

**WORKING
WITH
THE
MILITARY
AS AN
EMPLOYER**

A QUICK GUIDE

UPDATED AS OF APRIL 2010



**Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement**



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INTRODUCTION

The Child Support Enforcement Program is a joint undertaking involving federal, state, and local cooperative efforts. As our nation's largest employer, the federal government has an important role in the Child Support Enforcement Program. Within the federal government, the Department of Defense (DoD) is the largest federal agency, with approximately:

- 1.4 million active duty military personnel
- 1.5 million reserved military personnel
- 2.0 million retired military personnel
- 1,192,227 civilian employees of DoD or other federal agencies for which DFAS processes payroll

The Defense Finance and Accounting Service (DFAS) provides payroll for all military and DoD civilians (with the exception of the Coast Guard, which falls under the Department of Homeland Security) and is responsible for implementation of child support orders. In addition, DFAS has taken over payroll responsibility for several other federal agencies such as the Department of Health and Human Services (HHS), the Department of Veterans Affairs (VA), the Environmental Protection Agency (EPA), the Broadcasting Board of Governors (BBG), and the Department of Energy (DoE). The VA and HHS submit their own new hire and quarterly wage reports. Currently, DFAS is remitting payments for approximately 200,000 child support garnishments per month.

Communication with the military has often been a challenging experience for state and county child support offices. In an effort to assist states in their interaction with the military, the federal Office of Child Support Enforcement (OCSE) has prepared this resource document. The purpose of this document is to provide policy and procedural guidance to child support staff working with the military in the following areas:

- Locating a noncustodial parent (NCP) who is in the military
- Requesting verification of employment and pay
- Enforcing child support orders through income withholding
- Enforcing medical support orders using the National Medical Support Notice
- Identifying DFAS and Coast Guard payments

LOCATE SERVICES AND EMPLOYMENT VERIFICATION

How to determine if an individual is on active military status

You may use the public website: <https://www.dmdc.osd.mil/appj/scra/scraHome.do> to learn the current active military status of an individual.

The Federal Parent Locator Service (FPLS) is a principal source of locate and employment information for child support caseworkers when establishing a support order and when initiating an income withholding order (IWO).

As mandated by the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, the FPLS was expanded to include two new federal databases: the **National Directory of New Hires (NDNH)** and the **Federal Case Registry (FCR)**. States send information to the FCR for all child support cases, including those that have support orders and those for which orders have not yet been established. Persons registered on the FCR are compared daily against the NDNH, which contains employment information from new hire reports and quarterly wage records reported by states and federal agencies, as well as unemployment insurance claimant data reported by State Workforce Agencies (SWA). Therefore, if the military person you are looking for is a participant in a child support case and that case has been submitted to the FCR, you will receive information about that person.

What the Defense Manpower Data Center (DMDC) Sends to the NDNH

All newly hired (recruited) military personnel and civilian employees are reported within 20 days to the NDNH. In addition, DoD's DMDC sends quarterly wage data to the NDNH. This includes information on the following:

- Active duty
- Reserve
- National Guard
- Civilian employees
- Military - retired (quarterly wages only)
- Coast Guard - Active, reserve, and retired (part of the Department of Homeland Security)

Using the FPLS Match or "Hit" Data

Automatic matching occurs whenever new or updated information is entered into either the FCR or NDNH. NDNH-to-FCR and FCR-to-NDNH matches are immediately sent to the state Child Support

Enforcement (CSE) agencies. Upon receiving the FPLS match (“hit”) information, CSE agencies are required to issue an income withholding order within two days.

An FPLS match should be accepted as a verification of employment and wages. If you receive a match or “hit” on a military person, additional verification of employment is unnecessary. The next step is to submit the income withholding order to DFAS Cleveland to start withholding pay.

Send all income withholding orders by mail or fax to:

DFAS Cleveland
DFAS-HGA/CL
P.O. Box 998002
Cleveland, OH 44199-8002
Phone: (888) 332-7411 - Garnishment Customer Service
Fax: (877) 622-5930 or (216) 522-6960

For Coast Guard income withholding orders, mail or fax the garnishment orders to:

Commanding Officer (LGL)
U.S. Coast Guard
Pay and Personnel Center
444 SE Quincy Street
Topeka, KS 66683-3591
Phone: (785) 339-3595
Fax: (785) 339-3788
Email: PPC-DG-LGL@uscg.mil

By automating the generation of income withholding orders, states can meet their two-day turnaround requirement. States that have automated this process have benefited from substantial increases in collections. (For sending electronic income withholding orders (e-IWO) to DFAS, see “Where to Send Income Withholding Orders for Military and Civilian Personnel”.) The Coast Guard does not accept e-IWOs at this time.

Terminations of income withholding orders should also be sent to either the DFAS Cleveland or the Coast Guard office addresses listed above, not to the other DFAS sites.

FPLS External Locate Requests for Information on Active, Reserve, National Guard, Retired Military and Retired Federal Government Civilian Employees

If you need a current address for military service personnel for service of process (e.g., in order to establish paternity), submit an **FPLS external locate** request (through your state child support office) to OCSE for forwarding to the Defense Manpower Data Center (DMDC). DMDC returns these requests on a weekly basis. Include the military service person’s name and Social Security number (SSN). FPLS will provide the following information to states:

Population	SSN Returned?	Address Provided	Annual Salary?
Active military	Yes	Unit/duty address	Not provided
Reserve/National Guard military	Yes	Unit/duty address	Not provided
Retired military	Yes	Home address	Yes
Retired civilian	Yes	Home address	Yes

Information on **civilians** currently working for DoD (i.e., not retired) is not available through the FPLS external locate. (For information regarding civilians working for DoD, see section on “Requests for Employment Verification of Civilians Working for DoD.”)

