

State of Georgia Department of Human Services Division of Child Support Services

APPLICANT INSTRUCTIONS

Thank you for applying for child support services. To offer Same Day Services (SDS), please provide detailed information to help us assist in processing your application. If you receive TANF/Medicaid services, please call the DCSS Contact Center for further assistance (number listed below).

Applicant must provide at least one form of photo identification, for example:

- □ Valid driver's license;
- Any other international government, federal government, state government and local governmentissued picture/photo ID including a Green Card or Visa;
- □ Valid Passport.

Applicants MUST submit the following with the application:

- Birth certificates for all children born **OUTSIDE** of Georgia;
- □ Paternity Affidavit;
- □ Proof of RSDI dependent benefits received;
- □ Signatures on all pages and notarize forms where required;
- Verification of school enrollment, status, grade level and anticipated graduation date if the child(ren) is 18 and is still a full-time high school student and the court order addresses child support beyond the age of 18, if applicable;
- A photocopy of all support orders that exist (Final Divorce Decree, Separation or Settlement Agreement, Child Support Order entered by any state or foreign country, Modification of Support Order, Contempt Order, Juvenile Court Order and/or Temporary Order). Exception: A certified copy of the most recent order setting the support obligation is required if the order must be registered for enforcement in another state or foreign jurisdiction, before DCSS can process a UIFSA action;

The following documents are preferred when applying for services:

- □ Proof of physical custody of a minor child or dependent child;
- □ Current income information (i.e. check stubs, W-2's, or Tax Statements for past 3 years with 1099s if self-employed and a completed financial affidavit);
- Birth Certificates for all children born in Georgia;
- □ Social Security cards for all children listed in the application (if available);
- Receipts/verification of medical, vision, dental, life insurance, deductibles and co-pays, if applicable;
- □ Extraordinary educational expense information for tuition, room & board, fees, books, if applicable; and
- Child rearing expenses for music/art lessons, travel, band, clubs, and athletics, if applicable.
- Authorization Agreement for Direct Deposit of Child Support Payments if direct deposit is being requested and a voided check or savings account deposit slip.

Note: Please call the DCSS Contact Center toll-free at 1-877-GADHSGO (1-877-423-4746 Toll Free) if:

- You speak another language other than English in your home and need assistance,
- You have a disability and need assistance or accommodations to visit our office; or
- You are deaf or hearing impaired and need the assistance.

If you are a TTY (text telephone) user, you may contact our office through the Georgia Relay Service at 7-1-1

Note: If possible, please make copies of important information and your entire application before visiting our office to retain for your records.

I understand and agree that:

Initial All:

_____ The Division of Child Support Services (DCSS) has the authority under federal and state law to take any legal action that is necessary to establish paternity and to establish, modify and/or enforce an obligation for child support including medical support. DCSS does not guarantee that efforts on my behalf will be successful as actions taken by DCSS may be subject to the discretion of the judge.

_____ If I should receive payments distributed to me in error (overpayments), I will be notified in writing to establish a Recoupment Repayment Installment Plan with DCSS. I understand that my failure to respond timely to the third and "**Final Notice**" from DCSS shall serve as my permission for DCSS to recoup payments from any future child support due to me and I will be subject to *interception of my state income tax refund*.

_____ If the person I named as the father of my child(ren) is excluded through paternity testing, I will be responsible for reimbursing DCSS for the cost of the test.

_____ I must submit myself and/or the child (ren) to genetic testing, as it relates to establishing paternity, if needed. Genetic test results will not be provided without prior written authorization to release such information.

_____ My case and current/arrears accounts will not be eligible for closure until all debts owed to the state, including fees and TANF arrears, are paid in full. If I fail to pay any fees and/or debts owed by me to DCSS I will be subject to *interception of my state income tax refund*.

_____ Overpayments of the support ordered amount will be applied first to the past due amounts and then may be held by DCSS for future payments.

_____ DCSS may use an attorney to establish, enforce and/or modify my child support order. There is no attorney-client relationship between me and the attorney, as the attorney represents the State. I understand that the attorney does not handle legal issues such as legitimation, custody or visitation; therefore, I must seek my own private attorney regarding these issues.

_____ DCSS has provided me with a HIPAA Notice of Privacy Practices. The notice includes an explanation of how medical information related to my application for services may be used by DCSS, as well as my right to have access to this medical information. I understand that DCSS will not share any information unless I provide a written authorization requesting information.

_____DCSS will not release any confidential, personal information to any third parties without my prior written authorization to release such information.

_____ DCSS does not discriminate on the basis of race, color, national origin, sex, age, religion, political beliefs or disability. Should I have concerns about my case, I may file a formal complaint with the local office manager that will result in an internal management review.

_____ When applying for services as a payee, I must have legal or physical custody of a minor child. In the event that the custody of the child changes, the ordered child support may be redirected to the new custodian.

