



# **ILLINOIS EMPLOYER HANDBOOK FOR CHILD SUPPORT**

**A Guide to Illinois New Hire Reporting, Income  
Withholding, Electronic Income Withholding,  
and the National Medical Support Notice Processes**

Illinois Department of Healthcare and Family Services  
Division of Child Support Services



## **Division of Child Support Services Provides**

- ☐ **Location of Non-Custodial Parents**
- ☐ **Establishment of Paternity – Legal Determination of Child's Father**
- ☐ **Establishment or Modification of Child Support Orders**
- ☐ **Collection of Child Support Order Payments**
- ☐ **Services for Non-Custodial Parents**

**More information is available at:**

[www.illinois.gov/hfs/ChildSupport](http://www.illinois.gov/hfs/ChildSupport)

**Application for child support services is available at:**

[www.illinois.gov/hfs/ChildSupport/parents/Pages/Applications.aspx](http://www.illinois.gov/hfs/ChildSupport/parents/Pages/Applications.aspx)

**We encourage you to make this information available to your employees.**

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## Contact Information

### New Hire Reporting

Illinois Department of Employment Security  
 Phone: 800.247.4984  
 Fax: 217.557.1947  
 Web: [www.illinois.gov/hfs/ChildSupport/Employers](http://www.illinois.gov/hfs/ChildSupport/Employers)

### Income Withholding

Customer Service: 888.245.1938 or 312.803.7253  
 Fax: 888.227.0370

### National Medical Support Notice (NMSN)

Customer Service: 888.245.1938 or 312.803.7253  
 Fax: 888.227.0370

### Illinois State Disbursement Unit (SDU)

P.O. Box 5400  
 Carol Stream, IL 60197-5400  
 Phone: 877.664.5738  
 Web: [www.ilsdu.com](http://www.ilsdu.com)

**For additional information, visit:**  
[www.illinois.gov/hfs/ChildSupport](http://www.illinois.gov/hfs/ChildSupport)





## Illinois New Hire Reporting

State and federal statutes require all employers to report newly hired employees to a state New Hire Directory (Illinois Code Section 820 ILCS 405/1801.1 and the Federal Personal Responsibility and Work Opportunity Reconciliation Act of 1996, 42, U.S.C. 653a). These laws were adopted to improve child support collections on both a state and national level and reduce fraudulent unemployment and workers' compensation payments. Newly hired employees are submitted to each state's New Hire Directory, which, in turn, forwards the data to the federal Office of Child Support Enforcement (OCSE). There, the data become a part of the National Directory of New Hires. Employers must report all new employees within 20 days of their start date, including full-time, part-time and temporary employees. Rehires (persons who have been off the payroll for 60 or more days) must also be reported.

## Required Reporting Information

Employee Information	Employer Information
Name	Company Name
Home Address	Address
Social Security Number	Federal Employer Identification Number (FEIN)
Hire Date	

An employer may also provide a second company address for income withholding purposes (optional).

## How to Report

Employers can submit information using one of the following methods:

- Online at [www.illinois.gov/hfs/ChildSupport](http://www.illinois.gov/hfs/ChildSupport) individually or via file upload. Registered employers can also report employee terminations online.
- The New Hire Reporting form provided by the Illinois Department of Employment Security (visit [www.ides.illinois.gov/IDES%20Forms%20and%20Publications/NewHire.pdf](http://www.ides.illinois.gov/IDES%20Forms%20and%20Publications/NewHire.pdf) to download the form)
- A copy of the employee's W-4 form, with all information completed legibly, including the employer information
- A separate listing of the new employees, with the required data

## Where to Report

### Online

[www.illinois.gov/hfs/ChildSupport](http://www.illinois.gov/hfs/ChildSupport)

### By Mail

IDES  
33 South State Street  
10th Floor  
Chicago, IL 60603

### By Fax

217.557.1947 (24-hour fax line)

### By Email

[DES.NHire@illinois.gov](mailto:DES.NHire@illinois.gov)

### By sFTP upload

Call us at: 888.245.1938  
or 312.803.7253 for details



## Multi-State Employers

Employers with employees in more than one state may choose to submit New Hire documentation in each state where they have employees or elect a single state in which to report all employees. A multi-state employer may choose to send all New Hire documentation to one state by notifying the United States Department of Health and Human Services by mail or fax at:

Secretary, U.S. Dept. of Health and Human Services  
Office of Child Support Enforcement (OCSE)  
Multi-State Employer Registration  
P.O. Box 509  
Randallstown, MD 21133  
Fax: 410.277.9325

Or the employer may complete the notification form online at:  
<https://ocsp.acf.hhs.gov/OCSE>

*Notification should include the employer's:*

- Federal Employer Identification Number (FEIN)
- Name
- Address
- Phone number
- Contact person
- Name of the state where all reports will be submitted
- Each state in which the employer has employees

Multi-state employers reporting to Illinois must submit records via magnetic cartridge or diskette. For additional information about multi-state reporting, contact OCSE at 410.277.9470.

