



STATE OF MICHIGAN  
DEPARTMENT OF HUMAN SERVICES  
LANSING

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**IV-D MEMORANDUM 2013-002**

**TO:** All Friend of the Court (FOC) Staff  
All Prosecuting Attorney (PA) Staff  
All Office of Child Support (OCS) Staff

**FROM:** Erin P. Frisch, Director  
Office of Child Support

**DATE:** March 22, 2013

**SUBJECT:** Expansion of the State Services Portal (SSP), Modification of Security Forms, and Sources for Obtaining Federal Employer Identification Numbers (FEINs)

**RESPONSE DUE:** None

**POLICY EFFECTIVE DATE:** Upon receipt

**PURPOSE:**

This IV-D Memorandum explains the expansion of the SSP<sup>1</sup> Employer Search Application and implementation of the SSP Insurance Match (IM) application. It also introduces revisions to the following security forms:

- *IV-D Program Request to Delete Computer Access* (DHS-392);
- *IV-D Program Request for Computer Access* (DHS-393);
- *IV-D Program Request for Changing Computer Access* (DHS-395); and
- *Michigan Child Support Enforcement System (MiCSES) Child Support Case Disclosure Form* (DHS-428).

The forms have been updated with information on the SSP IM application. In addition, the DHS-392, DHS-393, and DHS-395 have been updated with information regarding the new Central Paternity Registry and Birth Registry System Combined Search Tool (CPR/BRS).

<sup>1</sup> Ref: [IV-D Memorandum 2012-007, Introduction of the State Services Portal \(SSP\)](#) for more information about the SSP.

<p><b>UPDATE(S):</b></p> <p><input type="checkbox"/> Manual</p> <p><input checked="" type="checkbox"/> Form(s)</p>
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This memorandum also announces the publication of the *MiCSES CPR/BRS Interface Security Agreement* (DCH-1419) on mi-support. This security agreement has been revised with CPR/BRS information, and a form number has been added.

Lastly, this memorandum describes sources for obtaining FEINs. An employer's FEIN is frequently used as an identifier in the IV-D program.

## **DISCUSSION:**

### **A. eEmployer Search on the SSP<sup>2</sup>**

In January 2013, the federal Office of Child Support Enforcement (OCSE) expanded the employer information available to IV-D staff through the SSP's eEmployer application (formerly called the Employer Search or e-IWO Employer Search).<sup>3</sup> Prior to this expansion, the Employer Search only provided information on SOIs participating in the federal e-IWO portal. Michigan IV-D staff were initially provided access to the Employer Search application in June 2012.<sup>4</sup> All IV-D staff who have access to the Employer Search will automatically receive the expanded access on April 1, 2013 and do not need to submit a request for it.

The eEmployer application has two search functions:<sup>5</sup>

- e-IWO Employer Search, which provides information on SOIs participating in the e-IWO portal; and
- NDNH Employer Search, which provides SOI information that any state or federal agency has reported to the National Directory of New Hires (NDNH).

### **B. IM Application in the SSP**

On January 19, 2013, the federal OCSE implemented the SSP IM application for states that participate in the Insurance Claims Data Match (ICDM)<sup>6</sup> program. The IM application allows states to receive, through the SSP, the insurance matches for lien and levy from the ICDM program. Before the introduction of the IM application, some states including Michigan received the insurance matches through an encrypted email that OCSE sent to each state three times a week. OCSE will discontinue the encrypted emails on April 30, 2013.

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<sup>2</sup> Ref: [Introduction and Guide to Navigating the FPLS State Services Portal](#).

<sup>3</sup> Ref: [State Services Portal: Applications Overview](#), [OCSE Release 13-01 Major Manifest](#), and [OCSE e-IWO Release 13-01 Minor Specifications](#).

<sup>4</sup> Ref: IV-D Memorandum 2012-007 for details regarding Michigan's initial implementation of the SSP and the SSP applications accessible to Michigan IV-D staff.

<sup>5</sup> Ref: Section D, "Sources for Obtaining FEINs" of this memorandum for more information regarding the eEmployer application.

