



# **F.Y.I.**

**from the Policy Unit**

**FYI-221**

**Date: May 1, 2019**

## **SUBJECT: Child Support Agencies/Social Security Administration (SSA) Resolution Process**

Please contact the Policy Unit if you have any questions regarding these or any other changes at [DCSS.POLICYQUESTIONS@azdes.gov](mailto:DCSS.POLICYQUESTIONS@azdes.gov) or call 602-771-8127

The Office of Child Support Enforcement (OCSE) and SSA have developed a process to assist the child support agencies and SSA field offices in resolving questions. The attached flow charts provide the process for inquiries from the agencies to SSA and inquiries from SSA to the agencies. These flow charts also provide an OCSE contact person if the child support agency does not receive a response from SSA after repeated requests.

Please keep in mind:

- SSA often contacts child support agencies to ask about amounts to withhold from lump sum payments for previous months after a claim is approved.
- **SSA will suspend ongoing child support payments until they receive a response regarding the amount to withhold.**
- Child support agencies may need to contact SSA to identify the noncustodial parent when they receive notices with a Beneficiary Notice Control (BNC) number instead of a SSN. As of February 23/2019, the SSA removed the SSN from the notices generated by their garnishment system and replaced it with the BNC.

The [DCSS and SSA Process Flow Charts](#) should be used in the above situations as well as for other inquiries. They are located in the PORT under Flow Charts>Enforcement.

*DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.*

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