

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



October 21, 2015

LCSA LETTER: 15-11

ALL IV-D DIRECTORS

SUBJECT: INCOME WITHHOLDING ORDER FORM SETS  
REDUCTION

Reason for this Transmittal

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

This letter informs local child support agencies (LCSAs) of changes being implemented to the Income Withholding Order (IWO) and National Medical Support Notice (NMSN) form sets scheduled to be implemented October 25, 2015.

These changes are being made to increase efficiency and cost effectiveness by reducing the volume of paperwork generated and sent to employers.

Changes made to the form sets are outlined below:

- The cover letters have been updated to:
  - Instruct employers to download certain required forms from the Department of Child Support Services (DCSS) public website.
  - Provide timeframes to return documents.
  - Provide contact information, including phone numbers and web addresses.
  - Instruct employers to make a copy of the NMSN (OMB-0970-0222) to provide to the employee.
- The following forms are no longer included in the IWO packet, but are available to employers from the employer section on the DCSS public website at [www.childsup.ca.gov/IWOForms](http://www.childsup.ca.gov/IWOForms) to download for their employees:
  - Health Insurance Information (DCSS 0054)
  - Termination of Benefits/Employment Notice (DCSS 0114)
  - Request and Notice of Hearing Regarding Health Insurance (FL-478)
  - Information Sheet – Hearing Regarding Health Insurance (FL- 478-INFO)
  - Employee Status Report (DCSS 0522)
- The following forms are not required by statute and have been removed from the IWO form set:
  - Summarized IWO (DCSS 0260)
  - Return Address Slip (DCSS 0613)
  - Employer Payment Coupon (DCSS 0423)

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- The following additional changes have been made to the IWO packets:
  - The employee copy of the NMSN (OMB-0970-0222) has been removed.
  - Termination of Benefits/Employment Notice (DCSS 0114), was updated to include a request that employers provide information when an employee has a lapse in health care.
  - Notice to Employer Termination IWO (DCSS 0633), was retitled to Termination of IWO.

A flyer announcing the change will be mailed to all active employers within the Child Support Enforcement system. Employers who subscribe to the Listserv electronic mailing list will receive it via email. We are also sending the flyer to the California Chamber of Commerce and trade organizations. A copy of the flyer is attached and will be available on California Child Support Central for posting on the local website by IT staff should LCSAs choose to do so. Additionally, the flyer and a detailed list of these changes will be posted on the DCSS public website.

Also attached is a Frequently Asked Questions document to assist LCSA and DCSS staff address inquiries from employers.

The Statewide Training Branch will provide two training opportunities addressing the form set changes on October 14, 2015 and October 21, 2015.

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

Sincerely,

o/s

VICKIE K. CONTRERAS  
Deputy Director  
Child Support Services Division

Attachment

Updates to Income Withholding Order (IWO) Form Sets  
Effective 10/25/2015

The following information is provided to assist you in responding to inquiries from employers regarding the changes made to the IWO and National Medical Support Notice (NMSN) form sets.

Q: Why were the IWO and NMSN packets changed?

A: The number of forms included in the packets was decreased to reduce the volume of paperwork sent to employers. It also encourages the employers to become familiar with and use resources available to them on the DCSS Public Website.

Q: What changes were made to the packets?

A: - Forms that were previously provided in the IWO/NMSN packets will now be obtained by the employer from the DCSS Public Website.  
- Three forms were removed from IWO form sets as they are not required by statute.

Q: Are instructions provided to inform employers which forms are no longer provided in the IWO and NMNS packets?

A: Cover letters have been updated with instructions for employers to download certain required forms and the timeframes to return them.

Q: Which forms will be obtained from the DCSS Public Website?

