



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
LANSING

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**IV-D MEMORANDUM 2016-021**

**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:** June 28, 2016

**SUBJECT:** Changes in OCS Email Addresses to Reflect the Creation of the Michigan Department of Health and Human Services (MDHHS), and a New OCS Address

**RESPONSE DUE:** None

**POLICY EFFECTIVE DATE:** Upon receipt

**PURPOSE:**

This IV-D Memorandum announces changes to OCS email addresses with a "DHS-" or an "FIA-" prefix. These prefixes have been eliminated and changed to an "MDHHS-" prefix to be in line with the merger of the Department of Human Services (DHS) and the Michigan Department of Community Health (MDCH). This change affects OCS Central Operations email addresses as well as other OCS email addresses that appear in OCS forms, reports, and policy materials. The affected email addresses will forward messages to the new corresponding MDHHS email addresses for a limited amount of time, after which the new email addresses must be used.

In addition, this memorandum announces the new OCS office location. OCS Lansing staff have moved from the Grand Tower to the Victor Building. A new updated mailing address should be used for future OCS correspondence.

Changes to OCS email addresses and to the OCS mailing address in the attached manual sections are indicated by a change bar in the right margin in each manual section.

**UPDATE(S):**

Manual

Form(s)

References to “DHS” in the manual sections have been changed to “MDHHS” to reflect the merger of DHS and MDCH, which was effective April 10, 2015. These changes are not indicated with change bars in the right margin of the manual sections.

## **DISCUSSION:**

### **A. OCS Email Address Changes**

Effective January 1, 2016, all OCS email addresses with the prefix of “DHS-” and “FIA-” were changed to an “MDHHS-” prefix. Until July 1, 2016, messages sent to an old email address will be forwarded to the corresponding new email address. After July 1, 2016, emails sent to an old address will be returned as undeliverable.

#### **1. Changed Email Addresses**

- dhs-ocs-admin-hearings@michigan.gov changed to [mdhhs-ocs-admin-hearings@michigan.gov](mailto:mdhhs-ocs-admin-hearings@michigan.gov);
- dhs-ocs-arrearsmanagement@michigan.gov changed to [mdhhs-ocs-arrearsmanagement@michigan.gov](mailto:mdhhs-ocs-arrearsmanagement@michigan.gov);
- dhs-ocs-casemanagement-inquiries@michigan.gov changed to [mdhhs-ocs-casemanagement-inquiries@michigan.gov](mailto:mdhhs-ocs-casemanagement-inquiries@michigan.gov);
- dhs-ocs-ceu@michigan.gov changed to [mdhhs-ocs-ceu@michigan.gov](mailto:mdhhs-ocs-ceu@michigan.gov);
- dhs-ocs-cfu-link@michigan.gov changed to [mdhhs-ocs-cfu-link@michigan.gov](mailto:mdhhs-ocs-cfu-link@michigan.gov);
- dhs-ocs-insurance@michigan.gov changed to [mdhhs-ocs-insurance@michigan.gov](mailto:mdhhs-ocs-insurance@michigan.gov);
- dhs-ocs-othp@michigan.gov changed to [mdhhs-ocs-othp@michigan.gov](mailto:mdhhs-ocs-othp@michigan.gov);
- dhs-ocs-passport@michigan.gov changed to [mdhhs-ocs-passport@michigan.gov](mailto:mdhhs-ocs-passport@michigan.gov);
- dhs-ocs-pep@michigan.gov changed to [mdhhs-ocs-pep@michigan.gov](mailto:mdhhs-ocs-pep@michigan.gov);
- dhs-ocs-security@michigan.gov changed to [mdhhs-ocs-security@michigan.gov](mailto:mdhhs-ocs-security@michigan.gov);
- dhs-ocs-suspensegmt@michigan.gov changed to [mdhhs-ocs-suspensegmt@michigan.gov](mailto:mdhhs-ocs-suspensegmt@michigan.gov);
- dhs-kbic-confidential@michigan.gov changed to [mdhhs-kbic-confidential@michigan.gov](mailto:mdhhs-kbic-confidential@michigan.gov);
- dhs-partnerpractice@michigan.gov changed to [mdhhs-partnerpractice@michigan.gov](mailto:mdhhs-partnerpractice@michigan.gov); and
- fia-ocs-cfu-staff1@michigan.gov changed to [mdhhs-ocs-locates@michigan.gov](mailto:mdhhs-ocs-locates@michigan.gov).