Sending a Request for Employment Verification or Payroll Data

DoD and the Coast Guard will not respond to verification of employment/payroll data requests about active and reserve/national guard military, and civilian payroll records because this information is already provided to the FPLS through quarterly wage reporting to the NDNH. However, there are two exceptions:

1. Requests for Historical Payroll Data of Military Personnel

DFAS and the Coast Guard will respond to individual, written Freedom of Information Act (FOIA) requests for information regarding military personnel relating to pay history (records more than one year old). You may mail or fax a FOIA request on your agency’s letterhead stationery. DFAS will also respond to a request for a noncustodial parent’s Leave and Earnings Statement (LES), if a subpoena is submitted to DFAS. The **subpoena must be signed by a state or federal judge** before it will be accepted for processing.

Send these requests to the DFAS pay site listed below, depending on the branch of service.

- The name and Social Security number of the military member must be included.
- A signature is not required, but the caseworker’s name or the name of a higher authority must appear on the request. DFAS will not accept computer-generated requests for pay histories. All computer-generated requests will be destroyed.

Army (Active Duty FEIN is 359990000 and Reserve Duty FEIN is 351819323), Air Force (Active Duty FEIN is 849990000 and Reserve Duty FEIN is 849980000).

DFAS Indianapolis
Corporate Communications
DFAS-HAC/IN, Attn: FOIA/PA Office
8899 East 56th Street
Indianapolis, IN 46249-0150
Fax: (317) 510-8802 (faxed requests accepted)

Navy (Active Duty FEIN is 349990000 and Reserve Duty FEIN is 349980000), Marine Corps (Active Duty and Reserve Duty FEIN is 539990000), Retired Military Pay (FEIN is 340727612).

DFAS Cleveland
DFAS-HAC/CL
1240 East 9th Street
Cleveland, OH 44199-8006
Fax: (216) 522-6530 (faxed requests accepted)

Coast Guard (Active Duty and Reserve Duty FEIN is 529980000).

Commanding Officer (LGL)
U.S. Coast Guard
Pay and Personnel Center
444 SE Quincy Street
Topeka, KS 66683-3591
Phone: (785) 339-3595
Fax: (785) 339-3788
Email: PPC-DG-LGL@uscg.mil

2. Requests for Historical Payroll Data of Civilian Personnel

DFAS will respond to individual requests for information regarding DoD, DoE, EPA, HHS, BBG, and VA civilian personnel relating to pay history exceeding three years. DFAS began processing payroll for DOE in 2003, for HHS in 2005, and for EPA, VA, and BBG in 2006. Requests for historical records prior to when DFAS began processing payroll for these agencies should be sent directly to the applicable agency, not DFAS. DFAS does not maintain the historical records for these agencies prior to the date payroll processing began.

DoD civilian employees	(FEIN 311575142)
DoE civilian employees	(FEIN 530197006)
EPA civilian employees	(FEIN 520852695)
HHS civilian employees	(FEIN 530196960)
BBG civilian employees	(FEIN 522260085)
VA civilian employees	(FEIN 741612229)

Send all DoE, HHS, and BBG civilian requests to:

DFAS Cleveland
DFAS-HAC/CL
1240 East 9th Street
Cleveland, OH 44199-8006
Fax: (216) 522-6530 (faxed requests accepted)

Send all DoD, EPA, and VA civilian requests for historical records more than three years old to the DFAS address below, but first see the paragraph above that provides the date DFAS started paying these agencies:

DFAS Indianapolis
DFAS-HAC/IN
8899 East 56th Street
Indianapolis, IN 46249-0865
Fax: (317) 510-8802 (faxed requests accepted)

For civilians paid through the Non-Appropriated Funds Civilian Pay System (NAFCPS), write to:

NAF Finance Services (FEIN 751744396)
P.O. Box 6111
Texarkana, TX 75505-6111

The name and Social Security number of the civilian employee must be provided. A signature is not required, but the caseworker's name or the name of a higher authority must appear on the request, or it will be returned to the child support agency. DFAS will not accept computer-generated requests for pay histories. All computer-generated requests will be destroyed.

Coast Guard civilian employee requests should be sent to the National Finance Center at:

National Finance Center
Pay Tech Section Post D-41
13800 Old Gentilly Road
New Orleans, LA 70129

World Wide Locator Offices

The World Wide Locator Service is another way to locate military personnel. Address information may be obtained by writing to the World Wide Locator for the appropriate branch of service:

Army Active Duty

Army World Wide Locator
U.S. Army Enlisted Records & Evaluation Center (USAEREC)
8899 East 56th Street
Indianapolis, IN 46249-5301
Phone: (866) 771-6357

Army Reserve or Retired

U.S. Army Human Resources Command
1 Reserve Way
St. Louis, MO 63132-5200
Phone: (800) 318-5298 or (314) 592-0000

Navy Active Duty

Navy World Wide Locator

Navy Personnel Command

(PERS 312F)

5720 Integrity Drive

Millington, TN 38055-3120

Phone: (901) 874-3388, Option 1 or other questions Option 4

Note: The Navy does not release unit addresses over the telephone. Submit your request in writing or call the commercial number for further instructions.

Air Force Active Duty

HQ AFPC/DPDXIDL

5550 C. Street West, Suite 50

Randolph AFB, TX 78150-4752

Phone: (210) 565-2660

Normal duty hours: 7:30 am to 4:30 pm CT

Note: Requests for information by state or federal agencies or law enforcement must be in writing and on official letterhead; see the following web site -

https://gum.afpc.randolph.af.mil/cgi-bin/askafpc.cfg/php/enduser/acct_login.php

Marine Corps

Headquarters, US Marine Corps

Personnel Management Support Branch (MMSB-17)

2008 Elliot Road, Room 201

Quantico, VA 22134-5030

Phone: (703) 784-3942

Normal duty hours: 8:00 am to 4:30 pm ET

Note: Requests for information by state or federal agencies or law enforcement must be in writing and on official letterhead; see the following web site:

<http://www.usmc-mccs.org/contactus/helpcontactus.cfm?selection=SelectOne>

US Coast Guard

Commander

Personnel Service Center

U.S. Coast Guard Stop 7200

4200 Wilson Boulevard, Suite 1100

Arlington, VA 20598-7200

Email: Send an email with the person's full name to cglocator@ballston.uscg.mil

Requests for Employment Verification of Civilians Working for DoD

DoD provides the FPLS with new hire and quarterly wage information through DMDC for civilians working for DoD. This information is also available from **The Work Number**.

