

	INDIANA DEPARTMENT OF CHILD SERVICES TITLE IV-D POLICY MANUAL	
	Chapter 14: Payment Processing	Effective Date: 07/14/2024
	Section 4: Electronic Disbursement of Child Support Payments Via Direct Deposit or Debit Card	Version: 2 Revision Date: 07/12/2024

BACKGROUND

Electronic disbursement allows obligees who receive child support payments posted by the State and the Clerk of Courts in Allen, Marion, and Vanderburgh counties to enroll in either the direct deposit or debit card electronic disbursement program.¹

POLICY

Child support payments shall be disbursed within two (2) business days after receipt from the employer or any other source income.²

A participant may receive child support payments in the form of direct deposit, debit card, or check.

REFERENCES

- [CSB-AT-333](#): Electronic Disbursement: Direct Deposit and Debit Card
- [42 U.S.C. § 654b](#): Collection and disbursement of support payments

PROCEDURE

The statewide child support system sends an Electronic Disbursement Enrollment Notice (EDEN) to the obligee when the following requirements are met:

1. Payments are posted either in Allen, Marion, or Vanderburgh counties, or at the State (excluding involuntary payments);
2. Payments are disbursed to the obligee in the form of a check for the first time;
3. The obligee is at least 18 years old; and
4. The obligee is not currently receiving Temporary Assistance for Needy Families (TANF).

The EDEN notice notifies the obligee of the option of receiving their child support payments via direct deposit to their checking or savings account or the debit card. If the Child Support Bureau (CSB) does not receive direct deposit information from the obligee within 21 days from the date the EDEN notice was sent, the electronic disbursement method will default to the debit card, so long as the EDEN notice was not returned to CSB as undeliverable. If the direct deposit form is returned to CSB but is rejected due to an error on the form, CSB will extend the time period for the obligee to correct and return the direct deposit form before automatically assigning a debit card to the obligee.

¹ CSB-AT-333

² 42 U.S.C. § 654b(c)(1)

An obligee can request to be exempted from electronic disbursement by sending a written request to CSB with a valid reason for exemption, such as:

1. The obligee has participated in credit card or bank fraud, preventing the obligee from having one (1) or both debit card or direct deposit;
2. The obligee is incarcerated and appears that they will be incarcerated for a significant period of time, such as 180 days or more;
3. The obligee has a mental or physical disability;
4. The obligee is under a guardianship or conservatorship;
5. The obligee is in the military; or
6. Other (most commonly used when the custodial party (CP) is deceased)

A Title IV-D Prosecutor's Office may request an exemption when the obligee is deceased. Additionally, the deceased person's power of attorney or personal representative of the decedent's estate may request an exemption. When requesting an exemption for a deceased obligee, the person making the request must provide proof that they are either the decedent's power of attorney or personal representative of the estate and proof of the decedent's death, such as an obituary or death certificate.

An obligee may rescind his or her exemption request at any time by requesting direct deposit. The obligee may also rescind his or her exemption by sending a written request to CSB to reinstate electronic disbursement. This written request may be sent either directly to CSB or sent to the Title IV-D Prosecutor's Office or the Clerk of Courts who then forwards the request to CSB. Additionally, CSB periodically reviews exemptions to determine if the condition for the exemption, such as incarceration, still exists. If the condition no longer exists, CSB lifts the exemption for the case to be eligible for an EDEN notice to be sent to the obligee.

A Social Security number (SSN) is not required for the debit card, but a SSN is required for direct deposit.

Participants under the age of 18 will receive their child support payments in the form of a check. The statewide child support system will not initiate the EDEN notice if the obligee received the first payment prior to the obligee's 18th birthday. Prior to the obligee's 18th birthday, the obligee may request a direct deposit form and be enrolled in direct deposit unless there is any other bar to direct deposit. Any time after the obligee's 18th birthday, the obligee may request either direct deposit or debit card.

FORMS AND TOOLS

1. [Child Support Bureau Contact List](#)

FREQUENTLY ASKED QUESTIONS

1. Q. What effect does removing a child support obligee's address have on disbursement?
 - A. Removing a MAIL address does not have any effect on electronic disbursement, debit card or direct deposit, that is already in place. Removing a MAIL address when payments are being disbursed by check will result in payments being held on undistributed as checks cannot be issued without a MAIL address. Removing a CHCK address does not have any effect on electronic disbursement or checks

issued by the State. However, removing a CHCK address will prevent any checks issued by the Clerk of Court's from being disbursed.

2. Q. What happens if an EDEN notice is returned to CSB as undeliverable?
 - A. If the EDEN notice is returned as undeliverable, CSB logs the returned mail in the statewide child support system. This includes changing the address to OLD and initiating the locate process. Any payments that are received will be disbursed by check once an address is verified for the obligee. Once an address is verified and the first check is disbursed, the EDEN notice process restarts with a new EDEN notice being sent to the obligee.

If a debit card was already issued to the obligee due to the passage of time between the date the EDEN notice was sent and the date it was received returned to CSB, the Financial Integrity Unit will research payments posted to the debit card to determine if these payments should be recalled to undistributed funds.

RELATED INFORMATION

1. For additional information or questions regarding debit cards or direct deposit, contact the Financial Integrity Unit as noted on the [Child Support Bureau Contact List](#).

REVISION HISTORY

Version	Date	Description of Revision
Version 1	06/19/2019	Final approved version
Version 1.1	10/18/2021	Updated for consistent formatting and language
Version 1.2	10/11/2022	Updated Contact List Labels & Links
Version 2	07/14/2024	Updated reasons for an obligee to be exempted from electronic disbursement in Procedure. Added FAQs about effect of an OLD address on disbursement and returned EDEN notices.