

Helping Employers Fulfill Child Support Compliance Requirements with Confidence and Ease

Employer Services Portal

Employers play a vital role in the success of child support programs across the nation and right in our own communities. Their compliance with new hire reporting, income withholding orders (IWOs), and national medical support notices (NMSNs) ensures that children receive the financial support from their parents they need and deserve. New hire reporting is also critical to helping states combat Unemployment Insurance and Pandemic Unemployment Assistance fraud. Maximus can help employers reporting to your state fulfill their requirements with confidence and ease using our new Employer Services Portal.

Designed as a one-stop solution to online reporting, the Maximus Employer Services Portal combines the latest in technology with a user-friendly interface to make compliance with child support reporting requirements easier than ever. Employers benefit from:

- 24/7 access — the portal is ready when employers are
- User verification confirmed by text or by email
- Training that includes videos and downloadable PDFs
- Fast, accurate and secure data entry
- Immediate feedback on reporting status, with messages delivered right to employers' in-box



- Real-time file testing and immediate feedback
- Ability to correct rejected records online, saving time, frustration and postage
- The capacity to respond to and manage IWOs and NMSNs online
- Online chat and other customer service options

Snapshot

The Maximus Employer Services Portal is a customizable, one-stop solution to online child support reporting, so it can be configured to meet your agency's needs, including:

- A state-user dashboard for compliance monitoring, including electronic acknowledgment and response to IWOs and NMSNs
- The ability to run a FEIN search against your existing employer registry, promoting consistent address use by employers during registration
- The functionality to create integrated, automated outreach campaigns
- An option for income capture and verification
- Integrated locate tool
- A "News Flash" bulletin board
- The flexibility to add modules for new hire, IWO, NMSN, and other functions
- The ability to use your agency's colors, fonts and images
- Customized public home page content and data

Success in Action

The Employer Services Portal increases accuracy and reduces the number of reports rejected and duplicated, resulting in more records sent to the state. This ultimately increases collections, enabling more children and families to receive the financial support they need to become self-sufficient and thrive.

Just as importantly, the Maximus Employer Services Portal is a solution states and counties can rely on:

- Our cloud-based solution runs on Amazon Web Services, leveraging the promise of 99.99 percent uptime and enhanced data security
- Compliant with the Federal Risk and Authorization Management Program (FedRAMP), which means security is built right into the program
- Compliant with the National Institute of Standards and Technology (NIST) 800-53
- Conforms to risk management practices within the cloud
- Audit ready
- Account verification ensures only legitimate employers can provide information
- Data integrity is ensured through Maximus oversight on the back end

Trust Maximus to help your agency facilitate online child support reporting that is reliable, secure, and user-friendly for all stakeholders. To learn more and see a demonstration, we invite you to contact us.

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.