The Work Number

DoD has contracted for civilian personnel employment and wage verification with a third-party provider that maintains an online database called The Work Number. Basic employment and payroll data, including current year-to-date pay plus payroll history for the prior three years is available on The Work Number. DoD electronically updates information every pay period. In order to use the service, child support offices must first register by completing an application form. You may obtain an application form for this service online at www.theworknumber.com/socialservices or by phone at (800) 660-3399.

The Work Number offers both a free service and an enhanced paid service for employment and wage verification. If you register for the free service, your responses are sent by fax within five business days. If you register for the paid service, you receive your responses immediately online (if you have made your request via the internet) or by fax within one hour (if you have called the 800 number). With the paid service, you may also search The Work Number database with a parent's Social Security number; you are not restricted to receiving information just from a known employer.

The Work Number's Employer Directory is available online, and updated regularly. Agencies may search by employer name or review an alphabetical list at:

https://verify.theworknumber.com/cgi-mv/twndatabase_secure.asp?paonly=-1

An Employment Summary costs \$3.00. An SSN is entered, and the child support agency would receive the name of the employer, whether the employee is active or inactive as per employment, and the last pay date. Offices are only charged if they receive employment or wage information.

An Income Report would be the next step after the Employment Summary and costs \$6.50. The Income Report provides addresses, job title, start date, most recent hire date, original hire date, total time with employer, gross pay (past 3 years), net pay (past 3 years), hours worked (past 3 years) and garnishment addresses.

The Work Number/TALX offers volume discounts and agreements for use of the Employment Summaries in conjunction with the Income Reports.

The Work Number Client Service Center number is (800) 996-7566.

Requests for Location/Medical Insurance Information on Civilians Working for DoD

DoD provides the FPLS with new hire and quarterly wage information through DMDC for civilians working for DoD. DoD information now includes a specific Human Resource (HR) address that services civilian employees. The HR address is Address 1 on the new hire and quarterly wage response record. DoD staff at the HR addresses can receive the National Medical Support Notice (NMSN), and they can provide work site information for the DoD civilian employees for service of process. States may receive several addresses associated with one FEIN though the number of local

HR office addresses provided to states may diminish over time as HR offices are combined or centralized. Army and Air Force have centralized as follows:

Civilians working for the Army now have the following HR address for receipt of the NMSN only:

Army Benefits Center-Civilian
 303 Marshall Avenue
 Fort Riley, KS 66442-5004
 Fax: (785) 239-0020 (acceptable for receipt of the NMSN only)

Civilians working for the Air Force now have the following HR address for receipt of the NMSN:

Air Force San Antonio
 AFPC DPCMB, Suite 57
 550 C Street West
 Randolph AFB, TX 78150-4759

The HR offices will not respond to requests for employment verification. The information on the new hire and quarterly wage reports (provided to the FPLS and sent to the states as proactive matches) is to be used for employment verification. Information provided by The Work Number can also be used as it is up-to-date.

Information Included in the Quarterly Wage Report

The quarterly wage (QW) report provided to the NDNH by DMDC includes all income received by a military service person. The following chart lists all the income categories that could be included in a QW report.

Military Status	Supplemental Pay Type
ACTIVE	
	Amount Of Accrued Leave Pay
	Amount Of Contract Cancellation Pay And Allowances
	Amount Of Separation Payment
	Basic Allowance For Housing (BAH) [not attachable for child support]
	Basic Allowance For Subsistence [not attachable for child support]
	Career Sea Pay
	Career Sea Pay Premium
	Diving Duty Pay
	Enlistment Bonus
	Essential Service Pay
	Family Separation Allowance Type I
	Family Separation Allowance Type II
	Foreign Duty Pay

Military Status	Supplemental Pay Type
	Foreign Language Proficiency Pay
	Hazardous Duty Incentive Pay I
	Hazardous Duty Incentive Pay II
	Hazardous Duty Incentive Pay III
	Hostile Fire Pay
	Nuclear Officer Accession Bonus
	Overseas Extension Pay
	Proficiency Pay
	Regular Reenlistment Bonus
	Rental Charge For Inadequate Government Quarters
	Selective Reenlistment Bonus
ACTIVE: OFFICERS ONLY	
	Additional Special Pay
	Aviation Career Incentive Pay
	Aviation Officer Continuation Pay
	Board Certified Pay
	Incentive Special Pay
	Miscellaneous Officer Pay
	Medical Officer Retainer Bonus (MORB)/Nurse Bonus Amount
	Nuclear Career Accession Bonus
	Nuclear Career Annual Incentive Bonus
	Nuclear Qualified Officer Continuation Pay
	Saved Pay
	Saved Pay For Health Professionals
	Variable Special Pay
RESERVES	
	Airborne Warning And Control Systems (AWACS) Controller Pay
	Aviation Career Incentive Pay
	Basic Ad Pay
	Career Sea Pay
	Diving Duty Pay
	Foreign Duty Pay
	Foreign Language Proficiency Pay
	Hazardous Duty Incentive Pay I
	Hazardous Duty Incentive Pay II
	Hazardous Duty Incentive Pay III
	Hostile Fire Pay And /Or Imminent Danger Pay
	Monthly Basic Pay
	Reserve Component Incentive Program Education Payments
	Reserve Component Incentive Program Payments
	Separation Pay
	Special Pay For Reserve Medical Officers Payments
CIVILIANS	

Military Status	Supplemental Pay Type
	Award Amount I, II & III
	Final Compensatory Time Paid
	Locality Payment
	Lump Sum Leave Pay
	Manual Pay Adjustments Amount
	Overtime Paid
	Severance Pay Amount
	Voluntary Separation Incentive

Retired Military QW Reports

QW reports on retired military (persons who were formerly on active or reserve/national guard duty) and retired Coast Guard members are now provided to the FPLS. These records are coded "P" (for pension). (Coast Guard is part of the Department of Homeland Security.)

