below.

Electronic Income Withholding Orders
(e-IWO) 

Online New Hire Reporting System

Report Bonus / Lump Sum Payments

ePass File Transfer Service New Hire
Reporting

Report Employee Terminations

Make an Online Payment

Federal Office of Child Support Employer
Services Portal

Make a Payment by Electronic Funds
Transfer

Contact Information for Employers

- www.childsupport.mt.gov
- Employer Resource Center
- Electronic Services

REFERENCES

Federal Law

- 42 USC § 653a (State Directory of New Hires)
- 45 CFR § 303.108 (wage and unemployment compensation claims reporting to national directory of new hires)
- 42 USC § 666(b) (Income Withholding Laws)
- 45 CFR § 303.100 (Income Withholding regulations)
- 42 USC § 666(a)(19) (Health Care Coverage)
- 45 CFR § 303.32 (National Medical Support Notice)

Montana Law

- MCA § 40-5-922 (Directory of New Hires)
- MCA § 40-5-226 (Administrative Hearing)
- MCA § 40-5-403 (Definitions of Employer, Payor and Income)
- MCA § 40-5-416 (Determination of Income to be Withheld)
- MCA § 40-5-421 (Duties of Payor, for income withholding)
- MCA § 40-5-422 (Obligor Rights Protected)
- MCA § 40-5-423 (Priority of Income Withholding)
- MCA § 40-5-424 (Civil Liability for Failure to Comply)
- MCA § 40-5-443 (Payors to Provide Information)
- MCA § 40-5-1046 – 1051 (Income Withholding Orders from another state)
- MCA § 40-5-804 (Definitions of Health Benefit Plan, Medical Support Order, Payor)
- MCA § 40-5-809 (Medical Support Order effect on Health Benefit Plans)
- MCA § 40-5-810 (Order to Enroll in Health Benefit Plan)
- MCA § 40-5-812 (Obligations of Health Benefit Plan)
- MCA § 40-5-813 (Obligation of Payor re: Medical Support Order)
- MCA § 40-5-814 (Obtaining Information re: health benefit plan)
- MCA § 40-5-821 (Penalty Imposed by Tribunal)

IMPORTANT CONTACTS:

Employer Liaison and New Hire Program Supervisor

Shawn Rafferty srafferty2@mt.gov (406) 444-6893

For information regarding child support withholding laws, state withholding limits, out of state orders, lump sum/bonus payments, FEIN and address changes, terminations, New Hire Reporting Program, payment errors, etc.

New Hire Help Desk and Program Technician

Gary Dahlquist (406)444-9290 or 1 (888) 866-0327 NewHireReporting@mt.gov (Do Not send new hire reports via email)

New Hire Reporting Options

- **Montana File Transfer Service:** (Mt.Gov Help Desk (406) 449-3468 option #4)
- **Fax:** (406) 444-0745 or 1 (888) 272-1990
- **Mail:** MT New Hire Reporting Program
PO Box 8013; Helena MT 59604-8013

Electronic Payment Options

- **Sign-up for Electronic Funds Transfers (EFT)** contact EFT Specialist Terrie McNac tmcnac@mt.gov, (406)444-2775
Or
- **Montana Interactive– Make Child Support Payments on line** <https://app.mt.gov/csed/index.html>

FREQUENTLY ASKED QUESTIONS

- **When are child support payments due?**
- Payments must be received at the CSSD within seven (7) business days from the date the employee is paid per state and federal law.
- **What priority does child support payments take compared to other wage deductions?**
- Child support payments are to be deducted from the employee's income after taxes and mandatory deductions and prior to any assignments of income, voluntary deductions, and other court-ordered garnishments. MCA §40-5-310
- **What information should I send with a payment?**
- The employee's name, case number or participant id, and date the employee was paid must be included with each payment.
- **My employee says he/she does not owe child support, can I stop withholding?**
- No. No matter what an employee says, child support orders are valid until a termination order is received from the issuing agency. Continue to withhold and have your employee contact his/her caseworker if they feel the withholding is in error.
- **My employee did not earn enough to deduct the ordered amount, what do I do?**
- You must withhold up to 50% of disposable earning (gross less payroll taxes). It is recommended you contact the case worker and notify them if reduced hours are scheduled due to seasonal slowing
- **I received multiple child support orders for the same employee from different states, which order do I follow?**
- Payments are to be prorated between child support withholding orders with current amounts being paid first, arrears second. Arrears are split evenly.
- **If you have questions, please contact the CSSD Employer Liaison at (406) 444-6893.**

THANK YOU

The CSSD would like to thank you again for all that you do and we hope you now have more of an understanding of just how important the CSSD-Employer relationship is to the families of this great state.

If you should have any questions please do not hesitate to contact the CSSD.

Thank you!