_____ I must notify DCSS of any changes to my name, address, phone number(s) or any other information that is needed to properly manage and/or enforce my case, including but not limited to, notifying DCSS that I have applied for Temporary Assistance For Needy Families (TANF) benefits. I understand that failure to keep information up to date may affect DCSS ability to distribute payments in a timely manner.

_____ I must notify DCSS if I have an active child support case with any other state agency, private attorney or a private collection agency for the child (ren) listed on the application.

______A \$25.00 non-refundable application fee is required when applying for services unless the child(ren) or I receive Temporary Assistance for Needy Families (TANF) or Family Medical Assistance (Medicaid). The fee *will* be required if only the child(ren) receive Medicaid or I re-apply for services after requesting case closure or if my case is closed by DCSS due to my non-cooperation.

_____ A \$35 Annual Maintenance Fee will be charged to each case where an applicant has never received TANF and for whom the State has collected at least \$550.00 of support.

_____ Child support payments must be sent to the Family Support Registry and that I should not accept direct payments from the Noncustodial Parent (NCP). If I accept payments from the NCP DCSS may close my case for non-cooperation.

_____ Upon written notification from DCSS, my case may be closed if I fail to cooperate. Prior to case closure, I must repay any outstanding debts, including fees and overpayments that are owed at the time and repay any expenses incurred on my behalf. If my case is closed due to severe non-cooperation, I will not be able to reopen my case or re-apply for services for a minimum period of six (6) months from the date my case was last closed.

_____ If I request case closure during a legal proceeding to establish or enforce a support order and my case is eligible for closure, DCSS will not close my case until all legal actions have been completed and all fees/debts owed to the state are paid in full.

_____ Federal law authorizes DCSS to charge an individual who has applied for child support services and who has never or is no longer receiving TANF assistance a fee for the offset of state and federal taxes. In the event that an offset is received, an administrative fee of \$12.00 per state offset and \$25.00 per federal offset may be assessed to my case.

_____ I authorize DCSS to send correspondence electronically, including via email, text messages, and other methods. To ensure confidentiality of such correspondence, I understand that it is my responsibility to provide a secure and active email address and mobile phone number.

I may obtain my case and payment information by calling the Contact Center at 1-877-GADHSGO (1-877-423-4746 Toll Free) or I may view my case information on the Customer Service Online website at https://services.georgia.gov/dhr/cspp/do/Logon.

I have received and read all program information describing available services, fees, as well as my rights and responsibilities. I have the right to ask questions before I submit my application. My signature on this document authorizes the Division of Child Support Services to provide necessary and appropriate services on my behalf. I certify that all of the information supplied by me in my Portal application is true and correct to the best of my knowledge and belief. I understand the criminal penalties for making false statements and false swearing under O.C.G.A. §16-10-71 and do hereby attest to the truthfulness of the information provided.

Name of Applicant (Please Print Clearly)	Signature of Applicant
Witness	Date
Applicant's Email address is: (Please Print Clearly)	

Application for Services

PLEASE CHECK ONE					
I AM THE: Custodial parent [] Noncustodial parent [] Nonparent Custodian [] Alleged Father []					
TYPE OF SERVICE REQUESTED (check which applies)					
All services available for support []					
TANF HISTORY (check all that apply):					
I have never received TANF benefits [] I currently received	e TANF benefits []	I currently receive N	ledicaid Only []		
Formerly on TANF []: Received from	_ to	_			
CUSTODIAL PARENT/NONPARENT CUSTODIAN INFOR	MATION				
Name:					
Last First		iddle	Maiden N	ame	
, ,	ate of Birth:		ace of Birth:		
	ave you ever had a chil	ld support case in ano	ther state? [] Yes [] No		
[] AS-Asian Indian(I) [] G([] BL-Black or African American(B) [] JP- [] CH-Chinese(C) [] KC [] EA-East Asian (E) [] NH- Ethnicity: [] CB-Cuban(F) [] CH- [] INH-Not Hispanic or Latino(N) [] OT [] Choose not to answer [] Married [] Separated [] Marital Status: Single [] Married [] Separated [] If r Divorced [] Divorced on: _// Home Address:	ate of Marriage:/ Cit	[] PE–Per [] PI–Otho [] SA–Sar [] MA-Me:] MA-Me: [] PR-Pue e's name:	er, Mixed or Multiple(M) sian(R) er Pacific Islander(X) moan(S) xican – American(W) erto Rican(P)	[] UN–Unknown(U) [] VT–Vietnamese(V) [] WH–White(W) [] Choose not to answer [] ME-Mexican(M) [] UN-Unknown(U) Zip Zip	
Work Phone: Home Ph	none:	Cellular Phone:			
Is the custodial parent/nonparent custodian in the military? [] Yes [] No If so, name the Military Branch: [] Retired Military					
INSURANCE INFORMATION FOR CUSTODIAL PARENT Do you currently have health insurance? [] Yes [] No If yes, is the minor child you are applying for child support services covered in					
Do you currently have health insurance? [] Yes [] No		is the minor child you blicy? [] Yes [] No	are applying for child sup	port services covered in	
Insurance Co. Name: Phone No.:					
Policy No.: Group#:					
DOMESTIC VIOLENCE					
Have you ever been a victim of domestic violence? [] Yes [] No Has the child(ren) you are requesting services for ever been a victim any physical or emotional harm? [] Yes [] No If yes to either or both of the above questions, describe your concerns and/or attach supporting documentation to support your claim on the application. Under Georgia Law, O.C.G.A. §19-11-30 and §19-11-131, the DCSS will not release any information that would place you or your children at risk of physical or emotional harm. In such instances, a Family Violence Indicator will be activated on your child support case. Your case will then be coded to ensure that no information is released to any other state or foreign jurisdiction that may place you or your child(ren) at risk.					

