



STATE OF MICHIGAN

GRETCHEN WHITMER
GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ROBERT GORDON
DIRECTOR

IV-D MEMORANDUM 2020-028

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: September 28, 2020

SUBJECT: Transition to a New Vendor for the Michigan State Disbursement Unit (MiSDU)

UPDATE(S):

Manual

Form(s)

ACTION DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

The Michigan IV-D program has contracted with Conduent State & Local Solutions, Inc. (Conduent) to administer MiSDU services. The transition from the current vendor, Informatix, Inc., to Conduent will be complete on November 30, 2020.

This IV-D Memorandum discusses the following changes that will occur with the transition:

- A new prepaid debit card on which custodial parties (CPs) will receive their child support payments;
- A new system IV-D staff may use to view MiSDU correspondence, view payment processing details, and electronically submit the *Request for Central Receipt Adjustment/Suspense Work* (DHS-307); and
- A new web-based payment service on the MiSDU.com website that non-custodial parents (NCPs) and employers will use to submit child support payments.

This IV-D Memorandum also discusses the communication plan to notify child support customers and IV-D staff about these changes.

Updates to forms and other policy materials are expected during the transition. OCS will issue updates and provide further guidance in future email notifications, IV-D

Memorandums, and *Michigan IV-D Child Support Manual* revisions. Furthermore, the MiSDU will continue to develop and implement improvements after November 30, 2020. OCS will inform IV-D staff as these improvements are made available.

DISCUSSION

A. Changes Occurring With the Transition to the New MiSDU Vendor

1. Replacement of the Existing Debit Card With a New Debit Card

With limited exemptions, Michigan Compiled Law (MCL) 400.236 requires the MiSDU to disburse child support payments electronically to the CP's personal bank account or a prepaid debit card. Many CPs receive child support payments to their personal bank account and will not be affected by the transition of the MiSDU vendor. The MiSDU will continue to disburse child support payments to those bank accounts. However, CPs who receive disbursements to the prepaid debit card will be affected.

As part of the transition to the new vendor, the MiSDU will replace the U.S. Bank ReliaCard with the Way2Go Card® Prepaid Mastercard.¹

a. Debit Card Notice of Change

Starting October 5, 2020, the MiSDU will notify U.S. Bank ReliaCard cardholders by U.S. mail that they will receive their Way2Go Card in November. U.S. Bank ReliaCard cardholders will receive a Debit Card Notice of Change letter and a Way2Go Card Informational Flyer. The Debit Card Notice of Change explains the transition to the new debit card. The Way2Go Card Informational Flyer explains the Way2Go Card fees, web portal access,² and mobile applications available for cardholders.

The materials also instruct customers to contact an MiSDU customer service representative regarding questions about information in the letter. However, if customers contact IV-D staff about this mailing, IV-D staff may reference Exhibit 2020-028E1, Debit Card Notice of Change, and Exhibit 2020-028E2, Way2Go Card Informational Flyer, to assist with customer questions.

Conduent will send the Debit Card Notice of Change and the Way2Go Card Informational Flyer to approximately 250,000 CPs currently enrolled to receive child support payments on a debit card. Conduent will send the materials to CPs with case conditions that meet the following criteria:

¹ The Way2Go Card Prepaid Mastercard will be referred to as the Way2Go Card throughout this IV-D Memorandum. The Way2Go Card is a chip-enabled debit card issued by Comerica Bank.

² Way2Go cardholders will have access to the web portal at www.GoProgram.com to view card activity and usage.

- The CP has received a payment within the past 12 months; and
- The CP has a currently charging child support order, or past-due support is owed to the CP.

These CPs will begin receiving a Way2Go Card in early November 2020. The MiSDU will continue to run additional queries prior to mailing the Debit Card Notice of Change materials. This will help ensure that CPs who have address or disbursement method changes in MiCSES are appropriately included or removed from the mailing list. CPs who meet the case conditions described above and do not have a verified address in MiCSES will not receive a notice or the new debit card.³ CPs who do not receive the Way2Go Card during the initial mailing but receive a child support payment will receive a paper check.

b. Mailing the New Debit Card to CPs

Starting November 2, 2020, the MiSDU will begin sending approximately 250,000 Way2Go Cards by U.S. mail, in three waves. The Way2Go Cards will be mailed to CPs who currently receive child support payments on a debit card and have the case conditions described above. In this mailing, CPs will also receive the Way2Go Card terms and conditions, information about activating the debit card,⁴ and information about online services available for cardholders.

c. Debit Card Disbursements

Disbursement of child support payments to the U.S. Bank ReliaCard will end on November 29, 2020. The MiSDU will begin disbursements of child support payments on the new Way2Go Card on November 30, 2020.

