



State of Utah

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Lieutenant Governor

DEPARTMENT OF HUMAN SERVICES

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Director

May 1, 2016

Notice of Change in Payment Processing Fee

This notice is to inform you that the Utah State Legislature passed a change to the Office of Recovery Services/Child Support Services' (ORS/CSS) payment processing fee structure which will become effective on July 1, 2016. The payment processing fee is used to pay a portion of the costs of the ORS/CSS child support program and is charged to all applicants. You have received this notice because our records indicate that you are an applicant for child support services and/or could receive payments from ORS/CSS.

Payment Processing Fee Change

Effective July 1, 2016, the ORS/CSS payment processing fee will be changed from \$5.00 per payment with a maximum of \$10.00 per month to 6% of the payment processed with a maximum monthly fee of \$12.00 per case. The payment processing fee is deducted from the payment before it is sent to the family or to the other state, unless the family receiving the payment qualifies for and receives benefits from certain financial or medical assistance programs.

How This Change Could Impact You

The impact to you from this payment processing fee change will depend on the amount of each payment received and how often payments are applied to your case. For some applicants, the impact from this change will be an increase in the total payment processing fee charged on the case from \$10.00 to \$12.00 per month. For other applicants, the payment processing fee will decrease. To illustrate how this change could impact you, here are two examples:

Example 1 – Increase in Fee Payment:

Payments Received During Month	Payment Amount	Old Fee Amount Through 6-30-16	Amount Sent to Parent/Guardian	New Fee Amount Effective 07-01-16	Amount Sent to Parent/Guardian
Payment 1	\$150.00	\$ 5.00	\$145.00	\$ 9.00	\$141.00
Payment 2	50.00	5.00	45.00	3.00	47.00
Payment 3	100.00	0.00	100.00	0.00	100.00
TOTAL FEES		\$10.00		\$12.00	

Example 2 – Decrease in Fee Payment:

Payments Received During Month	Payment Amount	Old Fee Amount Through 6-30-16	Amount Sent to Parent/Guardian	New Fee Amount Effective 07-01-16	Amount Sent to Parent/Guardian
Payment 1	\$ 50.00	\$ 5.00	\$45.00	\$3.00	\$47.00
Payment 2	50.00	5.00	45.00	3.00	47.00
TOTAL FEES		\$10.00		\$6.00	

If you have additional questions regarding this change to the payment processing fee, please visit the ORS website at ors.utah.gov or contact ORS/CSS at (801)536-8500.