Code	Race			Code	Race			Code	Ra	се		Code	Race	
AI AS BL CH EA	Asian India	irican American)	. ,	FP GC JP KO NH	Filipino(F) Guamian Japanese(Korean(K) Native Hav	J)	()	OA OT PE PI SA	Oth Pei Oth	ner Asian(A) ner, Mixed /M rsian(R) ner Pacific Is moan(S)	,	UN VT WH NA	Unknown(U Vietnamese White(W) Choose not	(V)
Ethnici	ity Codes:	Enter the" Eth	nicity Cod	le (Ethn) [:]	" for each cl	hild in t	he app	oropriate	e box	K.				
Code		Ethnicity					Code)		Ethnicity				
CB CH MA ME NA		Cuban(F) Chicano/a(CH Mexican – An Mexican(M) Choose not to	nerican(W)			NH OT PR UN		(F	Not Hispanic Other Latino Puerto Rican Jnknown(U)	/Hispanic(C			
(1	Child's Na Last, First, I	-	SSN		Date of Birth			of Birth , State)	·	Sex M/F	Race Code	Ethn Code	Born Out of Wedlock Yes/No	Paternity Established by: Court Order/ Paternity Test? Date:
	lationabin to	the child (ren):	г	1 Piologia	al Mother			ogical Fa	othor		Custodian	[]]]	onparent/Rela	

PAYMENT INSTRUCTIONS FOR CUSTODIAL PARENT / CUSTODIAN

Unless a request is made for direct deposit a debit card will be provided for child support payments. If direct deposit is selected, a separate form and voided check / deposit slip are required.

ALLEGED FATHER / NONCUSTODIAL PARENT INFORMATION				
Name:				
Last First		Middle	Maiden N	lame
Aliases or nicknames:				
Social Security Number:	Date of Birth or Age	:	Place of Birth:	
Sex: Male [] Female []			÷	
Marital Status: Single [] Married [] Separated	[] If married, current s	pouse's name:		
Divorced [] Divorced on://	Date of Marriage: _			
Eye color: Hair co	olor:	Weight:	Height:	
Check all that apply.				
Race:[] AI-American Indian, Alaskan Native(N) [] FP–Filipino(F)	[] OA	-Other Asian(A)	[] UN–Unknown(U)
[] AS-Asian Indian(I)	[] GC–Guamian or Ch	amorro(G) [] OT	-Other, Mixed or Multiple(M)	[] VT–Vietnamese(V)
[] BL-Black or African American(B)	[] JP-Japanese(J)	[] PE	-Persian(R)	[] WH–White(W)
[] CH-Chinese(C)	[] KO–Korean(K)	[] Pl	-Other Pacific Islander(X)	
[] EA-East Asian (E)	[] NH–Native Hawaiiar	n(P) [] SA	A-Samoan(S)	[] Choose not to answer

Ethnicity: []CB-Cuban(F)	[] CH-Chicano/a(CH)	[] MA-N	lexican – American(W)	[] ME-Mexican(M)
[] NH-Not Hispanic or Latino(N) [] Choose not to answer	[] OT-Other Latino /	Hispanic	[] PR-P	uerto Rican(P)	[] UN-Unknown(U)
Mailing Address: other property					[] Owns this or
Street Addres	s City,		County	State,	Zip
Is home address []Current or []Last known			ne Number(s):	otato,	
Other Possible Address:		•			
Street Address		City,		State,	Zip
Driver's License #:		Sta	ate:		
ALLEGED FATHER / NONCUSTODIAL PAREI					
[] Employed []Unemployed [] Self-employed	Type of Business:			Usual Occupation	:
Current or Last Known Employer:		Pho	ne No.:		
Dates of employment:/ to	<u> </u>				
Supervisor:		Job	title:		
Address:					
Street Address	City	County	Sta		
Gross income: \$ per	Paid: []Weekly []Bi-wee Attach Pay stubs, if poss		nthly []Semi-m	onthly	
INSURANCE INFORMATION FOR ALLEGEDF	· · · · · · · · · · · · · · · · · · ·		٢		
Does "alleged" father/NCP currently have health	insurance? [] Yes [] No			inor child you are applyin Policy? [] Yes [] No	ng for child support services
Insurance Co. Name:			Phone No.:		
Policy No.:					
Monthly Premium: \$		Portion Pa	aid for Child: \$		
OTHER INCOME SOURCES /RESOURCES					
Federal Benefits Received: [] Social Security [] Postal []RR Retirement []Civil Serv	ice [] Military []	VA [] Retirement[_] Re	ceives SSI Receiving
Unemployment Benefits? [] Yes [] No					
Receiving Pension Plan benefits? [] Yes [] No	If so, from what company?				
Any professional licenses? [] Yes [] No If so,	what type?				
Is the noncustodial parent in the military? [] Yes	s [] No If so, name the Milita	ary Branch	ו:		[] Retired Military
INCARCERATION HISTORY					
Has the noncustodial parent been: [] in Prison	[] on Probation or has Pro	bation hist	tory?		
If incarcerated, please give dates//	to//				
Institution's name:					
Institution's address or city/state:					
If on probation or has a probation history, please	give:				
Probation history dates/ to _	//				
Probation period to end://					
Probation / parole officer's name:					
Probation / parole officer's name:					
ALLEGED FATHER / NONCUSTODIAL PAREI	NT FAMILY HISTORY				
Mother:		Maiden Na	ame:		Phone #: ()
	Place of Birth:			Deceased On:	
Address:					
Street Address		City,		State,	Zip
Father:		P	hone No.:		
Date of Birth: F	Place of Birth:			Deceased on:	
Address:					
Street Address		City,		State,	Zip