Note: U.S. Bank ReliaCard funds will not be transferred to the new Way2Go Card. However, CPs can continue to use the U.S. Bank ReliaCard to spend-down the funds that exist on it. To prevent future debit card fees on the U.S. Bank ReliaCard, IV-D staff may encourage existing cardholders to spend their remaining balance. After November 30, 2020, IV-D staff will direct CPs to contact U.S. Bank regarding questions or balance information on their debit card.⁵

³ If IV-D staff verify and update the CP's address in MiCSES on or after November 30, 2020, the CP will receive a paper check. If there is still a bad address in MiCSES for the CP on or after November 30, the CP's child support payment will go on an SCBA (CP Bad Address) hold.

⁴ Before using their new debit card, CPs must activate it by calling the number on the back of the card. CPs may also call this number to obtain card balances or to speak to a Way2Go Card customer service representative.

⁵ U.S. Bank ReliaCard contact information is available on the back of the card.

d. Temporary Suspension of Offering Debit Cards

1) New Child Support Recipients

The MiSDU currently mails new child support recipients their first support payment by paper check. Included in that mailing is the *Direct Deposit Authorization Form* (DHS-1377),⁶ along with instructions indicating that the CP must choose either direct deposit or a debit card for future support payments within 21 days. If CPs do not return the DHS-1377 within 21 days, they will automatically receive a debit card.

On August 28, 2020, the MiSDU temporarily stopped including in this mailing the DHS-1377 and instructions indicating the CP must choose direct deposit or the debit card.⁷ Therefore, new child support recipients will receive paper checks until this process is resumed. During the transition to the new MiSDU vendor, CPs may sign up for direct deposit to their personal bank account by completing and returning the DHS-1377.⁸ They may obtain the DHS-1377 by calling the MiSDU or by downloading it from the MiSDU website.

On November 30, 2020, the MiSDU will resume insertion of the DHS-1377 in the mailing of the first support payment to new child support recipients, along with instructions indicating the CP must choose either direct deposit or the debit card. If CPs do not return the DHS-1377 within 21 days, they will automatically receive a Way2Go Card. The MiSDU will mail this same information to those CPs who have been receiving their support payments by paper check during the transition.

2) Current Child Support Recipients

CPs receiving their child support payments by direct deposit to their personal bank account may voluntarily sign up to receive their future child support payments on a prepaid debit card. CPs can request to switch from direct deposit to a prepaid debit card by completing and returning the *Debit Card Authorization Form* (DHS-1371).

On October 16, 2020, the MiSDU will temporarily suspend processing the DHS-1371 from CPs requesting a prepaid debit card. At that time, the MiSDU will stop issuing the U.S. Bank ReliaCard. Effective November 30,

⁶ Ref: [Michigan IV-D Action Transmittal 2009-008, Michigan's Electronic Disbursement Process](#), for more information about the DHS-1377.

⁷ CPs who are currently set up for direct deposit of their child support payments to their personal bank account will not be affected by the transition of the MiSDU vendor.

⁸ The MiSDU will temporarily suspend processing DHS-1377 requests on November 12, 2020 but will resume processing direct deposit requests on November 30.

2020, the MiSDU will resume processing the DHS-1371 from CPs and will issue the new Way2Go Card.

2. Transition From Web Resource Center (WRC) Info-Trac to KidSTAR⁹

Currently, the MiSDU electronically scans child support payments, documents associated to child support payment receipts, and county correspondence. The MiSDU stores these images in its WRC Info-Trac. Authorized IV-D staff can access these images via WRC Info-Trac. Additionally, IV-D staff can submit the DHS-307 electronically via WRC Info-Trac.

On November 30, 2020, the MiSDU will replace WRC Info-Trac with KidSTAR. Authorized IV-D staff will use KidSTAR to:

- View and print county correspondence mailed to the MiSDU;
- View payment transactions and payment receipt images; and
- Submit and track the DHS-307.

The MiSDU is working to transfer all WRC Info-Trac data to KidSTAR. IV-D staff will continue to use WRC Info-Trac until the existing system data is transferred to KidSTAR. The MiSDU anticipates the data transfer will be complete on or around the implementation date of November 30, 2020.

a. Access to KidSTAR

The MiSDU is working on the process to provide existing WRC Info-Trac users access to KidSTAR. The MiSDU will send an email notification to IV-D staff when access to KidSTAR will be made available. The notification will include any actions current WRC Info-Trac users may need to take to access KidSTAR. Because KidSTAR will allow access to confidential IV-D data and federal tax information, IV-D staff who do not currently have access to WRC Info-Trac must complete the *IV-D Program Request for Computer Access* (DHS-393) on or after November 30, 2020 to gain access to KidSTAR.¹⁰ OCS is working to update the DHS-393 to include access requests for the new KidSTAR system before the November 30, 2020 transition. OCS will notify IV-D staff of changes to system access request forms through a IV-D Memorandum.

b. KidSTAR Training for IV-D Staff

Before the implementation of KidSTAR, Conduent, in partnership with the OCS Training and Application Support Services Section, will provide training opportunities to learn about the features and navigation of KidSTAR.