Base Pay

If you need the base pay of military or civilian personnel to establish a child support order, pay rates (basic military pay, military housing allowance (BAH), and civilian pay) may be found on the following websites:

<http://www.dfas.mil/militarypay/militarypaytables.html> (This web site has the **military** pay tables for 2009 and 2010.)

<http://www.opm.gov/oca/10tables/index.asp> (This website has the **civilian** pay tables for 2010.)

SERVICE OF PROCESS

Service of process refers to the delivery of a document to an individual (noncustodial parent) to notify him/her of a claim or to inform him/her of specific acts that he/she must perform (for example, appearing at a paternity hearing for child support). Although military personnel may live on an installation, most live in the neighboring communities and one may serve legal documents on them just as one would a civilian. There are several methods for service of process, including regular and certified mail, voluntary acceptance of service, sheriff's service, and personal service by a civilian authority or process server. Under most state laws, establishment of a child support obligation requires voluntary acceptance of service or personal service by an authorized official.

Serving Military Personnel on an Installation

Military installations may be open or closed and increasingly they are closed. If an enforcement action requires personal service, service may be more difficult. Call the installation's legal office to learn the type of jurisdiction it follows regarding state access:

- Exclusive federal jurisdiction with no state provision for service of process,
- Partial jurisdiction, or
- Concurrent and proprietary jurisdiction.

Use the contacts below to ask about the service of process procedure for the appropriate branch. Neither the commander nor the base attorneys can assist you in actually serving the noncustodial parent (NCP)/military member, but they can tell you what you need to do to effect service on their base. If you obtain the address of the NCP/military member but still cannot serve him/her, contact the commander, magistrate, or staff judge advocate. Explain that you are trying to serve the military member for child support purposes and ask the commander, magistrate, or staff judge advocate to meet with the member to ask if he/she will cooperate with your service attempts. The commander, magistrate, or staff judge advocate will meet with the NCP/military member and provide you with an update on the outcome of that meeting.

Contacts for Service of Process

Following are contacts for facilitating service of legal process and enforcing support obligations:

Air Force

AFLSA/JACA

1420 Air Force Pentagon

Washington, DC 20330-1420

Phone: (703) 697-0413

Army

Office of the Judge Advocate General
Attention: DAJA-LA
2200 Army Pentagon
Washington, DC 20310
Phone: (703) 588-6708

Coast Guard

For Coast Guard military personnel:

Commanding Officer (LGL)
U.S. Coast Guard Pay & Personnel Center
444 SE Quincy Street
Topeka, KS 66683-3591
Phone: (785) 339-3592 or 3595 (for questions)
Fax: (785) 339-3788
Email: PPC-DG-LGL@uscg.mil

For Coast Guard civilian personnel:

National Finance Center
Pay Tech Section Post D-41
13800 Old Gentilly Road
New Orleans, LA 70129

Marine Corps

Legal Assistance
1555 South Gate Road, Building 29, Room 301
Arlington, VA 22214
Phone: (703) 614-1266

Legal Assistance Headquarters, Marine Corps Base
Quantico, VA
Phone: (703) 784-3122
Website: <http://www.quantico.usmc.mil/activities/?Section=Legal>

Navy

Office of the Judge Advocate General (Code 16)
Washington Navy Yard
1322 Patterson Avenue, SE, Suite 3000
Washington, DC 20374-5066
Phone: (202) 685-4637

INCOME WITHHOLDING ORDERS FOR MILITARY AND CIVILIAN PERSONNEL

Where to Send Income Withholding Orders (IWO) for Military and Civilian Personnel

Income withholding orders for military personnel (active, reserve, guard, retired) and civilian personnel working for DoD or other federal agencies serviced by DFAS should be sent to the DFAS office in Cleveland, Ohio:

DFAS Cleveland
DFAS-HGA/CL
P.O. Box 998002
Cleveland, OH 44199-8002

Instead of mailing the income withholding order, you may fax it to:

DFAS Fax Gateway, toll-free: (877) 622-5930
DFAS Fax Gateway: (216) 522-6960

Do not send withholding orders to any other DFAS site as this will delay processing. Supporting documents may be included and will be imaged and available for viewing by the paralegals. Fax each order individually. You may use the fax line for sending income withholding orders for employees of civilian agencies who are paid by DFAS, such as the Department of Energy or the Environmental Protection Agency. A faxed income withholding order will receive the same consideration as the same document sent by mail or electronically submitted through the **e-IWO or Kids 1st**. The fax line is only to be used for sending income withholding orders and accompanying documents.

Do not send the National Medical Support Notice, underlying court orders, or requests for verifications of employment to the DFAS Cleveland post office box address or fax numbers.

The DFAS Income Withholding toll-free Customer Service Number is (888) 332-7411.

The DFAS website for income withholding information is <http://www.dfas.mil/garnishment.html>. The website includes a Fact Sheet and Questions and Answers on how to obtain payroll information on DoD military and civilian employees.