Other known Relative:	Relationship:
Address:	
Street Address	City, State, Zip
Other contact address (friends, etc):	
Name Stree	t Address City, State, Zip
Other contact phone number:	
Complete this section ONLY if you are NOT the child(ren)'s Parent	
child(ren) on <u>/ /</u> (proof of guardianship is required). Acceptable le Superior Court custody orders and Probate Court guardianship orders.	al custodian of the child(ren) named above. I obtained legal custody for the egal documents include, but are not limited to, Juvenile Court custody orders, fren) came to live with me on (MM/DD/YY):/ /
Name Address	City, County, State, State, Zip Date of Birth SSN
Biological Father (note if deceased):	
Name Address	City, County, State, State, Zip Date of Birth SSN
Signature	Date
accurate and true to the best of my knowledge. I understand that	e information I provided on the Application for Child Support Services is knowingly making false statements and false swearing is punishable en one and five years, or both. I do hereby attest to the truthfulness of the
Applicant Signature	Date
For DCSS Office Use Only:	
Application Requested Date (required): / / Application Provided (da by (staff's first and last name required):	
request, see <u>45CFR §303.2(a)(2)</u>).	viduals who make in person requests or within 5 working days of a written or telephone
Date returned to DCSS / Application Processed Date (required): /_	

PERSONAL / FINANCIAL AFFIDAVIT

· · · · · · · · · · · · · · · · · · ·				
Custodial Parent Name				70010111
CUSTODIAL PARENT		AL PARENI []	NON PARENT CUS	
PERSONAL INFORMA Your name:	TION:	DOB:	Social	Security Number:
	icknames, etc:			
S	treet Address	City	State	County Zip
ADOPTION / FOSTER ([] Currently receive [] How much monthly? \$_	Never received [] F	eunification / Foster Care F	Plan	
YOUR EMPLOYMENT:				
Employer:		Job Title:	No	
Supervisor:		vvork Phone	INU:	
Employer address: Street Address City		State	County	Zip
	/ to / /	[] Union:	-	· ·
		Pay Frequency: [] Week		
		If so, what type?		e #:
bo you have any i roles		11 30, what type:		
				<u></u>
NAME OF BANK / CRE		Account Type [] Checking		
	/] [] Savings Acct #:	
YOUR TANF (WELFAR	E) HISTORY:		[] Savings Acct #: [] Savings Acct #: [] History Unknow	
YOUR TANF (WELFAR] Never on TANF []] Receives Medicaid O PREVIOUS EMPLOYM	E) HISTORY: Currently on TANF nly; [] Receives Food Si ENT (LAST 3 YRS):	Account Type [] Checking	I [] Savings Acct #: I [] Savings Acct #: [] History Unknow [] History Unknow from _/	
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PRE-EXISTING CHILD SUPPORT ORDERS BEING PAID FOR OTHER CHILDREN:

COURT NAME AND COURT CASE NUMBER	INITIAL DATE OF ORDER	NAMES AND BIRTHDATES OF CHILDREN	IS CHILD RECEIVING TANF?	AMOUNT BEING PAID PAYMENT RECORD REQUIRED
				\$
				\$
				\$
				\$

