

Child Support Referral Guide

Individuals who assign their rights must cooperate in establishing paternity and obtaining medical support for themselves and those for whom they can legally assign rights (i.e., their children). According to 42 CFR 433.147, a child support referral must be made for the Medicaid active parent when there is an absent or non-custodial parent of a dependent child, even if the child is not active in Medicaid. **Child Support referrals must be made regardless of program category.**

The following guide will help staff identify when a child support referral should or should not be made. There are also steps on how to enter this referral on a case and what to do when a CHARTS referral is unable to be entered in NFOCUS.

CHARTS: Children Have a Right to Support!

Absent (Non-Custodial) Parents Include:

- Biological parents.
- Stepparents.
- Adoptive parents.
- Alleged fathers (even if the name is unknown).
- Deceased parents when the deceased parent was a non-custodial parent at the time of death.
 - A CHARTS referral is not made when the deceased parent was a member of the child's household at the time of death.
- Alleged parent who lives in the home, but paternity has not been established.
 - For more information about Paternity Establishment, see below.

Paternity Establishment:

This section refers to the legal establishment of paternity via Child Support Enforcement (CSE). **This does not refer to Medicaid eligibility verification requirements.**

- Attestation of paternity is only an acceptable verification source for Medicaid eligibility.

If the father's name is not on the birth certificate and the couple is unmarried, to legally establish paternity, the parents can either complete a notarized Acknowledgment of Paternity, as provided in Neb. Rev. Stat. § 43-1408.01, or bring a civil proceeding to establish paternity in district court as provided in Neb. Rev. Stat. § 43-1411.

Acknowledgment of Paternity form CSE-11 - The CSE-11 is the Acknowledgement of Paternity that parents sign to acknowledge paternity. The CSE-11 **must not** be printed from the DHHS Forms website, this form is filled out and submitted by the household directly to Child Support.

Case Scenarios when a CHARTS Referral must be sent:

1. Both parent and child are receiving Medicaid.
2. The parent is receiving Medicaid, but the child is not.
 - a. In these situations, NFOCUS does not have the functionality to create a CSE referral. See the [When a Workaround is Required](#) section for further information.
3. The parents of the child are still married, but one of them is out of the household (a Non-Custodial Parent). The Custodial Parent must be receiving Medicaid.
4. When a worker does not know who the father/mother of the child is, a referral needs to be made with Unknown NCP (Non-Custodial Parent).
 - a. Clues to look for father's name: Vital Statistics (VSTATS) Interface, scanned Birth Certificate in Document Imaging (DI), CSE Interface (review iCharts for any current or previous child support cases), NFOCUS family relationships, scanned/e-applications under the child support section, other MC's that the child has been in, previous narratives or a phone call to the HH to get the name of the NCP.
 - b. **If you know the name of the father/mother, you must enter his/her name as the NCP. Do not enter Unknown NCP if this information is known.**
5. A previous referral was sent, and now a new child is born and added to Medicaid.
 - a. The Custodial Parent must be receiving Medicaid. A new referral is needed for the new child when they are added to the Medicaid program.
6. A program case closes and reopens (break in service).
 - a. A review of the CSE interface/iCharts must be made to determine if the Child Support case is still active. A new referral is **not required** if the CSE case is active but a referral must be sent if new information has been provided.
7. If a new MC is created, regardless of the program category, and the parent and child or only the parent are active in Medicaid a referral must be made only if there is not already an active CSE case or referral on file.
8. Child moves in with a relative in a different master case. Two referrals would need to be made in this scenario since both parents are out of the household:
 - a. One referral would include the relative as Custodial Parent (CP), child as a Dependent and mom as Non-Custodial Parent (NCP).
 - b. The other referral would include the relative as CP, child as a Dependent and dad as NCP.
9. Child is a State Ward in out of home placement and not placed with a parent. Two referrals would need to be made in this scenario since both parents are out of the household:
 - a. One referral would include the State as Custodial Parent (CP), child as a Dependent and mom as Non-Custodial Parent (NCP).
 - b. The other referral would include the State as CP, child as Dependent and dad as NCP.
 - c. In these situations, NFOCUS does not have the functionality to create a CSE referral. See the [When a Workaround is Required](#) section for further information.