Coast Guard

Coast Guard active and retired military personnel income withholding orders should be sent to:

Commanding Officer (LGL)
U.S. Coast Guard Pay and Personnel Center
444 SE Quincy Street
Topeka, KS 66683-3591
Phone: (785) 339-3592 or 3595 (for questions)
Fax: (785) 339-3788
Email: PPC-DG-LGL@uscg.mil

Coast Guard civilian personnel income withholding orders should be sent to:

National Finance Center
Pay Tech Section Post D-41
13800 Old Gentilly Road
New Orleans, LA 70129

Attaching the Income of Retired Military Service Personnel

An income withholding order to attach the pension of a retired military member should be sent to:

DFAS Cleveland
DFAS-HGA/CL
P.O. Box 998002
Cleveland, OH 44199-8002
Phone: (888) 332-7411 for customer service, all branches

Attaching the Income of Retired Federal Civilian Employees

An income withholding order to attach the pension of a retired civilian employee of the federal government should be sent to:

Office of Personnel Management
Court Ordered Benefits Branch
P.O. Box 17
Washington, DC 20044-0017
Phone: (202) 606-0222
Fax: (202) 606-7958

Garnishments vs. Voluntary and Involuntary Allotments

A garnishment for child support means there is a judicial/administrative income withholding order in place (mandated in 1990 for IV-D cases and in 1994 for all child support orders). (42 U.S.C. 659).

Voluntary allotments are available to military service personnel to pay recurring debts. Voluntary allotments for child support were used prior to the federal legislation requiring mandatory income withholding for child support. Many are still active. A voluntary allotment is completely under the member's control and can be started, stopped, or amended at will by the military person.

An involuntary allotment (pursuant to 42 U.S.C. 665) is an income withholding action enforceable against *active duty* military pay. Involuntary allotments have advantages compared to garnishment actions when the maximum amount payable from the disposable income does not allow full payment. This is due to the fact that military allowances, such as the basic allowance for housing (BAH), are included in the disposable pay calculations for involuntary allotment. An involuntary allotment begins with a court or administrative order establishing a child support obligation and an arrearage in an amount equal to or greater than two months support under the order. Regulations require that when using the involuntary allotment, the child support office must send a copy of the underlying court order. See 32 C.F.R. Part 54 for detailed instructions.

Voluntary Allotment Inquiries

Air Force Voluntary Allotments - Cleveland

Phone: (888) 332-7411

Army Voluntary Allotments - Indianapolis

Phone: (877) 338-3327 or (317) 510-0585

Marines Voluntary Allotments - Cleveland

Phone: (888) 332-7411 or (216) 522-8762

Navy Voluntary Allotments - Cleveland

Phone: (888) 332-7411

Retired-All Branches - Cleveland

Phone: (800) 321-1080 or (216) 204-5127

Coast Guard (Part of the Department of Homeland Security)

Phone: (785) 339-3595

When a Federal Employee/Reservist (National Guard) Member is Called to Active Duty

If a reservist is called to active duty, DoD does not submit a new hire report for this person. If a civilian employee, who is in the reserves and working for the military, is called to active duty and DFAS or the Coast Guard already has an income withholding order on file, DFAS will roll the withholding over to the employee's military pay. If the employee works for another federal agency or a private company, the state should issue an income withholding order to DFAS or the Coast Guard. (When a reservist with a child support order is called to active duty, the employer might not notify the child support office, and thus the income withholding order would not be satisfied.) The FPLS (NDNH) quarterly wage report will show any change in the reservist/employee's employer.

What Happens to the Income Withholding Order When the Military Member Retires?

When a military member with an income withholding order for child support retires, the order automatically attaches to the retirement pay (pension) of that member most of the time. There may be a 60-day delay in payments being restarted. If the child support office needs confirmation, it should contact DFAS as to why the child support payment has stopped. DFAS will confirm the reason for the stop and, if necessary, will alert DFAS Garnishments to send the withholding order to be processed against the member's retirement pay.

The Coast Guard will automatically move a retiree to retired pay.

Multiple QW reports for one NCP in the military could be received by a CSE agency because a person could be both a DoD civil service employee and a reservist. In fact, there are many people working for DoD in both capacities. When the CSE agency receives the first QW match, it should send the income withholding order to DFAS Cleveland for garnishment. Garnishments will be applied to all pay available at that time.

Electronic Income Withholding Order (e-IWO)

DFAS is a major partner in OCSE's electronic income withholding order (e-IWO) project, which allows states to send IWOs electronically to DFAS and other employers. DFAS began the e-IWO concept several years ago with its Kids 1st electronic submission system. It is now transitioning states to the e-IWO portal. For more details or to participate in the project, contact Bill Stuart at william.k.stuart@lmco.com or (518) 399-9241; Sherri Grigsby at sherri.grigsby@acf.hhs.gov or (202) 401-5437; or Megan Huber at megan.huber@dfas.mil or (216) 204-3375.

The Coast Guard has not yet implemented the e-IWO.

OBTAINING MEDICAL SUPPORT FROM MILITARY PERSONNEL

Defense Enrollment Eligibility Reporting System (DEERS)

The Defense Enrollment and Eligibility Reporting System (DEERS) maintains information on the military service person, known as the “sponsor,” and dependents entitled to TRICARE medical benefits. DEERS is the database used to confirm eligibility for health care benefits through the military.

TRICARE Standard

The standard health care benefit is referred to as **TRICARE Standard**. It is not an insurance program. It is an entitlement. No premiums are charged for enrollment, and no additional enrollment by the military member (sponsor) is required; however, there is a deductible and cost share associated with this entitlement.

TRICARE Prime

In addition, in most areas of the country, the military member (sponsor) also has the option of enrolling some or all family members into a program referred to as **TRICARE Prime**. An actual enrollment form must be completed (with the sponsor’s signature) and submitted to the TRICARE Enrollment Office. Under certain circumstances, the custodial parent (CP) may enroll the child in TRICARE Prime. In some cases, there are premium payments required depending on the military member's status (i.e., quarterly premiums for family members of retirees). This program is similar to a civilian health maintenance operation (HMO) policy. There is no deductible, but there is a co-payment required for some services. Specific information about these alternative coverage options may be found at <http://www.tricare.mil/>.

The process for obtaining medical support from a military parent is described below. The process is applicable to active duty or retired military. Reservists are not eligible for TRICARE.