<sup>6</sup> Ref: [Action Transmittal \(AT\) 2008-047, Insurance Claims Data Match \(ICDM\) and Intercept Process](#) for more information regarding the ICDM process.

## 1. Access to the IM Application

The IM application will be available only to OCS Central Operations staff assigned to the ICDM program. OCSE made the application available to the states on January 19, 2013; however, the application will not be implemented for OCS Central Operations users until April 1, 2013. For the initial rollout on April 1, 2013, MiCSES Help Desk staff will provide the IM role to OCS Central Operations staff who are currently assigned to the ICDM program.

After the initial rollout, OCS Central Operations staff who have a business need for the IM role but do not already have SSP access must complete a DHS-393 to request SSP access **and** the IM role. However, OCS Central Operations staff who have SSP access but do not have the IM role must complete and submit a DHS-395 to obtain the IM role.

When OCS Central Operations staff are no longer assigned to tasks requiring use of the IM application, they must submit a DHS-392 to delete access to the application.

## 2. Downloading Insurance Matches From the IM Application<sup>7</sup>

OCSE loads new insurance matches daily to the IM application. OCS Central Operations staff will receive an email notification from OCSE via the insurance email address ([DHS-OCS-Insurance@michigan.gov](mailto:DHS-OCS-Insurance@michigan.gov)) when the new matches are loaded.

To download insurance matches from the IM application, OCS Central Operations staff will:

- a. Log into SSP;
- b. Click the "Insurance Match" link on the left side of the screen;
- c. From the "Welcome" screen that appears, click the "Response Download" option on the left side of the screen; and
- d. Download the matches by clicking the "Download" button at the bottom of the screen.

Once OCS Central Operations staff have downloaded the insurance matches from the SSP IM application, they will follow the current ICDM policy for lien and levy.<sup>8</sup> This process includes, but is not limited to, forwarding the matches to the ICDM coordinators at the FOC offices.

While the method of obtaining the insurance matches from OCSE has changed, the ICDM process will remain the same.

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<sup>7</sup> Ref: [MiCSES Customer Information Guide: State Services Portal](#) for more information.

<sup>8</sup> Ref: AT 2008-047.

## C. Revised User Access Security Forms

The DHS-392, DHS-393, and DHS-395, and DHS-428 have been updated with formatting and wording changes and new fields related to the IM application. In addition, the fax number for the MiCSES Help Desk has been added to these forms. Completed forms must be faxed to (517) 241-9703 or emailed to [DIT-MiCSES-HelpDesk@michigan.gov](mailto:DIT-MiCSES-HelpDesk@michigan.gov). A note regarding the CPR/BRS has been added to the DHS-392, DHS-393, and DHS-395, and the DCH-1419 has been updated with CPR/BRS information.<sup>9</sup>

All significant revisions to each form are listed below.

**Note:** **Effective immediately**, IV-D staff **must** complete the “Request to restrict user access to case(s)” Yes/No fields on the DHS-393 and the DHS-395. MiCSES Help Desk staff will reject user access security forms on which any required fields are left blank.

### 1. DHS-392

- a. A required field for a supervisor’s phone number has been added;
- b. The “Work Location” field has been changed to “Employee Work Location”;
- c. The example “worker left employment” was added to the “Reason for deleting access” field;
- d. A checkbox has been added to the “Access to be removed” section to leave a worker’s RESM record open so user assignments may be transferred to other staff;
- e. A field has been added so an end date for a RESM record may be specified;
- f. “(Tier 1 counties only)” has been added to the “State of Michigan Email Username” field;<sup>10</sup>
- g. “Username” has been added to the “Web Resource Center InfoTrac” field;
- h. “Username” has been added to the “e-OSCAR” field;
- i. The option to circle items under “State Services Portal” has been removed; and
- j. A note has been added that instructs users deleting access to the CPR/BRS to complete a DCH-1419 and submit it to the MiCSES Help Desk.

### 2. DHS-393

- a. A required field for a supervisor’s phone number has been added;
- b. The “Work Location” field has been changed to “Employee Work Location”;
- c. An “LGNet Active Directory (LGAD)” checkbox has been added to request

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<sup>9</sup> Ref: Section C(5), “DCH-1419” in this memorandum for more information on the CPR/BRS.

