July 3, 2012

Dear County Director of Social Services
Dear County Child Support Program Managers,

Reference: Child Support Cost Recovery Fee

Occasionally, there is a difference between the balances of court order and the distribution sides of the financials in a case. One reason this might occur is that another state charged a fee to collect payments from the NCP in an interstate case. The charge is referred to as a “Cost Recovery” fee. The NCP is given full credit for the actual payment made, but the amount distributed to the case is less than the NCP’s payment because the fee has been retained by the other state. The payee receives only the amount that is distributed to the case.

The Child Support Manual has been updated with the procedure to use to correct the financials in these cases. Refer to: Chapter M - Collections/Receipting/Posting, Topic 3 - Electronic Funds Transfer (EFT), Section G - EFT Cost Recovery.

If you have questions, please contact the ACTS Help Desk toll free @ 1-800-405-9053 option #3 or locally @ 919-855-4756 or you can contact your Regional Program Representative.

Sincerely,

Judy McArn
Assistant Chief of Program Operations

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