A: Employers will obtain these forms from the employer section on the DCSS Public Website where they are located under the Income Withholding Tab.  
- DCSS 0054 Health Insurance Information  
- DCSS 0114 Termination of Benefits/Employment Notice  
- FL-478 Request and Notice of Hearing Regarding Health Insurance  
- FL- 478-INFO Information Sheet – Hearing Regarding Health Insurance  
- DCSS 0522 Employee Status Report

Q: I didn't receive some forms that are usually in the IWO packet, and they are not included in the list of forms that must be obtained from the DCSS Public Website.

A: The following forms have been removed from the IWO form set, as they are not necessary for processing the IWO.  
- DCSS 0260 Summarized IWO  
- DCSS 0613 Return Address Slip  
- DCSS 0423 Employer Payment Coupon

Q: Why is there only one copy of the NMSN included in the packet?

A: The employee copy of the six page NMSN was removed from the packets to reduce the number of forms sent to employers. Instead, the employer can obtain and complete a copy of the form provided on the DCSS website.

Q: Where should I go on the DCSS Public website to access the forms I need to download?

A: The forms are available at [www.childsup.ca.gov/Employer.aspx](http://www.childsup.ca.gov/Employer.aspx). This information is included in the IWO and NMSN packet cover letters.

Q: Are there any other changes to the IWO packets?

A: There were minor changes to the following forms:

- DCSS 0114, Termination of Benefits/Employment Notice, was updated to include a request that employers provide information when an employee has a lapse in health care.
- DCSS 0633, Notice to Employer Termination IWO, was retitled to Termination of IWO

Q: Where can I get more information on the IWO and NMSN packets?

A: Information specific to the form set changes is available on the DCSS Public Website within the employer section and income withholding tab. See [www.childsup.ca.gov/Employer.aspx](http://www.childsup.ca.gov/Employer.aspx).

Q: Is there a faster and easier way for employers to receive and reply to Income Withholding Orders?

A: Yes. An electronic income withholding, e-IWO is available. This automated information exchange can save time and money while reducing the burden to the employer associated with processing paper IWOs. For more information on enrolling in the e-IWO program, please visit the Employer section on the DCSS Public Website, <http://www.acf.hhs.gov/programs/css/employers/e-IWO>.

Q: How can employers receive child support news and updates on child support topics that relate to them?

A: Employers are encouraged to subscribe to the DCSS Employer Update email list to receive tips, information, the Employer Services Newsletter and helpful features for employers. The application to subscribe is located on the Employer section of the DCSS Public Website.



**Attention HR  
Payroll Professionals**

**MAKING IT EASIER FOR YOU!  
LESS PAPER. MORE EFFICIENT. BETTER RESULTS.**

**EFFECTIVE OCTOBER 26, 2015**

**THE INCOME WITHHOLDING ORDER (IWO) & NATIONAL  
MEDICAL SUPPORT NOTICE (NMSN) PACKETS WILL CHANGE.**

The following changes to the IWO and NMSN packets are outlined below:

**These forms were removed from the IWO form set:**

- Summarized IWO
- Return Address Slip
- Employer Payment Coupon

**These forms are no longer included in the IWO packets and are available at  
[www.childsup.ca.gov/IWOForms](http://www.childsup.ca.gov/IWOForms):**

- Health Insurance Information
- Termination of Benefits/Employment Notice
- Request and Notice of Hearing Regarding Health Insurance
- Employee Status Report

**Attention:** The cover letters were updated to include new instructions. Please read for further details about the changes.

**LEARN MORE:**

- Visit our employer website at [www.childsup.ca.gov/IWO](http://www.childsup.ca.gov/IWO)
- Call your local child support agency at 866.901.3212

**DOWNLOAD ELECTRONIC  
FORMS:**

- [www.childsup.ca.gov/IWOForms](http://www.childsup.ca.gov/IWOForms)

e-IWO making it easier for you!

Want to go electronic? Sign up for e-IWO at [www.acf.hhs.gov/programs/css/employers/e-iwo](http://www.acf.hhs.gov/programs/css/employers/e-iwo)