10. Child lives with a relative and that relative has legal custody/guardianship. One of the parents is in the household and is receiving Medicaid.
 - a. Since the parent is in the household, he/she must be included in the unit per relative responsibility. A referral should be made with the parent in the household as CP, the child as a dependent, and the parent out of household as NCP.
11. The father or mother of the child is an absent/Non-Custodial Parent and out of the household at the time of their death.
 - a. A referral would need to be made since the father/mother was out of the household at the time of death. Child Support can enforce an order **up to 2 years** past the date of death. Staff do not need to make a referral if the NCP has been deceased for more than 2 years.
12. Minor mom has a child while living with major mom and is receiving Medicaid for that child and herself.
 - a. A referral is needed with minor mom as CP, her child as dependent and the father of child as NCP.
13. Minor mom has a child and is receiving Medicaid for her child and herself.
 - a. A referral is needed with minor mom as Custodial Parent, her child as dependent and the father of child as NCP.
14. Referrals must be made for Subsidized Adoption/Subsidized Guardianship (SA/SG) Medicaid cases.
 - a. **Example 1:** When an individual is receiving SA/SG MED and gives birth (a referral is required for the newborn).
 - b. **Example 2:** When the parents of a child receiving SA/SG MED divorce and there is now an NCP (Custodial Parent must be receiving Medicaid).
 - c. In these situations, NFOCUS does not have the functionality to create a CSE referral. See the [*When a Workaround is Required*](#) section for further information.
15. If the parent **has met the Share of Cost (SOC)**.
 - a. The referral would be sent at the time the SOC is met.
 - b. If the individual has met their SOC and a referral has not yet been sent, one may be submitted at that time.

Exceptions to a CHARTS Referral:

1. Only the child is receiving Medicaid.
2. An emancipated minor (see [477 NAC 1-000](#) for a definition).
3. A child receiving Home & Community Based Services in the home of both parents.
4. An unborn child.
 - a. No referral can be made until the child is born.
5. A deceased parent when the parent was a member of the child's household at time of death.
 - a. A CHARTS referral is appropriate when the deceased parent was a non-custodial parent at the time of death.
6. 599 CHIP cases because there is no coverage for the mother.

Case Scenarios when a CHARTS Referral must not be sent:

1. Minor mom is in her own MC with a new child and dad is in the household.
2. Both parents live in the home with the child.
3. Independent living program cases.
4. Program cases that are reviewed and new budgets are ran, (e.g., no change reported).
5. The parent cannot meet the Share of Cost (SOC).

Other Hints:

- A CSE referral must be entered on N-FOCUS for new cases or when new information becomes known to the agency.
- Review the N-FOCUS CHARTS Referral List window to verify if a Referral Date is listed. If no date appears, the referral has not been sent.
 - c. A review of the CSE interface/iCharts should also be made to determine if there is already an active Child Support case. A new referral is **not required** but must be sent if new information has been provided.
- If an error is discovered after sending the CHARTS referral (e.g., incorrect roles or the incorrect Dependent with the NCP), notify the child support worker.
 - Review the CSE interface and iCharts system to see who the assigned child support worker is. If there is no worker assigned (e.g., the referral is brand new), see the [When a Workaround is Required](#) section for further information.
- If there is more than one child in the case and they all have the same custodial and non-custodial parents, only one submission listing all children is required. Do not make a separate submission for each child.
- If multiple alleged fathers are identified, send only one referral, and list the other alleged fathers in the Comments/Narrative of the referral. Child Support has access to the Document Imaging file and can access all documents needed, however any additional information must be listed in the comment section of the referral (see the [How to Enter a CHARTS Referral](#) section below for further information).
- When a worker creates a new referral on a dependent, N-FOCUS will check CHARTS to determine if there is an open CHARTS case, which included that dependent, Custodial Parent, and Non-Custodial Parent (or Unknown Parent). If there is an open CHARTS case, the worker will receive a message stating, '*CHARTS case already open*'. That dependent will not be moved into the Charts Referral List box in the Charts Referral Detail window, and no referral will be created.
 - If there is new information on an existing CHARTS referral that needs to be communicated, see the [When a Workaround is Required](#) section for further information.

