



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

May 25, 1999

GENERAL LETTER NO. 11-I-1

ISSUED BY: Bureau of Collections, Division of Policy Coordination

SUBJECT: Employees' Manual, Title 11, Chapter I, *Medical Support*, Title page, new;
Table of Contents (pages 1-3), new; and pages 1 through 126, new.

Summary

This chapter explains the federal and state requirements for the establishment and enforcement of medical support provisions in a court order. This chapter describes how to use the information contained within ICAR to accomplish the requirements.

Effective Date

Upon receipt

Material Superseded

None

Additional Information

Refer questions about this general letter to your regional collections administrator.



March 4, 2005

GENERAL LETTER NO. 11-I-2

ISSUED BY: Bureau of Collections,
Division of Child Support Recovery, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title 11, Chapter I, **MEDICAL SUPPORT**, Title page, revised; Contents (pages 1 through 3), revised; Contents (page 4), new; pages 1 through 126, revised; and pages 127 through 200, new.

Summary

This manual on medical support is revised and reorganized to incorporate policy changes and ICAR enhancements. The material is revised to:

- ◆ Add information about:
 - Selecting a health insurance plan.
 - The Medical Summary 3 (MEDSUM3) screen.
 - How to challenge medical support enforcement.
- ◆ Update:
 - Legal and manual references.
 - The sequence in which the information in the manual is provided.
 - Information on medical support services the Child Support Recovery Unit provides.
 - Information about the valid entries on the Medical Summary 2 (MEDSUM2) screen.

Effective Date

Immediately.

Material Superseded

Remove the entire Chapter I from Employees' Manual, Title 11, and destroy it. This includes:

<u>Page</u>	<u>Date</u>
Title page	May 25, 1999
Contents (pages 1-3)	May 25, 1999
1-126	May 25, 1999

Additional Information

Refer questions about this general letter to your regional collections administrator.

October 9, 2020

GENERAL LETTER NO. 11-I-3

ISSUED BY: Bureau of Collections, Division of Field Operation

SUBJECT: Employees' Manual, Title 11, Chapter I, **Medical Support**, Title page, Contents page 1-4, and page 1-200, revised; page 201-230 new.

Summary

This chapter is revised to:

- ◆ Incorporate policy changes, law changes, and ICAR enhancements.
- ◆ Add updates to policy and procedures to reflect changes to federal regulations.
- ◆ Add updates to policy and procedures to reflect changes in Iowa state law and rules.
- ◆ Update the use of "obligor" and "obligee" to "payor" and "payee".
- ◆ Reflect the Department's current manual style standards.

Effective Date

Immediately

Material Superseded

Remove the following pages from Employees' Manual, Title 11, Chapter I, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	March 4, 2005
Contents 1-4	March 4, 2005
1-200	March 4, 2005

Additional Information

Refer questions about this general letter to your regional collections administrator.

June 17, 2022

GENERAL LETTER NO. 11-I-4

ISSUED BY: Bureau of Collections
Division of Field Operation

SUBJECT: Employees' Manual, Title 11, Chapter I, **Medical Support**, 12, 15, 27, 30-47, 91, 92, 105-107, 140, 153, 194, revised.

Summary

This chapter is revised to:

- ◆ Update the screen print for the OBLIG screen.
- ◆ Add procedures for entering medical support orders with health insurance only (HO) obligations on ICAR.
- ◆ Update procedures for entering medical support orders with cash medical support (MS) obligations on ICAR.
- ◆ Update procedures for entering medical support orders that require reimbursement (RE) and health insurance only (HO) obligations.
- ◆ Update procedures for batch forms that now print at the Department's Mailing service instead of the Employers Partnering in Child Support Unit (EPICS) office. Those forms include:
 - Form 470/3818, *National Medical Support Notice (NMSN)*,
 - Form 470-2743, *Employer Medical Support Information*, and
 - Form 470-3733, *Initiation of Medical Support Enforcement*
- ◆ Update procedures for medical satisfaction to include the new the Supreme Court Guidelines minimum obligation amounts that were effective January 1, 2022.
- ◆ Add information on the new narrative MED221 and when it issues.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 11, Chapter I, and destroy them:

<u>Page</u>	<u>Date</u>
12, 15, 27, 30-47, 91, 92, 105-107, 140, 153, 194	October 9, 2020

Additional Information

Refer questions about this general letter to your regional collections administrator.