

# Lifecycle of a Modification

## Changing a Court Order

Case Manager: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

### 1 Experience a Change in Circumstances

To change your child support order, you need a change in circumstances which may include:

- Change in custody, childcare, or visitation schedules
- Change in earnings (increase/decrease, lay-off, reduced hours)
- Order for child support is set at zero or is reserved
- Both parents agree to have the order set to zero
- Increase in current health insurance premium
- One child is emancipated on an order for multiple children
- Parent paying child support is incarcerated more than 90 days or recently released

### 2 Request a Review

- Call or email your case manager
- Call the Call Center at (866) 901-3212
- Submit a request on our website at [css.ocgov.com/existcust](http://css.ocgov.com/existcust)

*A case manager will assess whether your change in circumstances qualifies for a full review and refer your case if appropriate.*

### 3 Case Referred for Review

Our staff will:

- Reach out to both parents to guide them through the process of changing the order.
- Obtain new financial information from both parents and calculate the new monthly child support amount.
- If circumstances qualify for a new order, both parents can reach an agreement or go to court.

● Reach an agreement

● Go to court

### Reach an Agreement

If both parents agree on the new child support amount, the new order is signed electronically or in our office and filed with the court.

*If both parents cannot agree, we will schedule a court hearing.*

### Go to Court

A court date is scheduled for both parents to appear and present information to the Court Commissioner who will determine if a new child support amount is warranted.

### 4 Case Maintenance Activities

#### Payments



If employed, the paying parent's employer will withhold child support from their paycheck. Payments can also be made in person, by phone, mail, or online.

#### No Payments



If payments are missed, paying parents are subject to:

- Driver's license/passport suspension
- Bank levy
- Liens/credit reporting
- Tax refund intercept

#### Change in Circumstance



Both parents can request a review of the current order if another change in circumstance occurs in the future.