Note: IV-D Memorandum 2015-028, *Electronic*

*Employment/Income Termination Reports, Michigan Child Support Program Employer Job Aid (MiCSPEJA), and OCS Central Operations Email Address Changes*, published on November 9, 2015, included the following updated OCS Central Operations email addresses:

- [mdhhs-icregister@michigan.gov](mailto:mdhhs-icregister@michigan.gov);
- [mdhhs-ocs-e-iwo@michigan.gov](mailto:mdhhs-ocs-e-iwo@michigan.gov);
- [mdhhs-ocs-employerbonus@michigan.gov](mailto:mdhhs-ocs-employerbonus@michigan.gov);
- [mdhhs-ocs-fips@michigan.gov](mailto:mdhhs-ocs-fips@michigan.gov);
- [mdhhs-ocs-locates@michigan.gov](mailto:mdhhs-ocs-locates@michigan.gov);
- [mdhhs-ocs-membermerge@michigan.gov](mailto:mdhhs-ocs-membermerge@michigan.gov);
- [mdhhs-ocs-nmsn@michigan.gov](mailto:mdhhs-ocs-nmsn@michigan.gov); and
- [mdhhs-ocs-locates@michigan.gov](mailto:mdhhs-ocs-locates@michigan.gov).

## 2. Updated Email Addresses in OCS Policy Materials

### a. *Michigan IV-D Child Support Manual*

The following policy sections of the *Michigan IV-D Child Support Manual* have been revised with one or more of the updated emails with the “MDHHS-” prefix:

- Section 1.10, “Confidentiality/Security,” now directs to [mdhhs-ocs-security@michigan.gov](mailto:mdhhs-ocs-security@michigan.gov);
- Section 5.40, “Public Assistance Impacts: Unreimbursed Grant, Linking, and Pass-Through (Client Participation Payment),” now directs to [mdhhs-ocs-cfu-link@michigan.gov](mailto:mdhhs-ocs-cfu-link@michigan.gov);
- Section 6.09, “Lump Sum/Bonus,” now directs to [mdhhs-ocs-employerbonus@michigan.gov](mailto:mdhhs-ocs-employerbonus@michigan.gov);
- Section 6.24, “Passport Denial/Restriction,” now directs to [mdhhs-ocs-passport@michigan.gov](mailto:mdhhs-ocs-passport@michigan.gov);
- Section 6.30, “Liens – Insurance,” now directs to [mdhhs-ocs-insurance@michigan.gov](mailto:mdhhs-ocs-insurance@michigan.gov);
- Section 6.42, “Payment Plans,” now directs to [mdhhs-ocs-cfu-link@michigan.gov](mailto:mdhhs-ocs-cfu-link@michigan.gov);
- Section 6.51, “Arrears Management,” now directs to [mdhhs-ocs-arrearsmanagement@michigan.gov](mailto:mdhhs-ocs-arrearsmanagement@michigan.gov) and [mdhhs-ocs-cfu-link@michigan.gov](mailto:mdhhs-ocs-cfu-link@michigan.gov);

- Section 7.15, “International,” now directs to [mdhhs-ocs-fips@michigan.gov](mailto:mdhhs-ocs-fips@michigan.gov); and
- Section 7.20, “Tribal,” now directs to [mdhhs-ocs-locates@michigan.gov](mailto:mdhhs-ocs-locates@michigan.gov) and [mdhhs-kbic-confidential@michigan.gov](mailto:mdhhs-kbic-confidential@michigan.gov). It also introduces contact information for the Office of Native American Affairs at [mdhhs-naa-mifa@michigan.gov](mailto:mdhhs-naa-mifa@michigan.gov).

b. Non-MiCSES Forms<sup>1</sup>

Forms that are maintained in MiCSES were automatically updated to reflect the above-described email address changes. The following forms that are not maintained in MiCSES have been updated with an “MDHHS-” prefixed email address:

- *Request for Central Receipt Adjustment/Suspense Work* form (DHS-307) now directs to [mdhhs-ocs-suspenseamt@michigan.gov](mailto:mdhhs-ocs-suspenseamt@michigan.gov);
- *Request for Centralized Passport Action* (DHS-317) now directs to [mdhhs-ocs-passport@michigan.gov](mailto:mdhhs-ocs-passport@michigan.gov);
- *Emergency Notice of Withdrawal of Passport Denial* (DHS-318) now directs to [mdhhs-ocs-passport@michigan.gov](mailto:mdhhs-ocs-passport@michigan.gov);
- *Request for New Entry or Modification of Federal Information Processing Standard (FIPS) Code* (DHS-550) now directs to [mdhhs-ocs-fips@michigan.gov](mailto:mdhhs-ocs-fips@michigan.gov);
- *Partner Practice Posting Request* (DHS-711) now directs to [mdhhs-partnerpractice@michigan.gov](mailto:mdhhs-partnerpractice@michigan.gov);
- *State Case Registration of a Non-IV-D and Opt Out Case* (DHS-1424) now directs to [mdhhs-ocs-locates@michigan.gov](mailto:mdhhs-ocs-locates@michigan.gov); and
- *Instructions for Withholding and Remitting Support from Employee/Obligor Lump-Sum Payments* (DHS-1425) now directs to [mdhhs-ocs-employerbonus@michigan.gov](mailto:mdhhs-ocs-employerbonus@michigan.gov).

3. Updated Email Addresses in Business Objects and MiCSES Reports

Most reports contain a confidentiality disclaimer in the *Prompts* tab (for Business Objects) or a security disclaimer in the footer at the bottom of the page (for both Business Objects and MiCSES). MiCSES reports now display the new security

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<sup>1</sup> MiCSES is the Michigan Child Support Enforcement System.

email address of [mdhhs-ocs-security@michigan.gov](mailto:mdhhs-ocs-security@michigan.gov). Data Warehouse staff are in the process of updating the email address in Business Objects reports.

#### 4. IV-D Memorandums and Attachments That Still Contain Outdated Email Addresses

Previously published IV-D Memorandums and attachments that direct IV-D partners to contact OCS Central Operations, OCS policy, Paternity Establishment Percentage (PEP) staff, or the Michigan State Disbursement Unit (MiSDU) may still contain outdated email addresses. When OCS revises policy associated with these IV-D Memorandums and attachments in the future, the email addresses will be changed accordingly. For the time being, IV-D workers should be aware that the following IV-D Memorandums and attachments will continue to contain an outdated email address:

- 2015-010, *Performance Factors, Paternity Establishment Percentage (PEP), and Updates to the Michigan IV-D Child Support Manual*, should direct to [mdhhs-ocs-pep@michigan.gov](mailto:mdhhs-ocs-pep@michigan.gov);
- 2015-002, *Limiting the Michigan Child Support Enforcement System (MiCSES) Local Options Administrator (LOA) User Role, Introduction of the Functional Prototype Queries (FPRO) Worker and Transfer Worker User Roles, and Updates to Section 6.45, "Bench Warrants/LEIN," of the Michigan IV-D Child Support Manual*, should direct to [mdhhs-ocs-security@michigan.gov](mailto:mdhhs-ocs-security@michigan.gov);
- 2014-036, *Updates to Central Paternity Registry and Birth Registry System (CPR/BRS) Policy and Introduction of Section 4.05, "Paternity Establishment" of the Michigan IV-D Child Support Manual*, should direct to [mdhhs-ocs-pep@michigan.gov](mailto:mdhhs-ocs-pep@michigan.gov);
- 2014-035, *Updates to Michigan IV-D Child Support Manual Section 1.10, "Confidentiality/Security,"* should direct to [mdhhs-ocs-security@michigan.gov](mailto:mdhhs-ocs-security@michigan.gov);
- 2014-002, *Revisions to Administrative Hearing Procedures*, should direct to [mdhhs-ocs-admin-hearings@michigan.gov](mailto:mdhhs-ocs-admin-hearings@michigan.gov);
- 2013-030, *New Support Specialist Email Address for Partner Communications*, should direct to [mdhhs-ocs-casemanagement-inquiries@michigan.gov](mailto:mdhhs-ocs-casemanagement-inquiries@michigan.gov);
- 2013-025, *OCS Case Management Section Business Process Changes, Upcoming New Interactive Voice Response (IVR) System, Revised Contact Information, and Form Updates*, should direct to [mdhhs-ocs-casemanagement-inquiries@michigan.gov](mailto:mdhhs-ocs-casemanagement-inquiries@michigan.gov);

