

Undistributed Collections Project

NEW YORK STATE CHILD SUPPORT PROCESSING CENTER

Training manual for Payment Identification

PAYMENT IDENTIFICATION:

The Contractor needs to know the correct CSMS account number in order to post a payment to an account without review. The Contractor will receive payments that are unidentified because the payor did not provide the required account number, or provided an account number that is invalid. When this occurs the Contractor must use the information provided with a payment to conduct a CSMS inquiry to determine the correct CSMS account(s) to post the payment. The information provided with the payment must be compared to the information on the CSMS account(s) provided by the inquiry. The information provided with the payment will either assist in matching it to a CSMS account or eliminate that account as the correct account because the information does not match. The type of CSMS inquiry that must be conducted depends on the information included with a payment. These inquiry methods will be discussed further in the “Overview of CSMS Inquiry” section of this manual.

The most common items of information provided with a payment are:

- Non-Custodial Parent name (first and last);
- Non-Custodial Parent social security number;
- Non-Custodial Parent address (see IVDQY1 and IVDJCA screens or IVDJRA in the absence of a V or M indicators);
- Custodial Parent name (first and last);
- Custodial Parent social security number;
- Docket number (also known as “County Case ID” is a file number assigned by the court)(numeric value match);
- Payment History (single account, payment instrument, payment sequence number, payment frequency, matches three previous payments);
- Child(ren) name (first and last name); and
- Partial CSMS account number (AW12345).

For the purpose of payment identification training, we will refer to these items as “secondary identifiers” (primary identifier is the CSMS account number).

**- UDC REDUCTION TASKFORCE PROJECT -
CATEGORIES of UNDISTRIBUTED COLLECTIONS
FOR 44 SPEC CODING**

CATEGORY #1: Distribution Switch 3 Due to Address Issues

CODE ASSIGNMENT	DESCRIPTIVE REASON
1A	CP Address Issues
1B	NCP Address Issues
1C	Other State Depository Address Issues

CATEGORY #2: Distribution Switch 3 Due to Account Maintenance Issues

CODE ASSIGNMENT	DESCRIPTIVE REASON
2A	Previous Account Maintenance Work Requested – Not Completed
2B	CP On and Off TANF, FC, or SN Program
2C	Misapplied Payments
2D	Ledger Established with a DSSW 3 - Never Changed
2E	Order of Support Terminated or Suspended
2F	DSSW 3 Reason Unknown
2G	DSSW 3 Due to Dispute of the Court Order
2H	Court Order Was Not Obtained <i>Within</i> the County (See <i>Category #6 for Interstate and Intrastate Court Order Codes</i>)

CATEGORY #3: Distribution Switch 3 Due to Case Management Issues

CODE ASSIGNMENT	DESCRIPTIVE REASON
3A	CP and/or Child Reported Deceased – Awaiting Verification/Verified
3B	CP or NCP Failed to Take Requested Action Within a Reasonable Timeframe
3C	CP Moved to Another State – Requested Case Closure
3D	NCP Reported Deceased – Awaiting Verification/Verified
3E	Awaiting Order Modification or Administrative Adjustment of Case Information

CATEGORY #4: Income Execution Overpayments

CODE ASSIGNMENT	DESCRIPTIVE REASON
4A	Arrears are Satisfied, Amended IEX Not Sent (System Generated)
(Continued: CATEGORY #4: Income Execution Overpayments)	
4B	Arrears Satisfied, Amended IEX Generated: Employer Process Time-lag < 60 Days
4C	Obligation and Arrears Satisfied, IEX not

	Terminated and Employer Continues to Remit
4D	Employer Withholding Wrong Amount
4E	Multiple Employers and/or UIB Withholding at Same Time
4F	Obligation Frequency and Payroll Frequency Out of Sync (1 month no impact)
4G	Obligation Frequency and Payroll Frequency Out of Sync (more than 1 month)
4H	Misapplied Payment
4I	IEX Terminated, Payment Received After Termination – No Refund Issued
4J	IEX Overpayment – NCP Requests Hold for Future Payments

CATEGORY #5: Non-Custodial Parent Payer Overpayments

CODE ASSIGNMENT	DESCRIPTIVE REASON
5A	Direct Paying NCP Pays in Advance – Overpayment Held for Future Payment
5B	Youngest or Only Child Emancipated and Payments Continued
5C	Misapplied Payments
5D	Arrears Satisfied – NCP Overpaid
5E	Court Order Undertaking