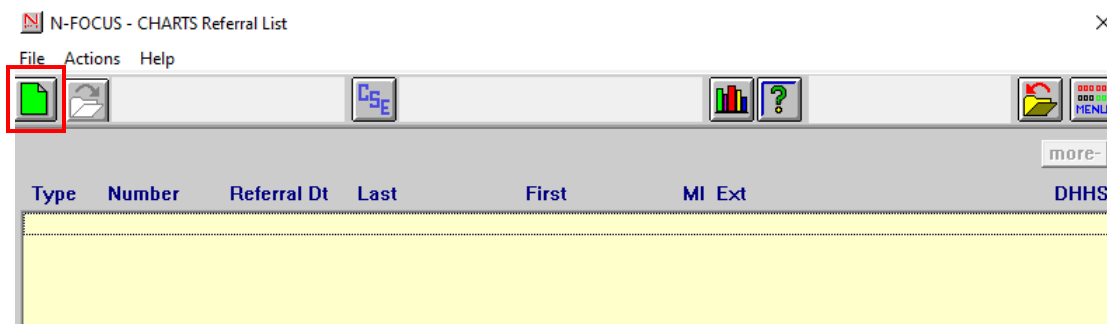
How to Enter a CHARTS Referral in NFOCUS:

If staff determine that a child support referral is necessary after reviewing the information above, a referral can be made in the CHARTS Referral Detail window in NFOCUS:

1. From the Detail Master Case window, click on the *Actions* menu and choose CHARTS Referral.
2. Review the CHARTS Referral List screen (below) to determine if a referral has previously been made for the individual or child. If a referral was previously made, a new referral only needs to be sent if new information becomes known to the agency.



If no referral has previously been made, click on the green New button in the upper left-hand corner.



3. On the CHARTS Referral Detail window, highlight the Custodial Parent in the Persons Known to Master Case area and click the Custodial Party button. The Custodial Parent will move down into the CHARTS Referral List.

N-FOCUS - CHARTS Referral Detail

File Actions Goto Help

Persons Known to Master Case

Last	First	MI	Ext	SSN	Sex	Birth Date
FERGUSON EIGHT	SARA			555220008	F	12-27-1983
FERGUSON EIGHT	JOHN			502330008	M	02-02-2004
FERGUSON EIGHT	WENDY			525050008	F	01-21-2008

☐ DHHS is CP
☐ Unknown NCP
☐ Dependent is in an Institution

Custodial Party Non-Custodial Party Dependent

Add Non-Custodial Party

CHARTS Referral List

Role	Last	First	Ext	SSN	Sex	Bi

☐ Good Cause Claimed
 Supplemental Documentation
☐ Yes ☒ No

Remove Person from List

CHARTS Referral Comments/Narrative

Custodial Party, Non-Custodial Party and Dependent buttons

4. **If the Non-Custodial Parent is known**, highlight them in the Persons Known to Master Case area and click on the Non-Custodial Party button. The Non-Custodial Parent will move down into the CHARTS Referral List.
 - a. Highlight the child and click on the Dependent button. The child will move down into the CHARTS Referral List.
5. **If the Non-Custodial Parent is known but is not listed in the Persons Known to Master Case area** click the Add Non-Custodial Party button.
 - a. Enter NCP information and click on the Perform Clearance button.
 - b. The Non-Custodial Parent will be added to the Persons Known to Master Case box. Highlight them and click on the Non-Custodial Party button. The Non-Custodial Parent will move down into the CHARTS Referral list.
 - c. Highlight the child and click on the Dependent button. The child will move down into the CHARTS Referral List.
6. **If the Non-Custodial Parent is unknown**, highlight the child and choose the Unknown NCP box. This will allow you to then click on the Dependent button.



N-FOCUS - CHARTS Referral Detail

File Actions Goto Help

ADD

Persons Known to Master Case

Last	First	MI	Ext	SSN	Sex	Birth Date
FERGUSON EIGHT	JOHN			502330008	M	02-02-2004
FERGUSON EIGHT	WENDY			525050008	F	01-21-2008

☐ DHHS is CP
☒ **Unknown NCP**
☐ Dependent is in an Institution

Custodial Party Non-Custodial Party **Dependent**

Add Non-Custodial Party

CHARTS Referral List

Role	Last	First	Ext	SSN	Sex	Bi
Custodial Party	FERGUSON EIGHT	SARA		555220008	F	12-2

☐ Good Cause Claimed
 Supplemental Documentation
☐ Yes ☒ No

Remove Person from List

CHARTS Referral Comments/Narrative

The child will move down into the CHARTS Referral List.