If your company will be reporting new hires on behalf of your subsidiaries that operate under different names and FEINs, please also list the names, FEINs, and states where they have employees working.

## Income Withholding

Income withholding is the court or administratively ordered deduction of a specified amount from a parent's income for payment of child support. All employers must honor the *Income Withholding for Support* form from any state. Out-of-state Income Withholding for Support forms are valid throughout the country, including U.S. territories. An employer is considered served if any company address is used. Be sure all of your staff know where to forward these documents within your company to avoid any noncompliance penalties.

An electronic income withholding (e-IWO) option is available to employers. For more information on this option, please call 888.245.1938 or visit the Federal e-IWO Website ([www.acf.hhs.gov/programs/css/employers/e-iwo](http://www.acf.hhs.gov/programs/css/employers/e-iwo)).

## Upon Receipt of an *Income Withholding for Support* Form

- Document the date of receipt.
- Determine if the *Income Withholding for Support* form is an authentic and complete legal document. It should include the duration and amount of child support (current, delinquency and arrears), medical support terms and where to remit the payments.

Federal regulations require that the "Payment Towards Delinquency Amount," shown on separate lines on previous *Income Withholding for Support* notices, must be combined with any other past due amount on the "Payment Towards the Past Due Child Support Amount" line. This change appears in the Order Information section of the document.

**For information about income withholding, please call:**  
888.245.1938 or fax to 888.227.0370

## The *Income Withholding for Support* Form has Pertinent Information Regarding

- When to begin withholding
- Where to remit payments
- When to remit payments
- The mandatory deductions
- The maximum amount to be withheld (within Consumer Credit Protection Act limits)
- How to allocate withholding across multiple child support orders
- The administrative fee that the employer is permitted to charge

## Payment Information Required for Remittance

All income withholding payments must be directed to the Illinois State Disbursement Unit. The following payment information is required:

- The county and state where the child support order was entered
- The docket number
- The name of the employee
- The social security number of the employee
- The amount of the payment for each employee if the remittance is for more than one employee
- The amount of the payment for each docket number, if an employee has more than one docket number

## Where to Submit Income Withholding

Illinois State Disbursement Unit (SDU)  
P.O. Box 5400  
Carol Stream, IL 60197-5400  
Phone: 877.664.5738

### ***Make all checks payable to "SDU"***

Employers with 250 or more employees or that withhold on 10 or more *Income Withholding for Support* forms are required to make payments to the SDU by Electronic Funds Transfer (EFT). If your company falls into either of these categories or if you are interested in using EFT to make your payments, please call 888.704.0683.







## National Medical Support Notice

When medical insurance coverage is ordered through employment, the *National Medical Support Notice* (NMSN) is sent to the employer or union to enforce the requirement to enroll the employee's dependents in a healthcare plan.

*The NMSN packet includes:*

### Part A

- Notice to Withhold for Health Care Coverage
- Employer Response Form

The employer is expected to return the Employer Response Form to the issuing agency within 20 days of receipt if the employee's dependents cannot be enrolled for one of the following reasons:

- The employer does not provide insurance
- The employee is not eligible for insurance
- The deductions exceed withholding limits
- The employer has a mandatory waiting period prior to enrollment
- The employee is terminated

## Part B

- Medical Support Notice to Plan Administrator
- Plan Administrator Response Form
- Health Insurance Report (signed with a contact number for further clarification)

If medical coverage is available through the employer, the employer should forward Part B to the Plan Administrator. The Plan Administrator must complete the Plan Administrator Response Form and the Health Insurance Report and return both of them to the issuing agency within 40 days of the original date that the NMSN was sent.

**If you have any questions regarding the NMSN, please call:**  
888.245.1938 or fax to 888.227.0370. NMSN Instructions are available at <https://newhire.hfs.illinois.gov/NewHireWeb/NationalMed.jsp>.

## Priorities for Withholding

The employer may receive the NMSN in conjunction with an *Income Withholding for Support* form or by itself. If the employer receives both the NMSN and an *Income Withholding for Support* form, deductions should follow the following priority scheme:

- 1st** Current support (if applicable)
- 2nd** Any health premium required by the employer (except, if there is insufficient income to pay the entire premium, then no amount should be deducted for the premium)
- 3rd** Arrearage
- 4th** Delinquency
- 5th** Notice of Levy (wage garnishment other than a federal tax levy entered before the child support order)
  - If the employee no longer works for you, please notify us immediately
  - Report the information on the *Income Withholding for Support* form and return it by mail or fax to 888.227.0370
  - Terminations can also be reported online if you register to use the new hire online system at [www.illinois.gov/hfs/ChildSupport/Employers](http://www.illinois.gov/hfs/ChildSupport/Employers)



**The Children of Illinois Thank You.**

**Illinois Department of Healthcare and Family Services**  
**Division of Child Support Services**  
P.O. Box 641097  
Chicago, IL 60664-1097

Updated Information