How to Enroll

Before any enrollment can occur, the child must be determined to be a military dependent in order to be enrolled in DEERS. (See the next section on how to determine eligibility.) The documents needed to establish dependency include a court-ordered or state-authorized (in-hospital voluntary acknowledgement) paternity determination if the child’s parents were not married) and a birth certificate. The court order only has to establish paternity; it does not have to order child or medical support. If the sponsor (military member) is enrolling the child, he needs to provide the ID card-

issuing facility with either an actual court determination of paternity or a voluntary acknowledgement of paternity. The mother of the child cannot do that for him. The father can complete the acknowledgment of paternity form from the state where he is stationed or he can go to the legal assistance office on his military base and complete an affidavit stating that he is the father. If the custodial parent (CP) does not have a copy of the in-hospital voluntary acknowledgement of paternity form, she should contact the hospital to obtain another copy. A child may be enrolled at any time prior to his or her 21st birthday.

An order for medical support and evidence of medical coverage are required for a state CSE agency to count the case on the OCSE 157 Report.

Each branch of the service may have slightly different procedures. The CP must go to a RAPIDS ID Card Issuing Activity and present the appropriate documents to the verifying officer. The Real-Time Automated Personnel Identification Card System (RAPIDS) refers to the application process through which individuals receive ID cards.)

Location of the RAPIDS ID Card Issuing Activities may be found via the internet at <http://www.dmdc.osd.mil/rsi/owa/home>. If internet access is not available, the CP may contact the DMDC Support Office Monday through Friday between 9:00 am and 6:30 pm ET at (800) 538-9552.

A CP wishing to enroll by mail should contact a military installation with a RAPIDS ID Card Issuing Activity at the service branch where the NCP is serving. Documentation to prove dependency must be provided. One requirement for enrollment is the Social Security number (SSN) of the NCP/military member. If the CP does not know the NCP's SSN, the child support caseworker could obtain the NCP's SSN and complete all the required paperwork to initiate the enrollment. The caseworker would fax or mail the paperwork to the appropriate RAPIDS ID Card Issuing Activity. The CP will need to take the child to the ID Card Issuing Activity to obtain a military ID card for the child. All the paperwork must be completed and approved prior to the CP's appearance at the ID Card Issuing Activity. This is an example of a procedure that the local child support office would need to work out with their corresponding ID Card Issuing Activity.

Before the DEERS enrollment can be completed, an attempt will be made to have the sponsor sign the paperwork. The amount of time for this process will vary depending on the location and the assignment of the military member. If the sponsor is unwilling to sign, the verifying official may sign on behalf of the sponsor after all efforts to obtain the sponsor's signature have failed and those efforts have been documented. The sponsor may not decline coverage of his/her child.

Once enrolled in DEERS, the child is eligible to receive medical care in two ways. The child may be able to obtain medical care and medications from military hospitals and clinics. The child may also use the cost share medical coverage, TRICARE, with civilian health providers. Getting health care from a uniformed service hospital or clinic, when available, saves money and paperwork. Military bases have Beneficiary Counseling Assistance Coordinators to assist CP with questions about medical coverage.

TRICARE uses the term "shared" rather than "covered" because the cost is shared by the beneficiary after an annual deductible cost has been satisfied. Claims to TRICARE may be submitted up to a

year after treatment. Commencement of military medical benefits is determined by either the child's date of birth or the date(s) of the sponsor's military service, not the DEERS enrollment date.

A TRICARE handbook explaining coverage is available by writing or calling:

TRICARE Management Activity (TMA)
Public Affairs Branch
Aurora, CO 80045-6900
Phone: (303) 361-1000/1129

How to Learn Whether a Dependent Has Already Been Enrolled or is Entitled to TRICARE Benefits in DEERS

A legal dependent (one for whom paternity has been established) of a military person (active or retired) is eligible for TRICARE medical services through the DoD. The electronic match between the FCR and the DMDC enables child support workers to learn whether a dependent is eligible for TRICARE and already enrolled in DEERS. DMDC matches the FCR participants against its records to determine whether a child is eligible for military medical benefits. DMDC reports the results to the FCR, and the FCR transmits the match information to the States every quarter.

Once an active duty or retired military member and eligible family members have been enrolled in DEERS, they have medical benefits. These medical benefits do not include dental care. (TRICARE dental coverage is available at an additional cost to the service member. TRICARE vision care varies according to beneficiary status and TRICARE program option.) The NMSN does not result in the automatic enrollment of the child in DEERS. The CP must follow the procedures in the previous section for enrollment if the child is shown as eligible but not already enrolled in DEERS.

A CP (not a child support worker) may confirm eligibility for a child by calling the **DMDC Support Office (DSO) telephone center help line at (800) 538-9552**. If the CP is divorced from the military member (sponsor) but has a prior DEERS record and can establish that he/she is the child's parent, DEERS can provide eligibility information. If the CP was never married to the sponsor or was never enrolled in DEERS, he/she would first need to provide proof that the CP is actually the parent of the child in question. Acceptable documentation would include a birth certificate for the child naming the parent, custody papers, etc. Documents would have to be sent to DSO to be reviewed and the tracking system updated before DSO could release specific information to the CP.

Do Not Send the National Medical Support (NMSN) Notice for Active Duty and Retired Military

It is not appropriate to send the NMSN to DoD or the Coast Guard for active duty military personnel or retired military as the military health care coverage, TRICARE, is an entitlement to military personnel and their dependents. Because TRICARE is an entitlement and not health insurance, DMDC cannot comply with the NMSN to enroll dependents. If the child's status in

DEERS/TRICARE can be determined, this eliminates any need for IV-D agencies to send the NMSN to DMDC for a dependent of military personnel.

Child support enforcement agencies can determine whether a child is eligible to be enrolled in DEERS/TRICARE by the following means:

- By the appearance of an appropriate DoD Federal Employer Identification Number (FEIN) on the new hire report or the QW report for either the NCP or the CP indicating that either parent is active duty military or retired military, or
- Through the DMDC/FCR match.

