



# FAQ's

Listed below are frequently asked questions and answers that will help guide you through the Welcome to CSEA packet referring you to the specific areas to meet your needs.

1) **Who do I contact with questions about my support order?**

Please refer to the Important Contact Information sheet to direct you to the appropriate area to meet your specific need. If you are unable to identify the appropriate area to meet your need contact the [Fairfield County CSEA](#).

2) **I have received child support forms in the mail and do not understand the terminology?**

Contact the [Fairfield County CSEA](#). (See Child Support Terms and Definitions sheet).

3) **Now that I have a child support order what am I required to do?**

This is your child support order and you must be an active participant. It is your responsibility to notify the CSEA of certain changes. (See Obligor and Obligee Responsibilities information sheets)

4) **Deductions have not begun from my income source, how do I make a payment?**

It is your responsibility to ensure your child support obligation is paid in full each month. You must provide CSEA with a current income source (See Enforcement/Income Withholding Sheet) If no income source is available you must remit payments on your own. CSEA offers several options for making support payments. (See Financial/Payment Information sheet) Do not make direct payments to the Obligee, as the CSEA cannot give credit for direct payments.

5) **What are the different options available for receiving payments?**

You have 2 options available: Direct Deposit and Ohio E-QuickPay (Debit MasterCard). (See Financial/Payment Information sheet)

6) **How often can I expect to receive payments?**

CSEA is unable to guarantee frequency of payments. If deductions are being received from an employer, frequency of payments will depend on the Obligors pay periods. (See Enforcement/Income Withholding information sheet)

7) **There is a past amount due on my child support case, how does this get paid?**

Additional monies may be added to the monthly obligation. (See Enforcement/Default Sheet). In addition, further enforcement techniques may be initiated (Example: See Tax Refund Intercept information sheet)

8) **What do I do if payments are more than thirty (30) days late AND no income source for the obligor can be located?** Contact the [Fairfield County CSEA](#).

9) **Circumstances have changed since my order was established. How could I have my order reviewed?**

A CSEA Case Manager can send a review application. Once it is completed and returned to the CSEA, the Case Manager will determine if a review can be completed. Orders must meet specific criteria to qualify for the review process. CSEA is unable to guarantee the outcome; the order could increase, decrease or remain the same. (See Modification information sheet)

10) **My child now lives with me and I am still paying child support.**

Physical custody does not affect your child support order. CSEA cannot assist either party with custody/visitation issues. Please contact a private attorney, legal aid, or the pro bono clinic. (See Custody information sheet)