OTHER CHILDREN

_					
	NAME	DOB	_//	NAME	_ DOB//

YOUR FINANCIAL SUMMARY

Gross Income Source	Average Monthly Gross Amount	Expense Source	Average Monthly Gross Amount
Salary / Wages (do not include TANF)	\$	Rent or mortgage payment	\$
Commissions, fees & tips	\$	Utilities (electric, natural / propane gas, telephone)	\$
Self-Employment Income	\$	Childcare (proof is required)	\$
[Refer to O.C.G.A. §19-6-15 (f)(1)(B) for details]		Alimony Paid (proof is required)	\$
Bonuses	\$	Food	\$
Overtime Payments	\$	Medical bills or expenses (not covered by insurance) (proof is required)	\$
Severance Pay	\$	Probation / parole fines	\$
Recurring income from Pensions or retirement plans	\$	Vehicle payment	\$
Interest Income	\$	Clothing	\$
Income from dividends	\$	Transportation/Visitation costs (proof is required)	\$
Trust income	\$	Child support paid by previous court order	\$
Income from annuities	\$	Property taxes	\$
Capital Gains	\$	Recreation	\$
Social Security Disability or Retirement (Do not include SSI or payment for children)	\$	Insurance (health) (proof is required)	\$
Worker's Compensation benefits	\$	Insurance (life) (proof is required)	\$
Unemployment Compensation benefits	\$	Insurance (automobile, home)	\$
Judgments from Personal Injury or other Civil Cases	\$	Insurance (Dental/Vision) (proof is required)	\$
Gifts (cash or other gifts that can be converted to cash)	\$	Bankruptcy	\$
Prizes / Lottery winnings	\$	Extraordinary Educational Expenses (i.e.,	\$
Alimony & maintenance from persons not on this case	\$	tuition, books, room & board) (proof is required)	
Assets which are used for support of family	\$	Child's extraordinary medical expenses	\$
Fringe Benefits (if significantly reduce living expenses)	\$	(co-pays, deductibles) (proof is required)	
Any other income including Imputed Income:	\$	Special expenses for child rearing (i.e., camp,	\$
(Do not include means-tested public assistance, such as		band, music, art, clubs) (proof is required)	
TANF or Food Stamps)		Other:	\$
TOTAL MONTHLY GROSS INCOME:	\$	TOTAL MONTHLY EXPENSES:	\$

YOUR ASSETS: (Bank accts, bonds, whole life insurance-cash value CDs, Money Market Accts, property, stocks, vehicles, etc.)

Asset Description	Value	Asset Location / Branch
	\$	
	\$	
	\$	

I understand the criminal penalties for making false statements and false swearing under O.C.G.A. §16-10-71 and do hereby attest to the truthfulness of the information provided. So sworn and affirmed,

Your signature:	SSN:
Date://	
Notary Public signature:	Commission expiration date://
NOTARY SEAL:	

Paternity Affidavit

This form is REQUIRED for each child on this case, if any of the following situations apply:

- The child's parents were not married at the time of conception or birth and paternity has not been established.
- Paternity was established in Georgia (parents were married or signed a Paternity Acknowledgement Form) but is now being denied or contested.
- Paternity is in doubt for some other reason.

My Name Is

and I am the:

[_] MOTHER applying for Child Support Services as [_] The Custodial Parent [_] The Noncustodial Parent [_] NON-Parent Custodian (CU) with custody of the child(ren) (Complete this form to the best of your knowledge) [_] FATHER(ALLEGED) who is applying for Child Support Services as [_] The NonCustodial Parent [_] The Custodial Parent.

Child's Information						
Child's Name as listed on the Birth Certificate						
Child's Last Child's Date of Birth			Child's First Child's Middle			
Sex [] Male [] Female Social Secu		Social Security Number	Race Relationship to Appl		Relationship to Applic	ant for Services
Child was conceived in: City			State Country			
Name of Hospital where child was born:						
City	State			Country		
Name of the child's father?				Is his name on the Birth Certificate? [] Yes [] No		
Information About the Relationship Between the Mother and Alleged Father						
Mother's Marital Status at child's birth: []Single []Married []Separated on//						
[]Divorced on//						
Husband's/Ex-Husband's Name:						
I believe is the father of my child(ren) because we had sexual contact.						
(Name of alleged father)						
County in which the child was conceived						
Has the mother ever named anyone else as the father of this child? []Yes []No []Unsure						
If so, name: Address:						
Did the alleged father ever sign a Paternity Statement or Paternity Acknowledgment for this child? [] Yes [] No						
If yes, when:// What State:						
Has the alleged father provided child support, necessities, or gifts for this child? In what way?						
Has paternity testing ever been done regarding this alleged father? [] Yes [] No If yes, attach a copy of the RESULTS						
Has paternity testing ever been done on any other man? [] Yes [] No If yes, attach a copy of the RESULTS						

Personally appeared before the undersigned officer, duly authorized to administer oaths, the undersigned who states under oath that the foregoing statements regarding paternity are true and correct. I understand that medical tests may be required to establish legal paternity for the above child(ren). My signature on this document authorizes the Division of Child Support Services to provide necessary and appropriate services on my behalf regarding genetic testing and legal actions to establish paternity for the child(ren).

I certify that all the information supplied by me is true and correct to the best of my knowledge and belief. I understand the criminal penalties for making false statements and false swearing under O.C.G.A. §16-10-71 and do hereby attest to the truthfulness of the information provided.