CATEGORY #6: Interstate/Intrastate Payment Issues

CODE ASSIGNMENT	DESCRIPTIVE REASON
6A	Court Order Was Not Obtained From Responding <i>Interstate</i> Jurisdiction
6B	Other <i>State</i> Returned Money
6C	Misapplied Payments
6D	Payments Received From Other State Were Out of Sync with Obligation Frequency
6E	Court Order Was Not Obtained From Responding <i>Intrastate</i> County
6F	Other <i>Intrastate County</i> Returned Money

CATEGORY #7: Ledger Maintenance Issues

CODE ASSIGNMENT	DESCRIPTIVE REASON
7A	Ledger Suspended or Administratively Closed and Collection Subsequently Received
7B	Obligation Amount on the Ledger Was Zeroed Out, Arrears Were Satisfied and Collection Subsequently Received
7C	Arrears Held in Abeyance
7D	Adjustment Calculated Incorrectly
7E	Not Used
7F	Ledger Established With Errors
7G	Previous Account Maintenance Work Requested – Not Completed
7H	The UDC Residing on the Case was Less Than the Check Issuance Threshold

CATEGORY #8: Suspense Accounts

CODE ASSIGNMENT	DESCRIPTIVE REASON
8A	Joint Tax Offset - 6 months or less
8B	Joint Tax Offset - Greater than 6 months
8C	Tax Offset Exceptions - Less than 4 months
8D	Tax Offset Exceptions – 4 months or greater
8E	Lottery Accounts
8F	Processing Center Suspense – Less than 3 months
8G	Processing Center Suspense – 3 months to 23 months
8H	Processing Center Suspense - 2 years and older
8I	Pre-Processing Center Suspense
8J	Rejected Transaction Suspense

CATEGORY #9: Escheatment Status

CODE ASSIGNMENT	DESCRIPTIVE REASON
9A	CP location unknown
9B	NCP location unknown
(Continued: CATEGORY #9: Escheatment Status)	
9C	Dependent Child (ren) location unknown
9D	CP Deceased – Awaiting Abandoned Property
9E	NCP Deceased – Awaiting Abandoned Property

Undistributed Collections Project

Custodial Parent Locate Project (CP Locate)

☆ This is a pilot program of 13,000 cases where various national databases are utilized to identify and validate Custodial Parent information.

Searches were performed on the following databases:

- ☆ Federal New Hire Database
- ☆ ACS Proprietary Databases
 - ☆ SSI Deceased search
 - ☆ Unpublished telephone number search
 - ☆ Telephone listing search
 - ☆ New address search

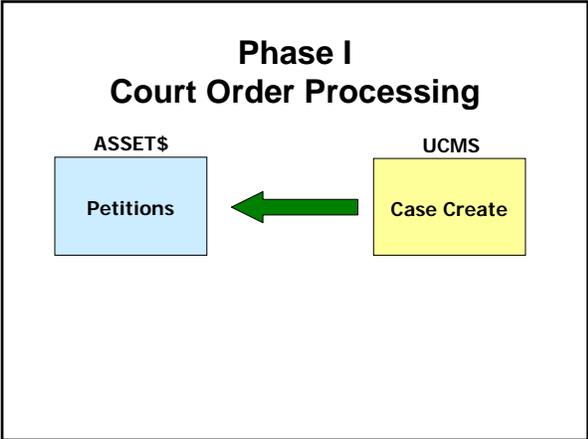
CP Locate Facts:

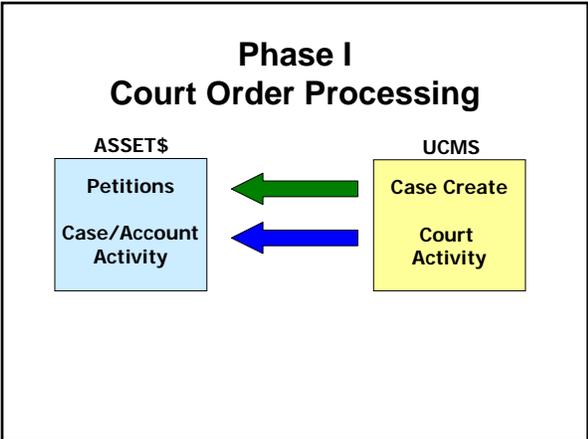
- ★ There has been a 94% hit rate of new data on the 13,000 pilot cases.
- ★ The updated information has been reviewed and forwarded to OTDA.
- ★ The first group of 1,013 Address Verification Letters (AVLs) was mailed during the week of November 1, 2004.
- ★ In excess of 10,000 Address Verification Letters will be mailed before the end of 2004.