- 2013-002, *Expansion of the State Services Portal (SSP), Modification of Security Forms, and Sources for Obtaining Federal Employer Identification Numbers (FEINs)*, should direct to [mdhhs-ocs-insurance@michigan.gov](mailto:mdhhs-ocs-insurance@michigan.gov);
- 2009-005, *Member Merge*, should direct to [mdhhs-ocs-membermerge@michigan.gov](mailto:mdhhs-ocs-membermerge@michigan.gov);
- 2008-042, *e-OSCAR: The Online Credit Reporting Dispute System*, should direct to [mdhhs-ocs-ceu@michigan.gov](mailto:mdhhs-ocs-ceu@michigan.gov);
- 2007-028, **REVISED**: *Preventing and Correcting Misdirected Payments*, should direct to [mdhhs-ocs-casemanagement-inquiries@michigan.gov](mailto:mdhhs-ocs-casemanagement-inquiries@michigan.gov);
- 2005-011, *Submission of the Request for Central Receipt Adjustment/Suspense Work Form (DHS-307), Revised Computer Access Forms, Access to TierTrac*, should direct to [mdhhs-ocs-suspensemgt@michigan.gov](mailto:mdhhs-ocs-suspensemgt@michigan.gov); and
- 2005-011 Attachment 2: *Procedures for Submitting the Request for Central Receipt Adjustment / Suspense Work Form via Email, FAX, or Mail*, should direct to [mdhhs-ocs-suspensemgt@michigan.gov](mailto:mdhhs-ocs-suspensemgt@michigan.gov).

## B. Mailing Address Change for Lansing OCS Staff

On February 22, 2016, Lansing OCS staff moved from their location at 235 S. Grand Ave., Lansing, MI 48909 to the Victor Building at 201 N. Washington Square, Lansing, MI 48933. Any mention of the previous physical address in letterhead should be disregarded. All correspondence and publications should now be addressed to:

Michigan Department of Health and Human Services  
 Office of Child Support  
 P.O. Box 30478  
 Lansing, MI 48909

OCS policy materials with updated mailing addresses are listed below.

Note: Some of the mailing address changes may consist only of an updated P.O. Box number.

1. *Michigan IV-D Child Support Manual*

The following sections of the *Michigan IV-D Child Support Manual* have been updated with the above mailing address:

- Section 1.10, “Confidentiality/Security”;
- Section 2.10, “Assisted Reproduction”; and
- Section 6.03, “Income Withholding.”

## 2. IV-D Memorandums and Attachments

Previously published IV-D Memorandums and attachments that direct IV-D partners to contact OCS Central Operations, OCS policy, Paternity Establishment Percentage (PEP) staff, or the MiSDU may still contain outdated addresses. When OCS revises policy associated with these IV-D Memorandums and attachments in the future, the addresses will be changed accordingly. Disregard the outdated addresses and use the above-mentioned mailing address instead. Take note that the following memorandums still contain an outdated mailing address:

- 2014-004, *Updates to the Instructions for Withholding and Remitting Support From Employee/Obligor Lump-Sum Payments Form* (DHS-1425);
- 2013-025, *OCS Case Management Section Business Process Changes, Upcoming New Interactive Voice Response (IVR) System, Revised Contact Information, and Form Updates*;
- 2012-004, *Michigan Child Support Enforcement System (MiCSES) Technical Support Guidelines, Personal Computer (PC) Allocation Guidelines, Data Processing (DP) Costs and Reimbursement Through the Cooperative Reimbursement Program (CRP), and IV-D-Funded Computer Equipment Requests*;
- 2009-026, *Spanish Publication of Understanding Child Support: A Handbook for Parents (DHS-Pub 748-SP) – Entendiendo El Sostenimiento para Niños Un Manual para Padres*;
- 2009-009, *Revised DNA - Paternity Testing Questions and Answers* Publication;
- 2008-042, *e-OSCAR: The Online Credit Reporting Dispute System*;
- 2008-014, **REVISED**: *The Bankruptcy Abuse Prevention and Consumer Protection Act of 2005 (Bankruptcy Act)*;
- 2002-02, *Base Spending Amounts for Incentive Reinvestment*, and

- 2001-044, *Michigan Non-Support Special Project Information*.