Printed Name: _____

Date: ____

Notary Public Signature: ____

Your Signature: ____

Commission Expiration Date: _____ DCSS Case Number: «FIELD52»

Revised February 2025

Notice of Privacy Practices Georgia Department of Human Services

Date: December 01, 2023

THIS NOTICE DESCRIBES HOW HEALTH (MEDICAL) AND PERSONAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE REVIEW THIS NOTICE CAREFULLY.

The Department of Human Services (DHS) is an agency of the Executive Branch of Georgia government charged with the administration of numerous federal programs responsible for the storage, use and maintenance of medical and other confidential information. Federal and state laws establish strict requirements for these programs regarding the use and disclosure of confidential and protected information. DHS is required to comply with those laws as noted throughout this notice.

Protecting your privacy is very important to us. This Notice of Privacy Practices tells you our obligations, what information we collect, how the Department may use and disclose your information, and your rights.

OBLIGATIONS OF THE DEPARTMENT OF HUMAN SERVICES:

DHS is required by law to:

- Maintain the privacy of all your personal information;
- Give you this notice of our legal duties and privacy practices regarding health information about you; and
- Follow the terms of our notice currently in effect.

INFORMATION WE COLLECT:

We collect information necessary to verify identity, citizenship status, residency, income, and incarceration status. This information includes but is not limited to:

- Demographic data such as name, address, telephone number, email, and age;
- Income data such as tax filing status, marriage status, tax dependents, employer, and income;
- Citizenship and immigration data such as social security number, resident alien number, and incarceration status; and
- Medical information such as disabilities, any health insurance coverage, and other information necessary to facilitate your application for benefits/services.

HOW DHS MAY USE AND DISCLOSE PERSONALLY IDENTIFIABLE INFORMATION:

Personally Identifiable Information (PII) is collected, used, maintained, and shared by DHS. We collect PII during your application for benefits and/or services. The information provided is verified and confirmed through various sources. The following describes some ways DHS may use and

disclose personally identifiable information that identifies you:

- For eligibility determination; and
- For enrollment in DHS programs;

The PII provided to DHS by clients is purposely used to determine eligibility, approve, deny, or renew public assistance benefits. The data is maintained for the purpose of renewing benefits by verifying the eligibility, support agency denial, and approval on renewal decisions. The data is shared to effectuate the purpose of the programs. We will not create, collect, use or disclose PII for any purposes that are not authorized by law.

HOW DHS MAY USE AND DISCLOSE HEALTH INFORMATION:

The following describes some ways DHS may use and disclose protected health information that identifies you ("Health Information"):

As **Required by Law**. DHS will disclose Health Information when required to do so by federal, state or local law.

For Treatment. DHS may use and disclose Health Information for your treatment and to provide you with treatment-related health care services. For example, DHS may disclose Health Information to doctors, nurses, technicians, or other personnel who are involved in your medical care and need the information to provide you with medical care.

For Payment. DHS may use and disclose Health Information so that DHS or others may bill and receive payment related to your care, an insurance company, or a third party for the treatment and services you received. For example, DHS may provide your health plan information so that treatment may be paid for.

Individuals Involved in Your Care or Payment for Your Care. When appropriate, DHS may share Health Information with a person who is involved in your medical care or payment for your care, such as your family or a close friend. DHS also may disclose such information to an entity assisting in a disaster relief effort.

Research. Under certain circumstances, DHS may use and disclose Health Information for research. Before DHS uses or discloses Health Information for research, the project will go through a special approval process. Even without special approval, DHS may permit researchers to look at records to help them identify patients who may be included in their research project or for other similar purposes, as long as they do not remove or take a copy of any Health Information.

Business Associates. DHS may disclose Health Information to our business associates that perform functions on our behalf or provide us with services if the information is necessary for such functions or services. For example, DHS may utilize the services of a separate entity to perform information technology services. All DHS business associates are obligated to protect the privacy of your information and are not allowed to use or disclose any information other than as specified in our contract.

Inmates or Individuals in Custody. If you are an inmate of a correctional institution or under the custody of a law enforcement official, DHS may release Health Information to the correctional institution or law enforcement official. This release would be if necessary: (1) for the institution to provide you with health care; (2) to protect your health and safety or the health and safety of others; or (3) the safety and security of the correctional institution.

<u>USES AND DISCLOSURES THAT REOUIRE DHS TO PROVIDE YOU AN OPPORTUNITY TO OBJECT AND OPT OUT:</u>

Individuals Involved in Your Care or Payment for Your Care. Unless you object, DHS may disclose to a member of your family, a relative, a close friend or any other person you identify, your Health

Information that directly relates to that person's involvement in your health care. If you are unable to agree or object to such a disclosure, DHS may disclose such information as necessary if it is determined that it is in your best interest based on the professional judgment of DHS.

YOUR WRITTEN AUTHORIZATION IS REOUIRED FOR OTHER USES AND DISCLOSURES:

The following uses and disclosures of your Health Information will be made only with your written authorization:

- 1. Uses and disclosures of Health Information for marketing purposes; and
- 2. Disclosures that constitute a sale of your Health Information.

