



STATE OF MICHIGAN

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GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ELIZABETH HERTEL
DIRECTOR

IV-D MEMORANDUM 2023-015

TO: All IV-D Staff*
FROM: Erin P. Frisch, Director
Office of Child Support (OCS)
DATE: September 1, 2023

UPDATE(S):

Manual

Form(s)

SUBJECT: Ability for Verified MiChildSupport Users to Electronically Update Personal Information

RESPONSE DUE: None

POLICY EFFECTIVE DATE: Upon receipt

PURPOSE:

This IV-D Memorandum announces the implementation of Phase 1 of the Personal Information Update project. This is a new feature that will allow verified MiChildSupport users¹ to electronically update their personal information in MiCase.² MiCase will send the updates to the Michigan Child Support Enforcement System (MiCSES), which will process the updates without IV-D worker intervention. Phase 1 of the Personal Information Update project will be implemented with the Child Support 23.3 Release on September 8, 2023.

This IV-D Memorandum also introduces updates to Section 1.35, "MiChildSupport Portal," and Section 3.15, "Addresses," of the *Michigan IV-D Child Support Manual*. These updates describe:

- How verified MiChildSupport users may view personal information and what information they may update;

¹ Ref: [Section 1.35, "MiChildSupport Portal," Subsection 1.2, "Identity Verification and the Personal Identification Number \(PIN\)," of the Michigan IV-D Child Support Manual](#) for more information on the MiChildSupport user verification process.

² The MiCase website allows verified MiChildSupport users to view their Michigan child support case information. It is located on the MiChildSupport Portal. Many IV-D workers refer to MiCase generally as "MiChildSupport," but technically, MiChildSupport provides a broader scope of services (e.g., the online *IV-D Child Support Services Application/Referral* and the Child Support Verification Tool).

- How MiCSES validates personal information updates before accepting them;
- Methods to alert IV-D staff of personal information updates in MiCSES; and
- The new *Personal Information Updates* form on the *Historical Reprints* (FHST) screen in MiCSES.

Significant changes in content since the last publication of Section 1.35 and Section 3.15 are indicated by a change bar in the right margin. Some of the content has been reorganized; however, reorganized subsections are not identified with change bars.

DISCUSSION:

Federal regulation³ requires IV-D case records to be established, maintained and supplemented with accurate and up-to-date case information for the effective administration of the child support program. Historically, case participants⁴ have used the *Change in Personal Information* (FEN350/FOC 108) form to update Friends of the Court (FOCs) of changes to their personal information such as their address or phone number. Case participants have also reported changes in their personal information orally or in writing to Prosecuting Attorneys (PAs) and OCS.

On January 15, 2023, the State Court Administrative Office (SCAO) Friend of the Court Bureau (FOCB) published [Frequently Asked Question \(FAQ\) 2023-01, Friends of the Court Changing Legal Addresses](#). It clarified that FOCs may update their records using “information reported to the office through an individual’s password-restricted account in a database or secured website,” such as MiCase. FAQ 2023-01 instructs FOC offices to:

- Have a level of assurance that the update came from the case participant; and
- Maintain an appropriate record that properly documents the electronic communication.

OCS, PA, SCAO and FOC representatives explored options for case participants to report changes in their personal information electronically through the MiChildSupport Portal without IV-D staff intervention. OCS and FOC representatives also discussed system and process changes for validating and documenting the information entered by case participants.

OCS is implementing this Personal Information Update project in phases. Phase 1 will allow verified MiChildSupport users to update their own:

- Mailing, residential, and legal address(es);
- Email address(es); and
- Home phone and mobile phone number(s).

³ 45 Code of Federal Regulations (CFR) 303.2

⁴ In this IV-D Memorandum, the term “case participant” refers to a non-custodial parent (NCP) or custodial party (CP) and is used interchangeably with the term “verified MiChildSupport user.”

Personal information updates will happen in real-time in MiCSES. The ability to update additional data elements will be implemented in later phases. OCS will provide more information on these phases in the future.

The ability for verified MiChildSupport users to update their personal information will:

- Offer case participants a convenient, no-cost method to manage and update their contact information without needing to visit a IV-D office in person, or print and submit paperwork via the mail;
- Make it easier for case participants to keep important contact information up-to-date. This should result in more effective, timely and accurate communication related to their child support case; and
- Reduce the burden on IV-D staff to perform manual updates and paperwork. This should allow IV-D offices more time and resources to dedicate to other critical IV-D tasks.

A. Case Participant Updates to Personal Information

Case participants will be allowed to update their own personal information only. They will be unable to update the personal information of a dependent or other party on their case(s).

Before submitting their information, case participants must confirm they intend to update the information, the information is true and correct, and that they agree to submit the changes to OCS. After submission, case participants will receive a notification that the update was successfully processed.⁵

In the event MiCSES rejects a change(s) for any reason, MiCase will notify the case participant via email that the requested changes cannot be processed. Section 1.35 lists the actions that case participants may take in this situation.

The ability to update personal information electronically will not replace the use of the FEN350/FOC 108. Case participants may continue to use the form if they prefer, or they may use it to update information they cannot currently update, such as their employer.

