



STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

RICK SNYDER
GOVERNOR

NICK LYON
DIRECTOR

IV-D MEMORANDUM 2015-014

TO: All Friend of the Court (FOC) Staff
FROM: Erin P. Frisch, Director
Office of Child Support
DATE: June 2, 2015
SUBJECT: Letter to Employers, Non-Custodial Parents (NCPs), and
Custodial Parties (CPs) Regarding *Notice of
Rescission/Termination of Health Care Coverage (FEN308)*
Mailing Error

UPDATE(S):
 Manual
 Form(s)

RESPONSE DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

In March and April of 2015, the Michigan Child Support Enforcement System (MiCSES) sent several hundred FEN308s in error to employers, NCPs, and CPs. OCS will mail these recipients a letter on June 10, 2015, explaining the mailing error. This IV-D Memorandum discusses the FEN308 mailing error, the affected recipients, and OCS's response to the situation.

DISCUSSION:

OCS staff became aware that MiCSES generated and mailed several hundred FEN308s in error to employers, with copies to the NCPs and CPs. The FEN308s generated after the case changed to a pending closure status in MiCSES. The FEN308 informs the employer that the employee (NCP/CP) is no longer obligated to provide insurance for the children identified on the form. These FEN308s were mailed in error¹ because they were sent for cases in which the NCP and/or CP have a current obligation to provide insurance for their minor children.

¹ Approximately 500 FEN308s were mailed in error to employers with copies to NCPs and CPs.

In response, representatives from three FOC offices, OCS, and MiCSES worked together to draft a letter to employers (Ref: [Exhibit 2015-014E1](#)) and a letter to NCPs and CPs (Ref: [Exhibit 2015-014E2](#)). The letters inform the affected employers, NCPs and CPs that the FEN308 they received in March or April was sent in error and that the NCP and/or CP has a continuing obligation to provide insurance coverage for his/her minor child(ren). OCS will mail these letters on June 10, 2015.

The letters instruct employers, NCPs and CPs to call their local FOC if insurance was canceled based on the FEN308 they received. The FOC may issue another *National Medical Support Notice* (NMSN) to the employer to reinstate insurance that was terminated based on the FEN308.

Approximately 400 FEN308s that generated in error were queued for printing in on-demand counties.² OCS will not send correction letters to the employers, NCPs and CPs associated with these FEN308s because the FOCs did not print and mail the FEN308s. OCS recommends that the local-print FOCs carefully review the cases associated with these FEN308s before printing and mailing them. A list of these cases will be available in the [Document Distribution Center](#)³ on June 5, 2015.

FOCs can view or print copies of the correction letters that will be sent to employers, NCPs and CPs for cases in their county on the *Historical Reprints* (FHST) screen.⁴ After June 5, 2015, OCS will post in the Document Distribution Center a list of the cases (by county) for which employer letters and NCP/CP letters will be generated and mailed.

Future Revisions to the FEN308 Form and Process

Representatives from the FOC, the State Court Administrative Office, OCS and MiCSES are working on clarifying the language on the FEN308 as well as reviewing when it is appropriate for MiCSES to generate the FEN308 automatically.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

FEN308 Workgroup
Program Leadership Group

² On-demand counties are those counties that manually elect whether to print and mail MiCSES-generated forms locally or centrally.

³ Ref: [MiCSES Customer Information Guide: mi-support Document Distribution Center](#).

⁴ Ref: [MiCSES Screen Description: FHST – Historical Reprints](#).

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CC:

All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff

SUPPORTING REFERENCES:

None

ATTACHMENTS:

2015-014E1:	Employer Correction Letter
2015-014E2:	Parent/Custodian Correction Letter

EPF/VW