Your written permission is necessary before your health records are shared for any other reason not authorized by law. If you do provide DHS with a written authorization, you may revoke it at any time by submitting a written revocation to the Privacy Officer at the contact information below. Upon receipt, DHS will no longer disclose Health Information under the authorization. However, disclosures made in reliance upon your authorization before you revoked it will not be affected by the revocation. **YOUR RIGHTS:**

You have the following rights regarding information DHS has about you:

Right to Inspect and Copy. You have a right to inspect and copy Health Information that may be used to make decisions about your care or payment for your care. This includes medical and billing records, other than psychotherapy notes. To inspect and copy this Health Information, you must make your request, in writing. DHS has up to 30 days to make your Health Information available to you and DHS may charge you a reasonable fee for the costs of copying, mailing or other supplies associated with your request. DHS may not charge you a fee if you need the information for a claim for benefits under the Social Security Act or any other state of federal needs-based benefit program. DHS may deny your request in certain limited circumstances. If DHS does deny your request, you have the right to have the denial reviewed by a licensed healthcare professional who was not directly involved in the denial of your request, and DHS will comply with the outcome of the review.

Right to an Electronic Copy of Electronic Medical Records. If your Health Information is maintained in an electronic format (known as an electronic medical record or an electronic health record), you have the right to request that an electronic copy of your record be given to you or transmitted to another individual or entity. DHS will make every effort to provide access to your Health Information in the form or format you request if it is readily producible in such form or format. If the Health Information is not readily producible in the form or format you request, your record will be provided in either our standard electronic format. If you do not want this form or format, a readable hard copy form will be provided. DHS may charge you a reasonable, cost-based fee for the labor associated with transmitting the electronic medical record.

Right to Get Notice of a Breach. You have the right to be notified upon a breach of any of your unsecured Protected Health Information (PHI) and PII.

Right to Amend. If you feel that DHS has is incorrect or incomplete information about you, you may request DHS to amend the information. You have the right to request an amendment for as long as the information is kept by or for our office. To make changes, you can go through your user portal, contact customer service for the program to which you are applying, contact your case manager, or

make your request, in writing, to the below referenced Privacy Officer. We encourage you to review your information on a regular basis to make sure it is correct.

Right to an Accounting of Disclosures. You have the right to request a list of certain disclosures DHS made of Health Information for purposes other than treatment, payment and health care operations or for which you provided written authorization. To request an accounting of disclosures, you must make your request, in writing, to the Privacy Officer.

Right to Request Restrictions. You have the right to request a restriction or limitation on the Health Information DHS uses or disclosed for treatment, payment, or health care operations. You also have the right to request a limit on the Health Information DHS discloses to someone involved in your care or the payment for your care, like a family member or friend. For example, you could ask that DHS not share information about a particular diagnosis or treatment with your spouse. To request a restriction, you must make your request, in writing. DHS is not required to agree to your request unless you are requesting DHS restrict the use and disclosure of your Health Information to a health plan for payment or health care operation purposes and such information you wish to restrict pertains solely to a health care item or service for which you have paid "out-of-pocket" in full. If DHS agrees, we will comply with your request unless the information is needed to provide you with emergency treatment.

Right to Request Confidential Communications. You have the right to request that DHS communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that DHS only contact you by mail or at work. To request confidential communications, you must make your request, in writing. Your request must specify how or where you wish to be contacted. DHS will accommodate reasonable requests.

Right to a Paper Copy of This Notice. You have the right to a paper copy of this notice. You may request a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice. To obtain a paper copy of this notice, please contact the Privacy Officer. You may also obtain a copy from the DHS website, on the Office of General Counsel homepage:

https://dhs.georgia.gov/organization/about/division-offices/office-general-counsel

PROTECTIONS:

DHS is committed to protecting your personal information. PII and PHI is protected with reasonable operational, administrative, technical, and physical safeguards to ensure its confidentiality, integrity, and availability and to prevent unauthorized access, use, and/or disclosure of protected information. We do not sell any information given to us. We strictly adhere to a range of federal and state privacy and information security related standards designed to keep your information secure.

CHANGES TO THIS NOTICE:

DHS reserves the right to change this notice at any time. The new notice applies to information already obtained as well as any information received in the future. DHS will post a copy of the current notice at our office and on the website at <u>https://dhs.georgia.gov/organization/about/division-offices/office-general-counsel</u>. The notice will contain the effective date on the first page, in the top right-hand corner.

COMPLAINTS:

If you have any questions about this notice, please contact:

Georgia Department of Human Services Privacy Officer 47 Trinity Avenue SW, Atlanta, GA 30334 <u>HIPAADHS@dhs.ga.gov</u> (404) 463-0590

If you believe your privacy rights have been violated, you may file a complaint in writing by contacting the above-referenced Privacy Officer. Please include your name, phone number, case number and a description of the complaint. **You will not be penalized for filing a complaint**.

