



Department of Public Health and Human Services

Director's Office ♦ PO Box 4210 ♦ Helena, MT 59620 ♦ (406) 444-5622 ♦ Fax: (406) 444-1970 ♦ www.dphhs.mt.gov

Steve Bullock, Governor

Sheila Hogan, Director

Dear Employer:

The Montana Child Support Enforcement Division (CSED) is pleased to announce that we have updated how Income Withholding Orders (IWO) are issued to employers and are now offering an option to receive electronic Income Withholding Orders (e-IWO). This option will allow employers to acknowledge and communicate with our agency electronically.

With these new changes, **all Income Withholding Orders (paper and electronic) will now be one case and/or payee per withholding order.** If your employee has more than one case and/or payee, you will receive separate IWOs for each case and/or payee. To ensure the correct amount of income is withheld for each employee, you will need to combine the amounts to withhold based on your company's pay cycle. Any IWOs that were previously issued will remain valid and you should continue to honor those orders as prescribed. If a change becomes necessary to the withholding, you will receive a separate IWO for each case and/or payee. If you have any questions regarding these changes, please contact the caseworker.

Please be sure to review each separate IWO and remit payment(s) accordingly. Employers may still submit a single check for their Montana CSED child support payment(s) to the CSED as long as a breakdown of the payment is included with the check. All payments must include the employees' name, remittance ID/PAR ID and the pay date of the employee.

For further assistance and to find out more about our electronic options, visit:
<https://dphhs.mt.gov/csed/employerinfo/electronicervices>

If you are interested in e-IWO, visit:
<https://dphhs.mt.gov/CSED/employerinfo/eiwo>

Thank you for your past, present and future assistance in helping families receive their child support on a timely and regular basis. Employers are a valuable and essential partner with the CSED and we appreciate your role in the child support program.