

maximus

Comprehensive Support to Enhance Employer Reporting Compliance

Employer Services and Engagement for Child Support Programs



Employer support is vital to the success of child support programs. Their compliance with new hire reporting requirements, in addition to prompt processing of income withholding orders (IWOs) and national medical support notices (NMSNs), ensures that the children in our communities receive the financial support from their parents they need and deserve.

However, ensuring employers are aware of their responsibilities and fully comply with federal and state laws requires rigorous and ongoing outreach, education, and communication. As a leader in child support services for over 40 years, Maximus can help.

Our portfolio of employer services provides comprehensive, end-to-end support for state new hire, IWO and NMSN programs – delivering improved program performance and enhancing the ability of child support agencies to secure financial and medical support for children.

Employer Services  

New Hire Reporting

The information provided by employers about their new and re-hired employees is key to helping child support agencies facilitate collections. It is also utilized in the prevention of fraud as well as overpayment of public assistance and unemployment insurance.

Maximus knows what it takes to operate a successful new hire reporting program. Our approach consistently achieves outstanding program results by generating higher levels of electronic reporting, enhancing data accuracy rates, and employing proactive outreach campaigns – all of which ultimately results in increased employer compliance.

Our new hire reporting services include:

- Developing proactive campaigns to improve employers' understanding of and compliance with new hire laws utilizing the Maximus 360° Employer Engagement outreach approach
- Deploying our proprietary Maximus Employer Services Portal – the first in the nation – to enable fast, accurate and secure data entry with a simple, user-friendly interface



In 2019, we helped over 653,000 children receive support from their parents – a significant increase over 2018 – thanks to the cooperation of employers in fulfilling their new hire, IWO, and NMSN obligations.

Income Withholding Orders

Income withholding orders work in tandem with new hire reporting, and are the most important and effective method for regular collection of child support. When employers understand how IWOs work, they are able to process child support payments more efficiently and effectively.

Maximus IWO services focus on employer education – explaining the steps, the timeline, and employers' responsibilities. Through proactive outreach that includes both traditional and new media, we help busy employers make sense of the process and comply in a timely manner.

Our IWO program services include:

- Designing outreach and follow-up strategies to encourage voluntary employer compliance with IWOs
- Providing statewide customer service through a contact center
- Offering online services for employers to receive and respond to IWOs through our proprietary Employer Services Portal
- Ensuring a state is fully compliant with federal IWO regulations

Trust Maximus to help your child support agency operate successful new hire reporting, IWO, and NMSN programs that educate employers, foster compliance, and help children get the financial and medical support they need and deserve.

National Medical Support Notices

As part of a child support order, federal law requires child support agencies to pursue private health insurance coverage for children through the noncustodial parent's (NCP) employer. Agencies comply with this law by submitting a National Medical Support Notice (NMSN) to the NCP's employer or union. The NMSN instructs the employer to enroll the child or children identified on the notice in a healthcare plan, if coverage is available.

Our NMSN program services include:

- Generating and processing all NMSNs on behalf of the state
- Designing outreach and follow-up strategies to encourage voluntary employer compliance with NMSN requirements
- Providing statewide customer service through a contact center that handles questions from all stakeholders, including employers, plan administrators and parents
- Offering online services for employers and health plan administrators to receive and respond to NMSNs through our proprietary Employer Services Portal
- Ensuring a state is fully compliant with federal NMSN regulations

One Focus, One Source

- Maximus has maintained a single focus on government service since 1975. Our dedicated professionals help government agencies provide essential health and human services with an innovative, compassionate approach and deep subject matter expertise. Every process, procedure and project we undertake is focused on delivering high-quality, cost-effective solutions that help government agencies fulfill their missions.



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