⁹ WRC Info-Trac is Informatix's proprietary system. KidSTAR is Conduent's proprietary system.

¹⁰ Ref: [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual](#) for information about accessing systems containing confidential IV-D data and federal tax information.

Virtual/Online training opportunities and training materials will be made available to IV-D staff in early November. OCS will send email notifications when training opportunities and materials are available.

3. New Service for Submitting Support Payments Online – ExpertPay

Currently, the MiSDU allows NCPs and employers to submit child support payments through the MiSDU website. NCPs and employers register with the MiSDU to make these online payments through the Informatix payment processing system.

On November 30, 2020, Conduent’s online child support payment processing system, ExpertPay, will replace the Informatix online child support payment processing system. As of November 30, 2020, NCPs and employers who are currently registered to make online payments must register to make online payments through ExpertPay on the MiSDU website.

The MiSDU will post a message on its website to alert NCPs and employers of upcoming changes to the online payment process. The message will explain when they need to begin registering with ExpertPay to make online payments on the MiSDU website. The MiSDU will also email this information to NCPs and employers with recurring online payments to prevent interruptions to their payments. This email will be sent to the address that NCPs and employers have recorded through the MiSDU website and not the one appearing on MiChildSupport.

4. Timeline of Transition Actions

The actions occurring with the MiSDU vendor transition are summarized below.

Date (Dates are approximate)	MiSDU Action
October 5, 2020	Notify U.S. Bank ReliaCard cardholders that they will receive their Way2Go Card in November.
October 16, 2020	Temporarily suspend processing the DHS-1371 from CPs requesting the U.S. Bank ReliaCard.
November 2, 2020	Begin mailing the new Way2Go Card to U.S. Bank ReliaCard cardholders.
November 12, 2020	Temporarily suspend processing DHS-1377 requests from CPs requesting direct deposit.
November 29, 2020	End the disbursements of child support payments to the U.S. Bank ReliaCard.

Date (Dates are approximate)	MiSDU Action
November 30, 2020	<ul style="list-style-type: none"> • Begin disbursements of child support payments to the Way2Go Card. • Resume processing DHS-1377 requests from CPs requesting direct deposit. • Resume processing the DHS-1371 from CPs requesting the Way2Go Card. • Implement KidSTAR for IV-D staff to view documents associated to child support payment receipts, view county correspondence, and submit the DHS-307. • Begin accepting online child support payments received through ExpertPay on the MiSDU website from NCPs and employers.

B. Other Communications and Outreach

In addition to communications discussed earlier in this IV-D Memorandum, the MiSDU and OCS will provide the following communications regarding the transition to the new MiSDU vendor.

1. Public Communications

The MiSDU will update its website with information regarding the Way2Go Card and ExpertPay.

OCS will post messages on the announcement section of the MiChildSupport Portal to alert CPs and NCPs of the upcoming debit card and online payment changes.

OCS will also update the [Electronic Disbursement of Support Frequently Asked Questions](#) on the [MDHHS public website](#) with information regarding the new Way2Go Card before the November 30, 2020 implementation.

2. IV-D Staff Communications

OCS will update the [MiSDU](#) page under the Central Activities menu on mi-support. IV-D staff are encouraged to refer to this page for up-to-date MiSDU transition information, training opportunities, and resources.

OCS will discuss information in this IV-D Memorandum in the October Child Support Updates Call. OCS will issue an email notification as appropriate.

OCS will publish a IV-D Memorandum in November 2020 to introduce form changes and other MiSDU transition details.

3. *Child Support Marketing Card* (DHS-Pub-139)

OCS is working to update the DHS-Pub-139 with the Way2Go Card contact information.¹¹ OCS recommends county staff wait until the DHS-Pub-139 is updated before placing an order for more cards. OCS will send an email notification when the DHS-Pub-139 is updated and when county staff can resume placing orders for the card.

C. Transition Questions From CPs and NCPs

As information about the upcoming MiSDU changes reaches CPs and NCPs in the coming weeks, IV-D staff may receive questions about the Way2Go Card and making online payments through ExpertPay on the MiSDU website. IV-D staff may direct CPs and NCPs to contact the MiSDU by calling 877-543-2660 or visiting the MiSDU website. As needed, IV-D staff can refer to Exhibits 2020-028E1 and 2020-028E2 to share information with CPs about the upcoming debit card changes.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

REVIEW PARTICIPANTS:

Financial Work Improvement Team
Program Leadership Group

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None

SUPPORTING REFERENCES:

Federal
None

¹¹ Ref: [Section 1.35, "MiChildSupport Portal," of the Michigan IV-D Child Support Manual](#) for more information about the DHS-Pub-139.

State
MCL 400.236

ATTACHMENTS:

Exhibit 2020-028E1: Debit Card Notice of Change

Exhibit 2020-028E2: Way2Go Card Informational Flyer

EPF/JLA