



About Child Support Enforcement Agency (CSEA)

Child Support is money required by law to be paid by one parent to another to help cover the costs of raising their children. It provides children the financial and medical support they deserve from both parents.

The HCJFS Child Support Enforcement Agency:

- Establishes and enforces child support orders
- Establishes paternity & administers paternity tests
- Modifies child support orders
- Provides other customer services
- Enforces spousal support

The local child support system includes HCJFS, Hamilton County Juvenile and Domestic Relations Courts, the Hamilton County Prosecutor's office, and the Hamilton County Sheriff's Department. All work together to ensure that children receive support from both parents.

All Hamilton County residents are eligible.

How are child support orders issued?

If a child is born out-of-wedlock, either party can call HCJFS Child Support Enforcement Agency and ask to establish paternity. Once that happens, a case worker can help get a child support order. Child support orders are also often issued with a divorce or dissolution.

How is the amount of support determined?

- Court or administrative orders determine the legal requirement to pay support and how much that payment will be.
- Cases involving children born out-of-wedlock, or cases involving parents who are married but separated, are handled through Juvenile Court.
- Cases involving divorce are handled through the Court of Domestic Relations.

How to Apply for Child Support:

No appointment is necessary. Bring a picture ID and birth certificate and apply **in person** at:

HCJFS
222 E. Central Pkwy., 1st Floor
Cincinnati, OH 45202

By phone:

Call 946-7387 to have paperwork sent to you & to arrange an appointment time.

Does Hamilton County collect and send support payments?

Hamilton County collects support only to the extent that it accepts payments at the Cashier's Office, located at 800 Broadway in Cincinnati. **Direct deposits to bank accounts and postings to e-QuickPay debit cards are done through Child Support Payment Central in Columbus.**

General Information

www.hcjfs.org

Click on Services, then click on Child Support

Call Center Hours

Monday - Friday: 7 a.m. – 5 p.m.

Case Information

- **For case information:**
Call 946-SETS (946-7387)
- **24-hour automated payment information line:**
Call (800) 860-2555

To check balances:

- Call 946-SETS (946-7387)
- Call the Child Support Payment Center Customer Service line at (800) 965-2676
- Visit www.e-quickpay.com

Payment Information

Making child support payments:

- By mail:
Ohio Child Support Payment Central
P.O. Box 182372
Columbus, OH 43218-2372
Be sure case number and order number are on payment.
- In person: (using cash, money order or credit card*)
Cashier's Office
800 Broadway Ave., 1st Fl.
Cincinnati, OH 45202
- Access our Online Service Center at www.hcjfs.org > click on Services, then Child Support
 - ✓ From bank accounts **ONLY**, go to www.ExpertPay.com (There is currently no charge for payments however, users may pay a nominal fee for payments remitted to other states.)
 - ✓ From MasterCard **ONLY**, click on www.e.childspay.com (There is currently a flat fee of \$11.75 per transaction & it takes up to 14 days.)
 - ✓ From Visa*, Discover*, American Express* or MasterCard*, click on the **Point & Pay** link. The chart below shows the fees schedule.

*Credit Card Fee	
Transaction Amt.	Convenience Fee
\$.01 – \$ 50.00	\$2.00
\$ 50.01 – \$100.00	\$2.95
\$100.01 – \$199.99	\$4.95
\$200.00 – \$299.99	\$6.95
Add \$2 to the convenience fee for each increase of \$100 in transaction amount.	