

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



February 3, 2010

LCSA LETTER: 10-02

ALL IV-D DIRECTORS

SUBJECT: CALIFORNIA INSURANCE INTERCEPT PROGRAM

The purpose of this letter is to provide updates regarding the California Insurance Intercept Program (CIIP), and to introduce the new online system hosted by the Child Support Lien Network (CSLN).

The CSLN online system, scheduled for implementation February 8, 2010, provides the local child support agencies (LCSAs) a user-friendly application to assist with the insurance intercept process. The CSLN online system provides LCSAs with the ability to review CIIP claim match information statewide, and submit requests for credit online in a prompt, secure manner. DCSS Operations Support and Intercept staff will work closely with designated LCSA staff to schedule training prior to implementation.

The features of CSLN's online system are as follows:

- **Search** – Users can retrieve CIIP claim match information by using a variety of different search criteria such as: CSLN match ID, claim number, match date, claimant first/last name or SSN.
- **View** – Users can view CIIP claim match information such as: insurance claim, insurance company and insurance adjuster contacts, NCP demographics and status history.
- **Print** – Users may select any available CIIP claim match information to print at their local printer.
- **Credit** – Users can submit online requests for credit of a CIIP claim match. This method eliminates the need for LCSAs to mail and/or fax the DCSS Form 0516 CIIP Refund Transmittal to DCSS.

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

- **LCSA User Access** – LCSAs can add/update user access for their staff.

This letter also updates instructions for completing CIIP insurance claim match credit requests. (See LCSA Letter 07-05). Instructions for completing CIIP credit requests are as follows:

CIIP credit requests must be submitted to the vendor (CSLN) **within 30 days** from the match date. LCSAs must submit all CIIP credit requests via the CSLN online system under the Close/Collect tab when one or more of the following situations occur:

- The LCSA identified the specific claim from a source other than CSLN and is pursuing it, but a lien has not yet been filed with the insurance company. Under closed reason, select “Other” and include reason “other source (DIR or OCSE).”
- Incorrect match for the noncustodial parent. Under closed reason, select “Not the right person.”
- The arrearage is already paid in full or the arrearage is minimal. Under closed reason, select “Arrears already paid.”
- The child support case is closed. Under closed reason, select “Already closed” and provide the date the case was previously closed.
- The insurance claim is paid and closed or the insurance claim was closed without being paid. Under closed reason, select “No benefits received.”
- The claim is for medical expenses only. Under closed reason, select “Medical only.”
- The claim is denied or no benefits are paid. Under closed reason, select “No benefits received.”
- There is an existing Income Withholding Order (IWO) established with the insurance company for this specific insurance claim. Confirm the IWO date created coincides with the date of injury on this specific claim. Under closed reason, select “IW already in place” and provide the date IWO was generated. **This is not a Notice to Withhold with the claimant’s employer, unless the employer is self-insured.**
- The insurance claim is for property damage only. Under closed reason, select “Other” and include reason “Property damage only.”

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- No arrears have accrued since the date of injury (DOI). Check the "Arrears before DOI."

In summary, effective February 8, 2010 LCSAs will have CSLN online system access and should submit the CIIP credit requests online.

If you have questions or concerns regarding this matter, please contact Joni Hamblin at (916) 464-7103 or Teri LaGrassa at (916) 464-6856.

Sincerely,

/S/

ROBERT JONES
Deputy Director
Operations Division

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bcc: DCSS Stakeholders
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