

# **Frequently Asked Questions Concerning Novel Coronavirus 2019 (COVID-19) and impact on Child Support Services**

**Updated January 2021**

## **1. Can I visit my local child support office?**

Yes, local child support offices are available by appointment only. Please contact the DHS Customer Service Call Center at 1-800-332-6347 to get in contact with your local office.

## **2. How do I apply for child support services?**

Customers are strongly encouraged to submit applications online via either the Department of Human Services (DHS) Website or MyDHR portal

<http://dhs.maryland.gov/child-support-services/apply-for-support-services/>

<https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>

A paper application may also be downloaded from the DHS Website and mailed to your local child support office.

## **3. How can I check the status of the application I submitted online?**

You can check the status of your application on the MyDHR portal at

<https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>

## **4. How can I get information about my child support case?**

Customers can get information on the MyDHR portal at

<https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>. Customers can also call the DHS Customer Service Call Center at 1-800-332-6347.

## **5. How can I make a payment?**

Payments can be made by phone at 844-324-3855; online at <https://md.smartchildsupport.com> (processing fees for making online payment are waived at this time); or by mailing a check or money order to:

Maryland Child Support Account

PO Box 17396

Baltimore, Maryland 21297

At this time, payments are accepted at some local child support offices or courthouses by appointment only. In addition, KIOSKS located in Baltimore City and Prince George's County are accessible to the public.

## **6. Will my court hearing take place?**

Court hearing protocols vary by jurisdiction. Please call the DHS Customer Service Call Center at 1-800-332-6347 to contact your local office for clarification.

**7. Will I have to appear at my local child support office to establish my case?**

Local child support offices are currently seeing customers by appointment only. Appointments can also be scheduled virtually or by telephone to obtain the information needed to establish your case.

**8. Must I comply with child support to obtain Temporary Cash Assistance?**

The timeframe to comply with the child support application requirement was extended initially for 90 days. However, effective August 1, 2020 child support compliance requirements for TCA were reinstated to Pre-COVID standards.

You may still apply online via either the Department of Human Services (DHS) Website or MyDHR portal

<http://dhs.maryland.gov/child-support-services/apply-for-support-services/>

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**9. Can I request genetic testing?**

Genetic testing is currently taking place by appointment only. Please contact the DHS Customer Service Call Center at 1-800-332-6347 to contact your local office.

**10. Will Enforcement Actions be taken if I am unable to pay support?**

All enforcement actions are being monitored on a case by case basis. If you have questions about your case, please contact the DHS Customer Service Call Center at 1-800-332-6347.

**11. Will I be able to complete or obtain my Medical Support documents that I am in the process of completing?**

Yes, local child support offices are open by appointment only if you need assistance obtaining or completing your medical support documents. Please contact the DHS Customer Service Call center at 1-800-332-6347 if you need assistance or need to make an appointment.

**12. I submitted a paper application but have not received notice if it is processed. How may I obtain information regarding my paper application submission?**

At this time, the processing of paper application submissions may be delayed due to local office restrictions. Customers may call the DHS Customer Service Call Center at 1-800-332-6347 to confirm if the application has been received.

For quicker processing, customers are strongly encouraged to submit applications online via either the Department of Human Services (DHS) Website or MyDHR portal

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