<sup>10</sup> “Tier 1” county offices are local IV-D offices that have computer workstations and networks managed by the State of Michigan. IV-D staff in Tier 1 county offices receive michigan.gov email accounts.

- LGAD access to be reinstated after access has been deleted due to inactivity;
- d. "(Tier 1 counties only)" has been added to the "State of Michigan Email" field;
  - e. Checkboxes for "Standard View" and "Correspondence Search" roles<sup>11</sup> have been added to the "Web Resource Center InfoTrac" section;
  - f. An "Insurance Match" checkbox has been added under "State Services Portal" to request access to the SSP IM application;
  - g. A note has been added that instructs users requesting access to the CPR/BRS to complete a DCH-1419 and submit it to the MiCSES Help Desk; and
  - h. The "Request to restrict user access to case(s)" field is now a required field.

### 3. DHS-395

- a. The form has been reorganized;
- b. A required field for a supervisor's phone number has been added;
- c. The "Work Location" field has been changed to "Employee Work Location";
- d. The word "current" has been added to all username fields;
- e. Spaces to designate the employee's new team ("Team Change"), new user role ("Role Change"), and a current employee's user profile to use as a model for the new employee ("New Model User") have been moved under the "Michigan Child Support Enforcement System (MiCSES)" field;
- f. The "State of Michigan Network" field has been changed to "State of Michigan Network / LGAD";
- g. "(Tier 1 counties only)" has been added to the "State of Michigan Email Username" field;
- h. Checkboxes for "Standard View" and "Correspondence Search" roles have been added to the "Web Resource Center InfoTrac" section;
- i. A "Current Username" field has been added to the "e-OSCAR" section;
- j. "Insurance Match" checkboxes have been added to indicate current access and requested access to the SSP IM application;
- k. A note has been added that instructs users requesting a change in their CPR/BRS account information to complete a DCH-1419 and submit it to the MiCSES Help Desk; and
- l. The "Request to restrict user access to case(s)" field is now a required field.

### 4. DHS-428

- a. A required field for a supervisor's phone number has been added; and
- b. The "Work Location" field has been changed to "Employee Work Location."

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<sup>11</sup> The Standard View role allows FOC users to view Michigan State Disbursement Unit (MiSDU) payments and disbursement images, and generate the *Request for Central Receipt Adjustment/Suspense Work Form* (DHS-307). The Correspondence Search role provides FOC users with the ability to view electronic images of county correspondence scanned at the MiSDU. Ref: Subsection 6.11 of the [MiSDU Web Research Center User Guide](#) for more information on Web Resource Center InfoTrac.

## 5. DCH-1419

This security agreement was revised to include information on the new CPR/BRS. The CPR/BRS is a web-based system that provides IV-D staff access to paternity establishment and birth record information from the Michigan Department of Community Health's (MDCH's) CPR and BRS databases. MDCH will make the CPR/BRS available to approved IV-D staff in the spring of 2013.

IV-D staff will use the DCH-1419 to establish, change, or delete access to the CPR/BRS. Both the IV-D worker and his/her office's Authorized Requester must sign the DCH-1419. IV-D staff must fax or email completed forms to the MiCSES Help Desk.

A IV-D Memorandum introducing the CPR/BRS will be published in April 2013.

### D. Sources for Obtaining FEINs

A source of income's (SOI's) FEIN is a key identifier used throughout the IV-D program and is a required element for new hire and quarterly wage reporting.<sup>12</sup> An SOI's FEIN is used in locating an individual's income for child and medical support order establishment or modification as well as for enforcement activities such as income withholding and health care coverage enrollment. Sources that IV-D staff can use to obtain an FEIN or other information pertaining to an SOI are listed below. OCS recommends IV-D staff use the sources in the order shown; however, the order is only provided as general guidance.

#### 1. MiCSES

An SOI's FEIN may already be available in MiCSES through the *Other Party Cross Reference (OTHX)*, *Other Party (OTHP)*, and *Receipt Status History (RHIS)* screens.

