



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

ROBERT GORDON
DIRECTOR

IV-D MEMORANDUM 2019-011

TO: All Friend of the Court (FOC) Staff
 All Prosecuting Attorney (PA) Staff
 All Office of Child Support (OCS) Staff
 Michigan State Disbursement Unit (MiSDU) Staff

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

DATE: June 24, 2019

<p>UPDATE(S):</p> <p><input type="checkbox"/> Manual</p> <p><input checked="" type="checkbox"/> Form(s)</p>
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SUBJECT: Updates to the *Notice Regarding Electronic Payments* (FEN805)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

OCS announces minor updates to the *Notice Regarding Electronic Payments* (FEN805). The updated FEN805 will be implemented in the Michigan Child Support Enforcement System (MiCSES) with the 10.1.1 Release on June 28, 2019.

DISCUSSION:

A. Introduction

MiCSES does not allow a customer to receive payments in multiple bank (credit union or other financial institution) accounts. When it discovers multiple accounts for one individual, MiCSES decides which account to retain. It then generates and sends the FEN805 to notify customers that their electronic payments will be sent to only one account.¹

If customers do not wish for their payments to be sent to that account, they may complete the *Direct Deposit Authorization* form included with the FEN805 and mail it to the address on the form.

¹ Ref: [Michigan IV-D Action Transmittal 2009-005, Member Merge](#), for more information.

B. Changes to the FEN805

1. The following changes were made to the mailer page and the return address of the letter:
 - a. Updated the P.O. box for the MiSDU from 30355 to 30354; and
 - b. Updated the Zip code for the MiSDU from 48909-7855 to 48909-7854.
2. The following changes were made to the letter's instructions for customers with questions:
 - a. Added the phone number for the statewide FOC Interactive Voice Response (IVR) (24-Hour Case Information Access Line); and
 - b. Removed directions for finding individual county FOC IVR numbers.²
3. The following minor changes were also made to the letter:
 - a. Changed the header to reflect the current governor and director of the Michigan Department of Health and Human Services (MDHHS);
 - b. Updated the MDHHS nondiscrimination statement; and
 - c. Updated the mailing address and website in the footer.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Program Leadership Group

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ATTACHMENT:

FEN805: *Notice Regarding Electronic Payments*

EPF/SLM

² The statewide FOC IVR number replaced the FOC IVR numbers for individual counties. For information on the implementation of the statewide FOC IVR, reference [IV-D Memorandum 2016-025, New FOC Interactive Voice Response \(IVR\) System](#).