### 3. Updated Addresses in Non-MiCSES Forms

The following forms that are not maintained in MiCSES have been updated to reflect the correct OCS mailing address:

Note: Address merge fields on forms that are maintained in MiCSES were automatically updated to reflect the above-described address change.

- *Security Incident Report (DHS-882)*;

Note: In addition to the address being updated, the telephone number to report a security breach has been changed to (517) 241-7030, and the fax number has been changed to (517) 335-3030.

- *Statement of Assisted Reproduction and Lack of Information (DHS-998)*;
- *Returned NMSNs to FOC Staff Letter (DHS-1300)*;
- *State Case Registration of a Non-IV-D and Opt Out Case (DHS-1424)*;
- *Instructions for Withholding and Remitting Support From Employee/Obligor Lump-Sum Payments (DHS-1425)*; and
- *Publication Order List (DHS-1454)*.

Note: In addition to the address being updated for OCS, the location information for the Forms, Mail and Records Management Department has been updated to reflect the correct suite number (1207) where applicable.

### **NECESSARY ACTION:**

Retain this IV-D Memorandum until further notice. Begin using the new versions of the forms.

Review Sections 1.10, 2.10, 5.40, 6.03, 6.09, 6.24, 6.30, 6.42, 6.51, 7.15 and 7.20 of the *Michigan IV-D Child Support Manual*. For those maintaining a hard copy of the manual, print the manual sections and add them to the manual. Discard the previously published versions of:

- Section 1.10 (published December 1, 2014);
- Section 2.10 (published March 1, 2012);
- Section 5.40 (published February 21, 2012);
- Section 6.03 (published November 9, 2015)



- Section 6.09 (published July 24, 2015);
- Section 6.24 (published March 11, 2015);
- Section 6.30 (published August 6, 2013);
- Section 6.42 (published August 11, 2011);
- Section 6.51 (published July 1, 2015);
- Section 7.15 (published May 4, 2010); and
- Section 7.20 (published May 4, 2010).

**REVIEW PARTICIPANTS:**

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**CC:**

None

**ATTACHMENTS:**

Section 1.10:	Confidentiality/Security
Section 2.10:	Assisted Reproduction
Section 5.40:	Public Assistance Impacts: Unreimbursed Grant, Linking, and Pass-Through (Client Participation Payment)
Section 6.03:	Income Withholding
Section 6.09:	Lump Sum/Bonus
Section 6.24:	Passport Denial/Restriction
Section 6.30:	Liens – Insurance
Section 6.42:	Payment Plans
Section 6.51:	Arrears Management
Section 7.15:	International

Section 7.20:	Tribal
DHS-307:	<i>Request for Central Receipt Adjustment/Suspense Work</i>
DHS-317:	<i>Request for Centralized Passport Action</i>
DHS-318:	<i>Emergency Notice of Withdrawal of Passport Denial</i>
DHS-550:	<i>Request for New Entry or Modification of Federal Information Processing Standard (FIPS) Code</i>
DHS-711:	<i>Partner Practice Posting Request</i>
DHS-882:	<i>Security Incident Report</i>
DHS-998:	<i>Statement of Assisted Reproduction and Lack of Information</i>
DHS-1300:	<i>Returned NMSNs to FOC Staff letter</i>
DHS-1424:	<i>State Case Registration of a Non-IV-D and Opt Out Case</i>
DHS-1425:	<i>Instructions for Withholding and Remitting Support From Employee/Obligor Lump-Sum Payments</i>
DHS-1454:	<i>Publication Order List</i>

**EPF/AM**