##### a. OTHX and OTHP Screens

Current policy requires OCS Central Operations staff to enter an FEIN when manually adding or updating an employer SOI (OTHP E-Type) or an insurer (OTHP I-Type) in MiCSES.<sup>13</sup> IV-D staff may find a MiCSES SOI record entered in the past without an FEIN. Also, an SOI in MiCSES may already have an FEIN, but the SOI is entered under multiple records that have not been merged or may be entered under different names. IV-D staff may need

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<sup>12</sup> Ref: Social Security Act sections 303, 453, 453A; 45 Code of Federal Regulations (CFR) 303.108; and Michigan Compiled Law (MCL) 421.13(2).

<sup>13</sup> Ref: [AT 2007-015, REVISED: Centralized Maintenance of the Other Party Information \(OTHP\) Screen in the Michigan Child Support Enforcement System \(MiCSES\)](#).

to search using more than one search method (e.g., partial name, alternate name, and/or a ZIP code) to obtain an FEIN.<sup>14</sup>

IV-D staff must use as many of the available sources as feasible to obtain an FEIN before submitting a *Request for New Entry, Merge, or Modification of Other Party Information (OTHP)* (DHS-2011) to OCS. If the SOI is uncooperative and IV-D staff have been unsuccessful in using the available sources for obtaining an FEIN, IV-D staff may submit a DHS-2011 to OCS without an FEIN but must identify the sources attempted in the “Additional Information” section(s) of the DHS-2011.

b. RHIS Screen

An SOI is required to provide an FEIN when remitting payments.<sup>15</sup> If the SOI remitted a payment to the MiSDU and the payment was posted in MiCSES, the SOI’s FEIN may be available on the RHIS screen in the *SDU Receipt Detail* pop-up window.<sup>16</sup> Although the RHIS screen cannot be searched by employer or FEIN, IV-D staff may find an FEIN by conducting a search using other identifying information such as the name or case number of an individual who may be associated with the SOI.

2. Data Warehouse

IV-D staff may be able to obtain an SOI’s FEIN or other SOI information from the Data Warehouse if the Data Warehouse has previously received a new hire or quarterly wage report for any individual associated with that SOI. The Data Warehouse also receives employer information from other sources such as the Michigan Department of Treasury.

a. IV-D staff can search by an SOI name through the following Business Objects queries:<sup>17</sup>

- QN-307 Locate Employment & Income – FEIN Lookup; and
- QN-401 Friend of the Court – FOC New Hires – County Name Query.

b. IV-D staff can search by the name or other identifying information of an individual who is associated with the SOI through the following Business Objects queries:

- QN-301 Locate Employment & Income – All Income Sources;
- QN-302 Locate Employment & Income – CSES;

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<sup>14</sup> Ref: [MiCSES Quick Reference Guide: OTHP – View Other Party Information](#).

<sup>15</sup> MCL 552.611a

<sup>16</sup> Ref: [RHIS Screen Documentation](#) on mi-support.

<sup>17</sup> Ref: [Data Warehouse Documentation](#) on mi-support.

- QN-303 Locate Employment & Income – Directory of New Hires;
- QN-304 Locate Employment & Income – Other Agencies;
- QN-306 Locate Employment & Income – Other Agencies (Income-Quarterly Wage);
- QN-401 Friend of the Court – FOC New Hires – County Name Query;
- QN-704 Standard – New Hires;
- QN-708 Standard – Workers Comp (WC03); and

Note: Unlike the other listed queries, the QN-708 does not return an FEIN. However, it returns the name and address of the employer associated with a workers' compensation claim, and the returned name could be helpful for searching other sources using an alternate or partial name for the SOI.

- QN-709 Standard NH02 – NDNH Match.

### 3. eEmployer Search on the SSP

IV-D staff may be able to obtain an FEIN and other SOI information through the eEmployer application even if the information is not available through MiCSES or the Data Warehouse.