You may also file with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR). For more information on HIPAA privacy requirements, HIPAA electronic transactions, and code sets regulations and the proposed HIPAA security rules, please visit U.S. Department of Health and Human Services web site at: <u>https://www.hhs.gov/hipaa/index.html</u>.

If you have questions about your health or your health care services, you should contact your health care provider (physician, pharmacy, hospital and/or other medical provider).

CONSENT:

By submitting your personal information to us, you agree that we may collect, use, and disclose any such information as permitted or required by law.

[SIGNATURE PAGE TO FOLLOW] [KEEP THIS DOCUMENT FOR YOUR INFORMATION]

Signature Page

If you would like to acknowledge receipt of this DHS Notice of Privacy Practices, please sign below, and return this page to the address below.

I have read, understand, and acknowledge receipt of the DHS Notice of Privacy Practices.

Signature

Date

Print Name

Return Address:

[Insert Local Office Address here]



DIVISION OF CHILD SUPPORT SERVICES

To have child support sent directly to your checking account, please read, complete and print this form. Include a voided check with your form. Mail both the voided check and this form to your local Child Support Services office.

Note: Child Support can direct deposit to checking or savings accounts.

Section 1: Authorization Agreement for Direct Deposit of Child Support Payments I authorize the Division of Child Support Services (DCSS) to deposit my child support payments directly into my checking or savings account. DCSS is also authorized to adjust any over/under deposit it has made to my checking or savings account. I understand the deposits/adjustments will be made electronically by ACH transactions and I must allow the Federal Reserve two workdays from the disbursement date to have the funds available to my financial institution. I also understand the following: It is my responsibility to provide correct Routing and Account information for ACH transmissions by attaching a voided check or financial institution printout to this authorization. DCSS does no pre-note to verify my information. I will immediately notify DCSS if my banking information changes. I must submit a new Authorization Form to change my direct deposit. I can stop my direct deposit by notifying the DCSS Communications Center or local office. I must notify the DCSS local office of any changes to my address. I must include my name and case number on all correspondence regarding direct deposit. The DCSS Communications Center and web site provide the date the DCSS system disbursed my payment; I must verify with my financial institution when the payment is posted to my account and funds are available for withdrawal. By signing below, I signify that I have read and agree to all the conditions listed above. Date Signed: Signature: **PLEASE TYPE OR LEGIBLY PRINT ALL INFORMATION BELOW IN INK** **CUSTODIAL PARENT INFORMATION** Section 2: GA DCSS Case Number: Name: (As it appears on your GA DCSS check) Social Security Number: Additional GA DCSS Case Numbers: Mailing Address: Citv: State: Zip: **Daytime Telephone:** Email: FINANCIAL INSTITUTION INFORMATION Section 3: Name of Financial institution: **Routing Number** Account Number Account Type: [] Checking [] Savings City: State: Telephone: For DCSS use ONLY Section 4: Date received: Date input: Initials: Date verified Initials:

Please verify all information then, mail this completed form and a void check/financial institution printout to the local DCSS office. Check here if this is a bank card only account. [____]

For your information: If you have access to the internet, you may view your case and obtain payment information on the Customer Online Services website at <u>https://services.georgia.gov/dhr/cspp/do/Logon</u>. First time users are required to register to obtain a user ID and password. Once your case has been registered, you may obtain your IRN by calling the Contact Center at 1-877-GADHSGO (1-877-423-4746 Toll Free)

Georgia DHS Way2Go Card[®] Prepaid Mastercard[®]

Georgia DHS Way2Go Card Prepaid MasterCard

The Division of Child Support Services (DCSS) does not mail child support payments in the form of paper checks. If you did not submit a request to have your child support payments deposited into your checking or savings account, a Debit MasterCard will be mailed to you via first class mail within 7 to 10 business days from the date the first child support payment is posted to your case.

The Georgia DHS Way2Go Card MasterCard allows you to:

- 1. Make purchases at merchant locations where MasterCard Debit cards are accepted
- 2. Get cash back at merchant locations where MasterCard Debit cards are accepted
- 3. Make bank teller and ATM cash withdrawals at locations where MasterCard is accepted
- 4. Access your child support payments anywhere in the U.S. where MasterCard Debit cards are accepted



If you do not receive your Way2Go Card within 7 to 10 business days from the date your first child support payment is posted to your case, please contact Way2Go Card Customer Service at 1-800-656-1347 (TTY: 1-855-260-3119). Once you have received and activated your Way2Go Card you will be able to receive payment alerts by creating an account on the Way2Go Card website.

Your Way2Go Card will expire every 3 years and a new card will be mailed to you. *Please be sure to update your address with DCSS every time your address changes.*

For your information: If you have access to the internet, you may view your case and obtain payment information on the Customer Online Services website at https://services.georgia.gov/dhr/cspp/do/Logon. First time users are required to register to obtain a user ID and password. Once your case has been registered, you may obtain your IRN by calling the Contact Center at 1-877-GADHSGO (1-877-423-4746 Toll Free).