Department of Defense FEINs:

- Army: Active Duty FEIN is 359990000
- Navy: Active Duty FEIN is 349990000
- Marine Corps: Active Duty FEIN is 539990000
- Air Force: Active Duty FEIN is 849990000
- Coast Guard: Active Duty, Reserve, and Retired FEIN is 529980000
(Part of the Department of Homeland Security.)
- NOAA: Active Duty and Retired FEIN is 520821608 (NOAA civilian federal employees are part of the Department of Commerce.)
- Retired Military Pay: Retired FEIN is 340727612

If a child is determined to be eligible for enrollment, as indicated by the DMDC/FCR match or by the FEIN from the new hire report or the quarterly wage report, the CSE agency should instruct the CP to contact the local RAPIDS ID Card Issuing Activity with the proper documentation to initiate the dependent's enrollment in DEERS/TRICARE. The CSE agency should indicate in the individual case record where it obtained the child's medical enrollment status and make appropriate case updates from the next quarterly DMDC/FCR match.

Sending the National Medical Support Notice to DoD Civilian Personnel

The policy explained above does not apply to DoD civilian personnel. For civilian employees, child support agencies must continue to send the NMSN to the DoD human resource office provided in the new hire and QW response. The address for the appropriate HR office is included as part of the new hire and QW response that is sent as an FPLS match.

Addresses for sending the NMSN

- **Active Duty or Retired Military Personnel**

DO NOT SEND the NMSN if the custodial or noncustodial parent is active duty military or retired military. The military health care coverage, TRICARE, is an entitlement to military personnel and their dependents. Because TRICARE is an entitlement and not health insurance, the Defense Manpower Data Center (DMDC) cannot comply with the NMSN to enroll dependents.

DMDC WILL NOT RESPOND to the NMSN. Health insurance information for military personnel is provided through the DEERS match.

- **Civilian Federal Employees Working for the DoD**

Civilian federal employees working for the Army: Send the NMSN (not the IWO) to:

Army Benefits Center - Civilian
303 Marshall Avenue
Fort Riley, KS 66442-5004
Fax: (785) 239-0020 (acceptable for receipt of the NMSN)

Civilian federal employees working for the Air Force: Send the NMSN (not the IWO) to:

Air Force Personnel Center DPCMB
550 C Street West, Suite 57
Randolph AFB, TX 78150-4759

Civilian federal employees working for Soldiers and Airman's Homes: Send the NMSN (not the IWO) to:

U.S. Soldiers and Airman's Home (FEIN 311575142)
Sherman Bldg. N
3700 Capital Street, NW
Washington, DC 20317-0002

All other civilian federal employees working for DoD:

DoD provides the FPLS with new hire and quarterly wage information through DMDC for **civilian federal employees** working for DoD. DoD information now includes a specific Human Resource (HR) address that services **civilian federal employees**. The HR address is Address 1 on the new hire and quarterly wage response record. DoD staff at the HR addresses can receive the NMSN, and they can provide locate (work site) information for the DoD **civilian federal employees** for service of process.

- **Non-DoD Civilian Federal Employees Serviced by DFAS**

For non-DoD civilian Federal employees working at Broadcasting Board of Governors (BBG), the Department of Energy (DOE), the Department of Health and Human Services (HHS), the Environmental Protection Agency (EPA), and the Executive Office of the President (EOP) use the following mailing addresses for the NMSN (except the Department of Veterans Affairs (VA):

Employees of BBG, send the NMSN (not the IWO) to:

Broadcasting Board of Governors (FEIN 522260085)
Room 1544

330 Independence Avenue, SW
Washington, DC 20237

Employees of DOE, send the NMSN (not the IWO) to:

U.S. Department of Energy (FEIN 530197006)
Office of Human Capital, HC11, Room 4E-084
1000 Independence Avenue, SW
Washington, DC 20585

Employees of EPA, send the NMSN (not the IWO) to:

Environmental Protection Agency (FEIN 520852695)
Office of Human Resources, 3618A
1200 Pennsylvania Avenue, NW
Washington, DC 20460

Child support workers may scan and email the NMSN to EPA at early.nicoled@epa.gov

Employees of EOP, send the NMSN (not the IWO) to:

Executive Office of the President
Office of Administration HRMD (FIPS code A1100)
725 17th Street, NW
Washington, DC 20503-0001

Employees of HHS, send the NMSN (not the IWO) to:

Department of Health and Human Services (FEIN 530196960)
Payroll Services Division
Post Office Box 14950
Silver Spring, MD 20911-4950

For civil employees (not beneficiaries) of the Department of Veterans Affairs (FEIN 741612229), send the NMSN to the offices you usually send to.

Employees of the Coast Guard or Department of Homeland Security, send the NMSN to:

National Finance Center
Pay Tech Section Post D-41
13800 Old Gentilly Road
New Orleans, LA 70129

QUESTIONS ABOUT PAYMENTS

Redirecting Payments to Your State Disbursement Unit (SDU)

DFAS handles all payroll for the military. DFAS-HGA/CL is responsible for redirecting any child support payment (and spousal support if appropriate) to your SDU. This office can assist you in redirecting both garnishments (income withholding orders) and voluntary allotments for all the armed services, including payments to retirees.

DFAS payments point of contact:

Loretta Longo
Financial Systems Specialist, DFAS
Phone: (216) 204-1612
Fax: (216) 522-5471
Email: loretta.longo@dfas.mil

Coast Guard payments point of contact:

Coast Guard Legal Office
Pay and Personnel Center
Phone: (785) 339-3595
Fax: (785) 339-3788
Email: PPC-DG-LGL@uscg.mil

Payments from Military Personnel

For questions relating to payments issued from the:

Army active duty or reserve pay center, call (317) 510-3286 or 3284 for individual checks issued by Military Pay. If you need a duplicate copy of a listing for posting blanket checks issued by Centralized Disbursing, call (317) 510-0585 or for EFT payments, call (877) 338-3327

Air Force active duty or reserves pay center, call (888) 332-7411, option 3 or (317) 510-2780. If you need a duplicate copy of the listing for posting that is sent with blanket check payments, email cde-milpay.allotments@dfas.mil or fax your request on your agency letterhead to (317) 510-4086. For questions regarding EFT payments contact Centralized Disbursing at (800) 390-2347.

