

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

P.O. Box 419064, Rancho Cordova, CA 95741-9064



January 31, 2014

CSSIN LETTER: 14-02

ALL IV-D DIRECTORS  
ALL COUNTY ADMINISTRATIVE OFFICERS  
ALL BOARDS OF SUPERVISORS

SUBJECT: CHANGE TO MONTHLY BILLING STATEMENT

REFERENCE: SUPERSEDES CSSIN LETTER 09-02

This letter provides information about suppression of billing statements. Effective July 1, 2009, obligors making payments by income withholding order no longer receive a Monthly Billing Statement (FS-OMB-001b) unless support for the prior month was past due. Effective February 2014, a billing statement will no longer be sent to an obligor for any month the obligor has no support obligation unless the obligor has at least one case with a balance due.

If obligors request billing statements after this change becomes effective, the local child support agencies will be able to generate statements for the two most recent months.

This change may generate customer inquiries. The attached document, "Monthly Billing Statement Change - Questions and Answers," addresses questions obligors may ask.

If you have any questions, please contact the Policy and Program Branch at (916) 464-5883.

Sincerely,

o/s

VICKIE K. CONTRERAS  
Deputy Director  
Child Support Services Division

Attachment

Reason for this Transmittal

- State Law or Regulation Change
- Federal Law or Regulation Change
- Court Order or Settlement Change
- Clarification requested by One or More Counties
- Initiated by DCSS

## Monthly Billing Statement Change Questions and Answers

**PROCEDURAL CHANGE:** A BILLING STATEMENT WOULD NO LONGER BE SENT TO AN OBLIGOR FOR ANY MONTH THE OBLIGOR HAS NO SUPPORT OBLIGATION UNLESS THE OBLIGOR HAS AT LEAST ONE CASE WITH A BALANCE DUE.

QUESTION 1: Why is this change being made?

ANSWER 1: The purpose of this change is to reduce unnecessary notices sent to obligors.

QUESTION 2: How will obligors be informed of this change?

ANSWER 2: A notice is being posted on the Customer Connect Website alerting obligors of the change. The Monthly Billing Statement will also contain a message about this change.

QUESTION 3: Will the Monthly Billing Statement include a telephone number obligors can call if they have questions?

ANSWER 3: Yes. The Monthly Billing Statement provides the main call center phone number.

QUESTION 4: Will an obligor be able to obtain a billing statement upon request?

ANSWER 4: Yes, with a limitation. Subsequent to the month this procedural change becomes effective, the local child support agency will be able to generate billing statements only for the two most recent months.

QUESTION 5: This change may result in inquiries from obligors. What are DCSS's expectations regarding the LCSAs' handling of these inquiries?

ANSWER 5: LCSAs are expected to inform obligors that they may use the self-service web-site or the phone Integrated Voice Response (IVR) system to obtain balance information. LCSAs may provide additional information consistent with their local business practices.