### 4. Individual and/or Case File

IV-D staff may be able to obtain an SOI's FEIN from a case party or a case file. An individual may be able to provide or may have already provided proof of income and/or employment documentation that identifies the SOI's FEIN; this documentation may include pay stub details or a W-2.<sup>18</sup>

### 5. Federal Parent Locator Service (FPLS) Locate Request

IV-D staff can obtain an SOI's FEIN and other information by submitting an FPLS locate request for an individual who is associated with (i.e., is employed by or has received income from) the SOI.<sup>19</sup> Whether an SOI's FEIN or other information is included in the FPLS locate response depends on the source from which the FPLS receives the information, or whether the state has elected to receive information from certain FPLS sources.

### 6. SOI

IV-D staff may be able to obtain an FEIN from the SOI through direct contact, the SOI's website, a general SOI information request letter, or a verification of

<sup>18</sup> Ref: MCL 552.603 and MCL 552.605a.

<sup>19</sup> Ref: [Locate Request \(LREQ\) Screen Documentation](#) on mi-support.



employment or health care coverage letter. Employment or health care coverage verification letters available in MiCSES include the FOC22/FEN305, FOC22A/FEN306, FOC22B/FEN307, RNMFOC22, 2030, and 2031.

An SOI may provide the name and address of an individual's subsequent SOI when reporting an individual's termination of income.<sup>20</sup> An SOI may provide this information in the "NOTIFICATION OF EMPLOYMENT TERMINATION OR INCOME STATUS" section of the *Income Withholding for Support* notice or the "Employer Response" section of the *National Medical Support Notice*.

#### 7. Other State's IV-D Program

For an intergovernmental case, IV-D staff may be able to obtain an FEIN from the other state's child support agency by requesting information or assistance through an intergovernmental transmittal or other method of contact. The Query Interstate Cases for Kids (QUICK)<sup>21</sup> application also provides a look-up for intergovernmental case information. In non-intergovernmental cases, IV-D staff may be able to obtain an FEIN by contacting a child support staff member in the jurisdiction in which the SOI is located or the individual is working. Child support staff in the other jurisdiction may have other resources available and may be willing to assist.<sup>22</sup>

#### 8. External Online Resources

If an SOI does not provide its FEIN on its company website, there are other online resources that IV-D staff may access to obtain an FEIN and other SOI information. Michigan and some other state government agencies provide online business entity look-up services. Other online resources offer services that are free to the public, free on a limited basis/limited terms, or available through a paid subscription. For more information, refer to [Exhibit 2013-002E1, External Resources for Obtaining an FEIN or Other Source of Income \(SOI\) Information](#).

#### 9. Additional Resources or Techniques for Obtaining an FEIN

If there are resources or techniques for obtaining an FEIN that are not listed in this IV-D Memorandum, OCS encourages IV-D staff to share them with Chris Townsend at [Townsendc2@michigan.gov](mailto:Townsendc2@michigan.gov).

### **NECESSARY ACTION:**

Retain this IV-D Memorandum until further notice. Discard previous versions of the DHS-392, DHS-393, DHS-395, and DHS-428.

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<sup>20</sup> Ref: MCL 552.614

<sup>21</sup> Ref: IV-D Memorandum 2012-007 for more information.

<sup>22</sup> Ref: [Intergovernmental Send Correspondence \(ISND\) Screen Documentation](#) on mi-support.

**REVIEW PARTICIPANTS:**

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**CC:**

MiCSES Help Desk

**SUPPORTING REFERENCES:**

Federal

45 CFR 303.108  
Social Security Act section 303  
Social Security Act section 453  
Social Security Act section 453A

A Guide to the National Directory of New Hires  
Federal Case Registry Interface Guidance Document  
NDNH Guide for Data Submission  
Overview of National Directory of New Hires

State

MCL 421.13(2)  
MCL 552.518

MCL 552.603  
MCL 552.605a  
MCL 552.611a  
MCL 552.614

**ATTACHMENTS:**

2013-002E1: External Resources for Obtaining an FEIN or Other Source of Income (SOI) Information

DCH-1419: *MiCSES CPR/BRS Interface Security Agreement*

DHS-392: *IV-D Program Request to Delete Computer Access*

DHS-393: *IV-D Program Request for Computer Access*

DHS-395: *IV-D Program Request for Changing Computer Access*

DHS-428: *Michigan Child Support Enforcement System (MiCSES) Child Support Case Disclosure Form*

**EPF/AER/CT/KZM**