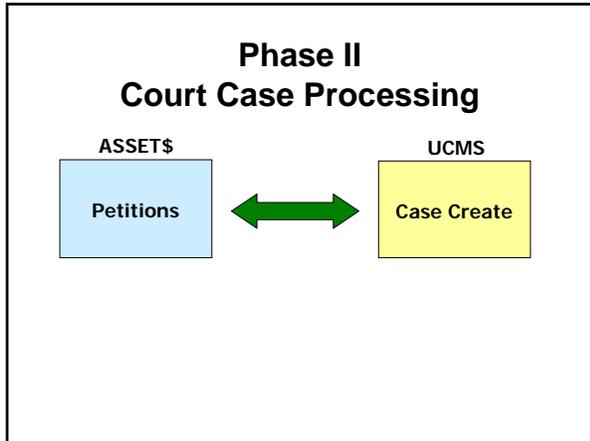
Data Verification:

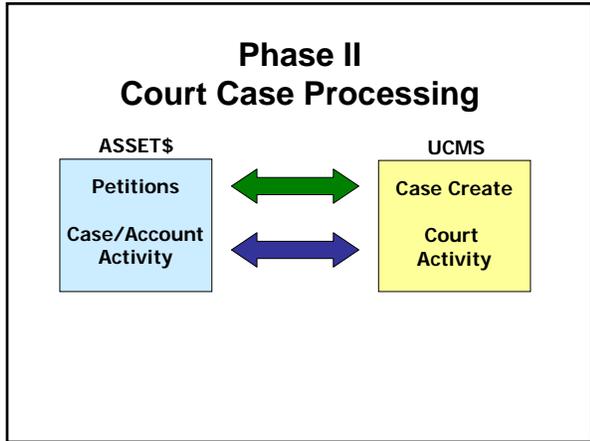
- ★ The information on the returned AVLs will be validated against the information in CSMS. This validation consists of verifying the Social Security Number as well as comparing addresses that are present in CSMS.
- ★ Once verification is complete, the updated information will be forwarded to the State and utilized to release disbursements to the Custodial Parent.

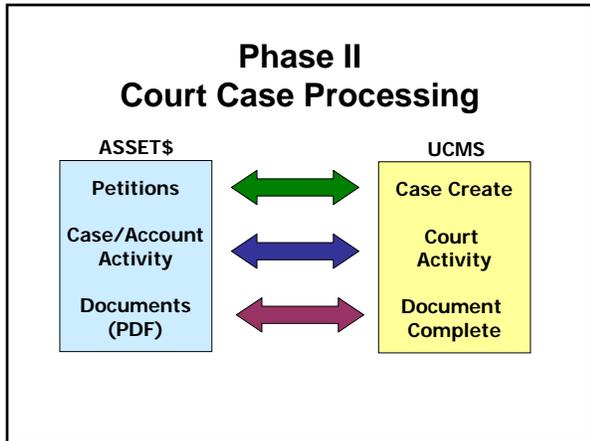
Family Court Interface











Customer Service Help Line

Custodial and Non Custodial Customer Service Help Line

- ★ The CP/NCP Customer Service Help Line is a 75 person inbound call center that has been created in order to provide a central location for Custodial Parents, Non Custodial Parents and potential clients to call and exchange specific information regarding their case.
- ★ All callers must be validated prior to accessing any CSMS case information. Validation consists of the caller providing the CSR with their correct SSN, DOB and address which in turn is validated against that existing data in CSMS.
- ★ All calls are recorded. The recorded calls are routinely reviewed for accuracy of response as well as CSR demeanor/presentation.
- ★ The CP/NCP Customer Service Help Line has been designed to be informational in nature only and is not intended to operate at the case worker level.

