

## Mistakes in Your Account

### **I paid my support, but my children have not received it. What can I do?**

If you have your child support withheld from your paycheck, ask your employer if the child support payment has been sent to Child Support Payment Central (CSPC) in Columbus. Also verify that your employer used your SETS case number.

If your employer has sent your child support or if you pay support directly to CSPC, call the SETS toll-free information line at 1-800-946-2555. This automated information line will tell you if CSPC has received your payment.

If CSPC has your payment but the other parent has not received the money, 946-SETS (946-7387) and ask for your child support worker's name and telephone number. If CSPC has not received your payment, make sure you allow enough time for the mail and then investigate whether your payment has been lost in the mail.

### **I believe there is a mistake in my account. What can I do?**

1. Obtain a current payment history and review it to see if all your payments have been recorded. (Read the last answer below for instructions on how to obtain a payment history)
2. Gather proof that supports the mistake in your case such as receipts for support you have paid, a statement from the other parent that support was paid, adoption records, death certificate, or any certified document you feel supports your claim.
3. Call (513) 946-SETS (946-7387) and ask for your child support worker's name and telephone number. Call your worker and make an appointment to review your case. Most mistakes can be corrected during this process.

If the mistake cannot be resolved, you have a right to request a formal hearing with Child Support Services, called a mistake of fact hearing.

### **If I believe there is a mistake in my case and I'm scheduled for a hearing, do I have to pay support in the meantime?**

Yes. You must pay support until your case is resolved with Child Support Services or the court.

### **How do I know if there are mistakes in my Child Support account?**

You can ask for a payment history. This provides a record of your payments and should indicate missed payments or changes due to motions filed in court. Send your request in writing to your child support worker at:

Hamilton County Department of Job and Family Services  
Attn: Child Support Services  
222 East Central Pkwy.  
Cincinnati, OH 45202

You must include your full name, address, employer, SETS case number and social security number.

You can also fax your request to (513) 946-1430. If you do not know the name of your child support worker, call 946-7387.

Please allow two weeks for processing.