☐ DHHS is CP
☒ **Unknown NCP**
☐ Dependent is in an Institution

Custodial Party Non-Custodial Party Dependent

Add Non-Custodial Party

CHARTS Referral List

Role	Last	First	Ext	SSN	Sex	Bi
Dependent	FERGUSON EIGHT	WENDY			F	03-1
Custodial Party	FERGUSON EIGHT	SARA			F	04-1

☐ Good Cause Claimed
 Supplemental Documentation
☐ Yes ☒ No

Remove Person from List

CHARTS Referral Comments/Narrative

- Comments can be added to the CHARTS Referral by clicking on the CHARTS Referral Comments/Narrative button.

☐ DHHS is CP
☒ **Unknown NCP**
☐ Dependent is in an Institution

Custodial Party Non-Custodial Party Dependent

Add Non-Custodial Party

CHARTS Referral List

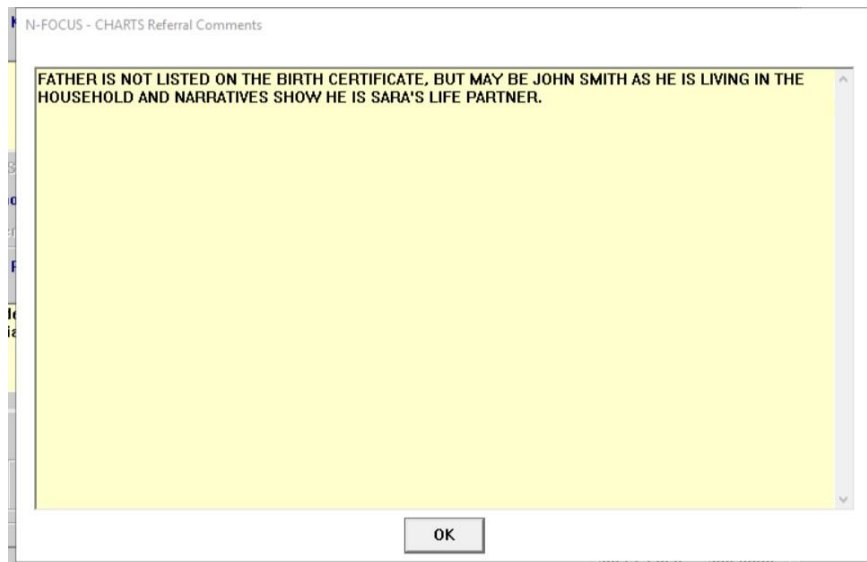
Role	Last	First	Ext	SSN	Sex	Bi
Dependent	FERGUSON EIGHT	WENDY			F	03-1
Custodial Party	FERGUSON EIGHT	SARA			F	04-1

☐ Good Cause Claimed
 Supplemental Documentation
☐ Yes ☒ No

Remove Person from List

CHARTS Referral Comments/Narrative

Comments can be helpful for the CSE worker to help determine the correct CP, NCP and Dependent.



8. Click on the Save button and the CHARTS Referral will be submitted.

NOTE: If there is already an open CHARTS case, the worker will receive a message stating, 'CHARTS case already open'. The dependent will not be moved into the CHARTS Referral List area in the Charts Referral Detail window, and no referral will be created.

When a Workaround is Required:

At times, there may be system limitations to entering or submitting a CHARTS referral (e.g. SA/SG MED cases or situations when only the parent is active). Or an error may be discovered after sending the CHARTS referral (e.g., incorrect roles or the incorrect Dependent with the NCP), however, there is no assigned CSE worker information available.

In these scenarios, workers must send an email to: dhhs.cseintakeunit@nebraska.gov.

Before sending an email on a CSE referral, check with a lead or supervisor to determine if the CHARTS referral can be entered in NFOCUS or an email is required. If an email is required, it must include the following information:

- Master Case #, Custodial Parent, Non-Custodial Parent and Dependent information.
- Any other pertinent information on the case (e.g., corrected Dependent or NCP information on a previously submitted referral).