Note: IV-D staff will be able to view a historical record⁶ of all data element changes in MiCSES. All personal information data elements will be recorded in MiCSES as an update submitted by the user via MiCase.

⁵ In rare circumstances, a change may not immediately appear in MiCSES due to batch processing. In the event this happens, the change will be reflected once the MiCSES batch processes are complete. For information on batch processing, reference [MiCSES Batch Information](#) on mi-support.

⁶ Ref: [MiCSES Screen Description: ALST – Member Address List](#) for information on member address histories and [MiCSES Screen Description: DEMO – Member Demographics](#) for information on phone and email address histories.

B. Data Validation

1. Address Validation

To maintain the accuracy, completeness and validity of the addresses submitted, the MiChildSupport Portal will use an address validation service. This ensures that addresses provided by the participant will be validated and standardized according to U.S. Postal Service (USPS) formatting rules. This tool will not verify a case participant's address; it will only validate the address exists in the USPS system.

This service will help identify errors or inconsistencies in addresses such as missing or incorrect zip codes, incorrect street names, and/or other address formatting issues.⁷

Note: Due to technical challenges, implementation of the address validation service will not occur with the Child Support 23.3 Release but soon after. OCS will announce implementation of the address validation service in a future email communication.

2. Phone Number Validation

MiCase will display the case participant's name with both the home phone and mobile phone number currently in MiCSES. When case participants update their phone number(s) in MiCase, MiCSES will validate them to ensure they are properly formatted.

3. Email Address Validation

When case participants update their email address in MiCase, it will be reflected in the *Email* field under the *Additional Contact Info* tab of the MiCSES *Member Demographics* (DEMO) screen; it will not update the *MiCase Email* field on the DEMO screen.⁸ Case participants must provide an email address containing specific data elements for MiCSES to consider the email address valid.

Note: OCS will change the name of the *MiCase Email* field to the *MILogin Email* field in a future release. The field name appears as *MILogin Email* in Section 1.35.

⁷ The case participant will be able to accept or reject the suggested USPS format.

⁸ Ref: Subsection 4.2.1(C) in Section 1.35 of the *Michigan IV-D Child Support Manual* for a discussion of the reasons for this discrepancy.

C. Alerts, Notes, and Documentation of Personal Information Updates⁹

After case participants submit an update to their personal information in MiCase and MiCSES has successfully processed the update, MiCSES will automatically notify IV-D staff about the changes using the following methods.

1. Alerts and Case-Level Notes

- Optional informational alerts,¹⁰ one for PA staff and one for FOC staff, viewable on the MiCSES *Alert Detail* (ALRT)¹¹ screen; and
- A case-level note recorded on the MiCSES *Notes Processor* (NOTE)¹² screen. The note will include the specific data elements that have been updated and the source of the update.

2. *Personal Information Updates* form

After a case participant has submitted a personal information update and it has been processed in MiCSES, MiCSES will automatically generate a *Personal Information Updates* form in PDF format on the FHST¹³ screen. This form will show the data that the case participant updated in MiCase.

D. Updates to Manual Sections

1. Section 1.35, “MiChildSupport Portal”

OCS has revised Section 1.35 to discuss the changes to MiCase that allow verified MiChildSupport users to update their personal information. It describes:

- How verified MiChildSupport users may update their personal information in MiCase;
- How personal information updates will be validated; and
- The notifications to MiCase users and IV-D staff after personal information updates have been submitted in MiCase.

⁹ OCS is developing a Self-Service Reporting (SSR)/Business Objects Report to identify changes that participants have made to legal addresses. OCS will announce the availability of this report in a future email notification.

¹⁰ Optional informational alerts are automatically deleted in MiCSES after a specified amount of time, usually 15 days.

¹¹ Ref: [MiCSES Quick Reference Guide: ALRT – View Alerts and/or Generate an Alert Report](#) for more information on the ALRT screen.

¹² Ref: [Introduction to MiCSES: NOTE – Notes Processor Screen Job Aid](#) for more information on case-level, member-level, and docket-level notes.

¹³ Ref: [MiCSES Screen Description: FHST – Historical Reprints](#) for more information on document generation history.

2. Section 3.15, "Addresses"

OCS has revised Section 3.15 to explain MiCSES' processing of user updates to address information. Updates to Section 3.15 include:

- How IV-D workers can recognize address changes in MiCSES that are provided by case participants;
- How a IV-D worker will be informed of address changes that have been submitted through MiCase; and
- The availability of the *Personal Information Updates* form and the purpose of the form for IV-D staff.

NECESSARY ACTION:

Review the updated policy in Sections 1.35 and 3.15 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 1.35 (published November 16, 2020) and Section 3.15 (published July 14, 2021).

REVIEW PARTICIPANTS:

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None

SUPPORTING REFERENCES:

Federal
45 CFR 303.2

State
Michigan Compiled Law (MCL) 552.603(7)(a)
Michigan Court Rule (MCR) 3.203

ATTACHMENTS:

Section 1.35: MiChildSupport Portal

Section 3.15: Addresses

PIUpdates: *Personal Information Updates*

EPF/KRO

* Ref: the [Michigan IV-D Child Support Manual Introduction and Table of Contents](#) for a definition of IV-D staff.