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**DCSE Policy & Procedures Unit**  
**Policy Update**  
**PPU 07-08-008**

**Date: August 29, 2007**

**SUBJECT: Separate Entity (SEEN) Screen Update**  
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Please contact the Policy Unit if you have any questions regarding these or any other changes at  
\*DCSE-POLICYQUESTIONS, CSE.POLICY or (602) 771-8127.

*The IV-D PARTNERS should send POLICY inquiries directly to \*DCSE-POLICYQUESTIONS@azdes.gov*  
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The **Separate Entity (SEEN)** screen is used when payments are to be directed to a party other than the designated custodial person. The SEEN screen is a person based screen. Only specified DCSE employees have the capability to update the SEEN screen. When an active SEEN screen entry exists for a CP, a Y (Yes) will be displayed in the **Separate Entity** field on Panel 2 of the **Debt Detail NCP (DEDN)** screen.

Staff must ensure a SEEN screen add/change has documentation on ATLAS that supports the change and that the information is also placed in the hard case file. When a change to the SEEN screen is made the following CAAL must be entered explaining the change.

**A0252- SEEN SCREEN UPDATED/CHANGED-SEE NARRATIVE**

**General Information and Reminders about the SEEN Screen**

- The SEEN screen should never be updated or changed until proper documentation has been provided to support the change. The documentation about the SEEN screen change must be made on ATLAS CAAL screen and the hardcopy of the information must also be placed in the case file(s) to support the change that was made to the SEEN screen.
- The SEEN screen should never be updated for a name change, such as marriage or divorce. It is proper to update the CPDE or NCDE Screen(s) with the name change after documentation has been received by the party requesting the ename change.
- The SEEN screen should never be updated with an CSE address in another state. Procedures must be adhered to when setting up an Interstate cases which may require debt changes or additional debt set up.
- The SEEN screen should never be used to redirect support to the Arizona Foster Care Division.
- When the SEEN screen is updated with another person's name and address, payments from all of the CP's cases will go the name and address that is entered on the SEEN screen. Because the SEEN is person based unless all payments for all cases are designated and authorized to be paid to the person listed on the SEEN screen the change cannot be made.

### **SEEN Screen and private collection agencies (PCA)**

The SEEN screen is to be used when custodial parent (CP) contracts with a **private collection agency (PCA)** and collections for the CP are redirected to the private collection agency. Currently, payments made on behalf of a CP to a private collection agency can be sent by either direct deposit to the PCA's designated bank account OR by issuing them a check to their address listed on the SEEN screen. DCSE is currently using the direct deposit process with the PCA Support Kids Inc. DCSE is also working to start direct deposit account with the PCA Child Support Network (CSN).

### **SEEN and Direct Deposit**

If there is an active direct deposit set up, any payments received by DCSE will be directly deposited into the bank account designated on the CPPD screen. The direct deposit process is designed to override the SEEN screen information. Therefore, ATLAS will send a direct deposit to the designated account on CPPD and will not send a check to the person listed on the SEEN screen. **The SEEN screen must be updated if there is no direct deposit account on the Direct Deposit Detail (CPDD) screen.**

### **SEEN and the Arizona Electronic Payment Card (EPC)**

If there is an active **Arizona Electronic Payment Card (EPC)** set up, any payments received by DCSE will be placed on the CP's EPC account. The EPC process as well as the direct deposit process is designed to override the SEEN screen information. Therefore, ATLAS will send payment to the EPC or to the designated account on CPPD and will not send a check to the person listed on the SEEN screen. **The SEEN screen must be updated if there is no EPC or direct deposit account on the Direct Deposit Detail (CPDD) screen.**