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# Child Support News You Can Use

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Child Support Enforcement Division  
Massachusetts Department of Revenue  
(DOR)  
Fall 2023

## CHEERS TO 5 YEARS

In 2018, DOR launched its new computer system which provided us with new technology to better serve our customers, including distributing almost \$3 billion directly to the families we serve. Little did we know the unbelievable challenges awaiting the world, DOR, and its customers or how much we would need our new system to help make revolutionary changes in the way DOR provides child support services to our customers.

## NEED TO CONTACT US?

**Phone:** Our call center is open 8:30 a.m. to 4:30 p.m. Monday through Friday at 800-332-2733.  
(For Boston area callers: 617-660-1234.)

**Email:** Send us an email 24/7 from a link on our website.

## GROUNDBREAKING INNOVATIONS

**Case Conferencing:** With the onset of Covid in March 2020, DOR worked with the Probate & Family Court to reinvent the way child support orders are established and modified. DOR and the court introduced virtual case conferencing using Zoom and since that time, more than 26,000 case conferences have been scheduled and many of those have been resolved without the need for a formal court hearing. For customers, this means that in most instances, you no longer need to take a day off from work, find childcare, or travel to a court location. You can participate in your case conference from your home, workplace or anywhere you have access to a computer or a phone.

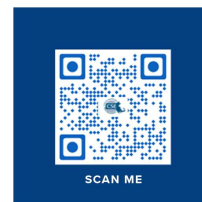
**Virtual Counter:** DOR's Virtual Counter allows customers to meet and discuss their cases with DOR staff over Zoom. In the last two years, more than 42,000 customers have used the Virtual Counter, with the number of customers continually increasing every week. There's no need to drive to a DOR office when you can talk to the very same child support specialists over Zoom, without having to leave home, work or wherever you happen to be.

**Do you have a virtual case conference or hearing coming up and need a quiet private space or computer to use to attend the conference or hearing?**



The Massachusetts Trial Court and some local libraries have teamed up and now offer private space and computers for you to access virtual court services at local libraries. Scan this QR code to see if there's a library near you that's participating. Then just contact the library to book space and a computer for the day and time of your virtual hearing or conference.

**Want to use the Virtual Counter to meet face-to-face with a child support specialist over Zoom?**



The Virtual Counter is open Monday through Friday from 8:30 a.m. to 4:30 p.m. Just scan this QR code during those hours.

#### **NEED TO MAKE A PAYMENT?**

**Pay By Text:** Opt-in to receive text notifications when your child support payment is due. You can reply via text to authorize your payment by credit or debit card. Simply log in from our website and complete the opt-in process.

**Online:** Pay online by visiting [mass.gov/cse](https://mass.gov/cse) and click "How to pay child support". Options include Venmo, PayPal, ApplePay, GooglePay, and Pay By Text.

**Phone:** Give us a call at 855-449-2859 24/7. Visa, Mastercard, and Discover accepted.

**Mail:** Make your check or money order payable to Commonwealth of Massachusetts and mail to DOR/CSE, P.O. Box 55144, Boston, MA 02205.

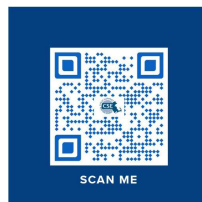
**In Person:** Make your payments in cash at thousands of MoneyGram locations, including Walmart, CVS, and Shaw's.

#### **Direct Payments**

Remember, please do not make or accept payments directly because if you do, we will have no record of the payments. If you already made direct payments, see the instructions on our website to get a one-time credit.

#### **Know someone who needs our services?**

Scan this QR code to get to our on-line application, which is fast, secure and convenient. Just fill it out, sign it electronically, and submit it!



#### **Think the amount of your child support order should change?**

If you think the amount of your child support order should change or an order for health care coverage should be changed, contact us to request a review of your case. If we think a change to your order is appropriate, we can file a complaint for modification and schedule your case for a case conference. To start the process, call us, e-mail us, or contact us through the Case Manager.