

Frequently Asked Child Support Questions and Answers

1. How do I get information about my child support case?

- a. You can access the following information about your case by calling the Kids Line at 1-800-840-8757
 - i. Your case number and MPI
 - ii. Information about payments
 - iii. Update employment and address information
 - iv. Direct deposit information

2. How can I make a child support payment?

- a. You can pay by phone at 1-866-972-9427 (fees may apply)
- b. Online at www.childsupportbillpay.com/Indiana
- c. You can pay at all participating Walmart, CVS, Meijer, and Kroger locations (fees may apply).

3. What if I have lost my job?

- a. Send an email to titleivd@co.dekalb.in.us, include your name, the name of the person you pay and the date of lay off.
- b. The Child Support Office cannot stop or suspend child support, you MUST file a motion to modify. If the Judge grants the motion, the modification will be retroactive to the date of filing.
 - i. Modification forms are available on our website www.co.dekalb.in.us > Departments > Child Support Enforcement > Modification
 - ii. Complete and return to our office for filing.
- c. We understand we are in an unprecedented time, the obligation to pay child support still exists.

4. Will my license be suspended if I cannot pay my support?

- a. If possible, please pay something. Even if it is just a portion. We are extending leniency on this enforcement action currently. We will resume enforcement in the future.

5. How can I get a payment history?

- a. Call our office at 260-925-3450 and request a payment history be mailed to you. Our office will be open to phone calls on Tuesdays, Wednesdays, and Thursdays.
- b. Payment histories can only be mailed to you.

6. How do I sign up for services to enforce my court orders or establish court orders?

- a. Please visit our website www.co.dekalb.in.us > Departments > Child Support Enforcement > Application
 - i. Please do not date or sign any place on the application
 - ii. You MUST make an appointment with our office to submit the application and supporting documents. Due to the order placed by Governor Holcomb, we are unable to make appointments until the order has been lifted. Please call our office after May 1st for an update. Our phone number is 260-925-3450.

7. I signed up for unemployment benefits, what do I need to do next?

- a. Please send an email to titleivd@co.dekalb.in.us to let your caseworker know that you have signed up.
- b. Child support should be automatically garnished from your benefits. It may not cover the entire support amount and you will be obligated to pay the difference. This is also known as an arrearage.