

3/23/2020

Guidance for COVID-19

Handling your child support case without visiting a local Child Support office

In response to COVID-19, the Child Support Program wants to ensure there are still ways for you to do business with your local Child Support office. There are alternative options to handle many routine activities, such as requesting and returning forms, obtaining payment information for your case, and more.

The Program does not currently accept child support payments at local offices. To learn more about how to make payments and other child support services visit our website: [**www.childsupport.ia.gov/contact us**](http://www.childsupport.ia.gov/contact-us)

To make a child support payment:

Credit/Debit Cards Online

Registered payors may make credit or debit card payments online using cards that display the Visa™, MasterCard™, or Discover™ logos. Visit the [Pay by credit/debit card](#) page. You choose the amount each case receives. A 1.25% fee applies to all credit/debit card transactions. Credit/Debit card transactions are only accepted online.

Electronic Payments using Checking/Savings Account

To make a payment using a checking or savings account you may:

- Register to use our website and make an immediate payment on our customer website for \$0.29 per transaction.
- Complete an [Authorization for Phone or Web Payments form](#) (20 day processing period) to sign-up for on demand payment. Once signed up there is no fee to pay by checking or savings using our customer website or by phone. This option also allows you to make on-demand payments by phone using our automated phone system.

Pay with Cash at a local retailer using PayNearMe

Use Pay Near Me at Casey's and 7-Eleven

- \$1.99 fee per payment per case
- Visit childsupport.ia.gov and select the "Pay with cash using PayNearMe" option. Enter the required information.
- Bring the PayCode to any participating store, ask to make a bill payment, hand the PayCode to the cashier and pay with cash, up to \$999.

Mail Payments (include your case number):

Collection Services Center
PO Box 9125
Des Moines, IA 50306

Return Forms by Mail

Send Forms to the Local Office

See Website for Addresses

www.childsupport.ia.gov

Child Support Customer Website

www.childsupport.ia.gov

Update Personal Info

Obtain Payment Info

Make Payments

Browse Forms

Review FAQs

If you are unable to obtain the required information from our website, please contact your local office

www.childsupport.ia.gov/offices

888-229-9223

(automated information line)