Marine Corps active duty or reserve pay center, on individual checks, blanket checks, or EFT payments, and to obtain a duplicate copy of the listing for posting of the payments, contact Centralized Disbursing at (800) 390-2347.

Navy active duty or reserve pay center, call (888) 332-7411 or to obtain a duplicate copy of a listing for posting a blanket check or EFT payments, contact the Centralized Disbursing Office at (800) 390-2347.

(Do not use these numbers for inquires related to the income withholding order or its processing.)

Payments from Civilian Employees

Problems with Payments from Civilian Employees Paid by DFAS

For questions regarding child support payments issued from DFAS, inquiries about the income withholding order or its processing on behalf of a civilian employee of the Department of Defense (DoD), Department of Energy (DoE), Environmental Protection Agency (EPA), Department of Health and Human Services (HHS), Broadcasting Board of Governors (BBG), Non-Appropriated Funds (NAF), or Department of Veterans Affairs (VA), please call the Cleveland Customer Help Desk at (888) 332-7411.

Missing Payments

If you have a question about a missing child support payment remitted by DFAS on behalf of a civilian employee of DoD, DoE, EPA, HHS, BBG, NAF, or VA, please call the Cleveland Disbursing Help Desk at (800) 390-2347, 8:00 am - 4:30 pm ET.

(Do not use this number for inquiries about the income withholding order or its processing.)

OCSE Military Liaison

The OCSE military liaison officer is Larry Holtz, whose duties include working with the DoD on child support related statutes and regulations, providing guidance to child support agencies on military matters, and resolving issues between DoD and CSE agencies. You may contact him at:

Larry Holtz
Court and Military Liaison Officer
Office of Child Support Enforcement, 4th floor
370 L'Enfant Promenade, SW
Washington, DC 20447
Phone: (202) 401-5376
Fax: (202) 205-4342
Email: larry.holtz@acf.hhs.gov

DESKTOP QUICK GUIDE

Sending Income Withholding Orders

Send income withholding orders for active, reserve, and retired military personnel and DoD, DoE, EPA, HHS, BBG, NAF, and VA active civilian personnel to:

DFAS Cleveland
DFAS-HGA/CL
P.O. Box 998002
Cleveland, OH 44199-8002
Phone: (888) 332-7411 for customer service

Send terminations of income withholding orders to the DFAS Cleveland address above; do not send these to other DFAS sites.

Send income withholding orders for active duty, reserve, and retired Coast Guard personnel to:

Commanding Officer (LGL)
U.S. Coast Guard Pay and Personnel Center
444 SE Quincy Street
Topeka, KS 66683-3591
Phone: (785) 339-3592 or 3595 (for questions)
Fax: (785) 339-3788
Email: PPC-DG-LGL@uscg.mil

Send an income withholding order to attach the pension of a retired civilian employee of the federal government to:

Office of Personnel Management
Court Ordered Benefits Branch
P.O. Box 17
Washington, DC 20044-0017
Phone: (202) 606-0222
Fax: (202) 606-7958

If you need a current address for a military service member for service of process, submit an **FPLS external locate** request to DMDC. These requests are returned by DMDC on a monthly basis.

Requests for Historical Payroll Data of Military Personnel

DFAS will respond to individual written requests for information regarding military personnel with pay history more than one year old.

Army (Active Duty FEIN is 359990000 and Reserve Duty FEIN is 351819323), Air Force (Active Duty FEIN is 849990000 and Reserve Duty FEIN is 849980000).

DFAS Indianapolis
Corporate Communications
DFAS-HAC/IN
8899 East 56th Street
Indianapolis, IN 46249-0865
Fax: (317) 510-8802 (faxed requests accepted)

Navy (Active Duty FEIN is 349990000 and Reserve Duty FEIN is 349980000), Marine Corps (Active Duty and Reserve Duty FEIN is 539990000), Retired Military (FEIN is 340727612).

DFAS Cleveland
DFAS-HAC/CL
1240 East 9th Street
Cleveland, OH 44199-8006
Fax: (216) 522-6530 (faxed requests accepted)

Coast Guard (Active Duty and Reserve Duty FEIN is 529980000).

Commanding Officer (LGL)
U.S. Coast Guard
Pay and Personnel Center
444 SE Quincy Street
Topeka, KS 66683-3591
Email: PPC-DG-LGL@uscg.mil

Requests for Historical Payroll Data of Civilian Personnel

DFAS will respond to individual requests for information regarding DoD, DoE, EPA, HHS, BBG, and VA civilian personnel with pay history exceeding three years.

DoD civilian employees	(FEIN 311575142)
DoE civilian employees	(FEIN 530197006)
EPA civilian employees	(FEIN 520852695)
HHS civilian employees	(FEIN 530196960)
BBG civilian employees	(FEIN 522260085)
VA civilian employees	(FEIN 741612229)

Send all DoE, HHS, and BBG civilian requests to:

DFAS Cleveland
DFAS-HAC/CL
1240 East 9th Street
Cleveland, OH 44199-8006
Fax: (216) 522-6530 (faxed requests accepted)

Send all DoD, EPA, and VA civilian requests to:

DFAS Indianapolis
DFAS-HAC/IN
8899 East 56th Street
Indianapolis, IN 46249-0865
Fax: (317) 510-8802 (faxed requests accepted)

For civilians paid through the Non-Appropriated Funds Civilian Pay System (NAFCPS), write to:

NAF Finance Services (FEIN 751744396)
P. O. Box 6111
Texarkana, TX 75505-6111

The name and SSN of the civilian employee must be provided. A signature is not required, but the caseworker's name or the name of a higher authority must appear on the request. DFAS will not accept computer-generated requests for pay histories. All computer-generated requests will be destroyed.