Information that can be updated by CSRs at the Processing Center:

- ★ NCP Employer contact information (CSMS RE screen)
- ★ CP Employer contact information (CSMS CE screen)
- ★ CP & Child information – only when these fields are blank will we update SSN, DOB, gender, ethnicity, telephone number (CSMS CH screen)
- ★ NCP information – address (CSMS RA screen). Only when these fields are blank SSN, ALT SSN, DOB, gender, ethnicity, telephone number (CSMS RI screen)
- ★ Update to PIC data (CSMS PI screen)
- ★ Update to PEX data (CSMS PX screen)
- ★ initiate a Postal Clearance Letter (PCL) (CSMS SI screen)
- ★ Initiate Immediate Income Execution (IEX) (CSMS I screen)

Every call handled by the CP/NCP Customer Service Help Line Representatives will always have the following information contained in the CSMS note field (CSMS RR screen):

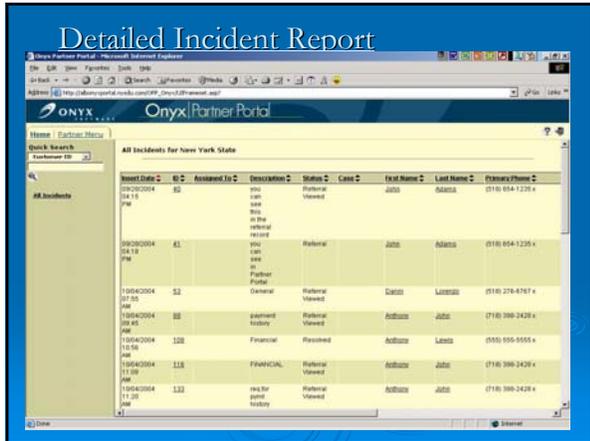
- ★ Time and date the call was received
- ★ Customer Service Rep ID
- ★ Reason for the call
- ★ Action/Information taken
- ★ Call resolution

Calls to the Help Line are resolved in one of two ways:

- ★ The issue the caller was inquiring about was fully resolved during the call with the Customer Service Representative. The appropriate notes are made in both CSMS and the call tracking software (ONYX). Call is closed.
- ★ The issue the caller was inquiring about needs additional action/attention by a case worker. The appropriate notes are made in both CSMS and the call tracking software (ONYX). A referral is initiated to the County or OTDA. The call is closed by the individual handling the referral.

The Referral Process:

- ★ Every call received at the CP/NCP Customer Service Help Line is documented in the incident tracking software called ONYX.
- ★ Calls that cannot be fully resolved by a CSR need to be forwarded onto the appropriate County for resolution.
- ★ ONYX incidents forwarded onto a County are commonly referred to as "Referrals".
- ★ Counties can access their Referrals via ASSET\$.
- ★ Referrals contain the CSMS case number, County ID, worker code (where applicable) and identical information that was placed in the CSMS notes screen.



Referral Facts:

- ★ Referrals are sent to the Counties as they are created (real time).
- ★ The Counties are able to open, review and notate when an incident (Referral) is resolved.
- ★ Referrals and reports are made available daily to the Counties via their ASSETS link.
- ★ The following reports are presently available:
 - ★ Detailed Incident Report
 - ★ Summary of Incidents referred to a County
 - ★ includes date each incident was received & status of each incident

Summary of Incidents Report

Closed Date	Country	Incident ID	Country Worker	Comments	Closed Time
11/3/2004					
66 New York City					
		11	john freeman	test case closing	11:49 AM
		232	John freeman	test case resolution	11:48 AM
		371	Fran Abbadesse	notification sent	12:26 PM
		754	leake		12:58 PM
		1041	McClellan, Joy	Case was completed	3:25 PM
		6714	barbara blasin	All pymts disb to pet.	4:08 PM
Sub Total for New York City					6
Sub Total for 11/3/2004					6
11/4/2004					
66 New York City					
		800908	guyguy	plgl	8:17 AM
Sub Total for New York City					1
Sub Total for 11/4/2004					1
TOTAL REFERRALS :					7

Potential Referrals that will be handled
by OTDA Staff:

- ✧ Request for PIN
- ✧ Request for Stop Pay
- ✧ Acknowledgement of Paternity
- ✧ Request for an Account Summary
- ✧ Request for Direct Deposit Application
- ✧ Request for Application of Child Support Services

Questions and Answers
