



### ADDITIONAL INFORMATION

You can get more information about our services, including payment information, by calling the child support automated information line at 1-888-229-9223 (toll free nationwide). Calling this number can also help you find the local office phone number for your case. You may also visit our website at: [www.childsupport.ia.gov](http://www.childsupport.ia.gov)

#### Policy Regarding Discrimination, Harassment, Affirmative Action, and Equal Employment Opportunity

It is the policy of the Iowa Department of Human Services (DHS) to provide equal treatment in employment and provision of services to applicants, employees, and clients without regard to race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability, political belief, or veteran status.

If you feel DHS has discriminated against or harassed you, please send a letter detailing your complaint to:

Iowa Department of Human Services, Hoover Building, 5th Floor – Policy Bureau, 1305 E Walnut, Des Moines, IA 50319-0114 or via email [contactdhs@dhs.state.ia.us](mailto:contactdhs@dhs.state.ia.us)

### The physical and mailing addresses for the local offices in your area are listed below.

**ANKENY**  
1605 SE Delaware Ave  
Ste A  
Ankeny IA 50021-4595

**BURLINGTON**  
409 N 4<sup>th</sup> St  
PO Box 638  
Burlington IA 52601-0638

**CARROLL**  
625 N West St  
PO Box 937  
Carroll IA 51401-0937

**CEDAR RAPIDS**  
411 3rd St SE Ste 200  
Cedar Rapids IA  
52401-1837

**CLINTON**  
121 6<sup>th</sup> Ave So  
PO Box 1175  
Clinton IA 52733-1175

**COUNCIL BLUFFS**  
300 W Broadway Ste 32  
Council Bluffs IA  
51503-9030

**CRESTON**  
215 W Adams  
Creston IA 50801-3106

**DAVENPORT**  
3911 W Locust  
Davenport IA 52804-3021

**DECORAH**  
317 Washington St Ste 2  
Decorah IA 52101-1832

**DES MOINES - NORTH**  
6200 Aurora Ave Ste 301E  
Urbandale IA 50322-2865

**DES MOINES - SOUTH**  
525 SW 5<sup>th</sup> St Ste H  
Des Moines IA 50309-4501

**DUBUQUE**  
960 Main St  
PO Box 3068  
Dubuque IA 52004-3068

**FORT DODGE**  
330 1st Ave N  
Fort Dodge IA 50501-3718

**GRIMES**  
3560 SW  
Brookside Dr Ste E  
Grimes IA 50111-5062

**INDIANOLA**  
1807 W 2<sup>nd</sup> Ave  
Indianola IA 50125-2145

**MARSHALLTOWN**  
204 1/2 W State St  
Marshalltown IA  
50158-5842

**MASON CITY**  
Mohawk Square Ste 13  
22 N Georgia Ave  
Mason City IA 50401-3435

**OTTUMWA**  
127 E Main Ste 100  
Ottumwa IA 52501-2951

**PLEASANT HILL**  
1300 Metro East Dr Ste 114  
Pleasant Hill IA 50327-8906

**SIoux CITY**  
520 Nebraska St Ste 218  
Sioux City IA 51101-1315

**SPENCER**  
20 W 6th St Ste 200  
Spencer IA 51301-3907

**WATERLOO**  
501 Sycamore Ste 400  
Waterloo IA 50703-4651

# MEDICAL SUPPORT



Iowa Department of Human Services

## **WHAT IS MEDICAL SUPPORT?**

Medical support is a type of court-ordered support, like child support. It is meant to help meet the medical needs of children.

According to Iowa Code 252E, medical support is separate from the court-ordered amount of child support and may be in the form of:

- Health insurance coverage, or
- Cash medical support (the payment of a specific dollar amount to use for medical expenses).

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## **ESTABLISHMENT OF MEDICAL SUPPORT**

Medical support establishment involves getting a court order which includes provisions for a parent to provide medical support. The Child Support Recovery Unit (Unit) has options when establishing medical support against a parent. The exact case situation controls what type of medical support is ordered and which parent is ordered to provide it.

**When establishing a new order or modifying an existing order, the Unit may seek an order for:**

- The payor to carry health insurance.
- The payee to carry health insurance.
- The payor to pay a specific dollar amount for medical support.

## **ENFORCEMENT OF MEDICAL SUPPORT**

Medical support enforcement involves making sure the medical support order is followed.

**To enforce medical support when a payor is ordered to provide medical support, the Unit:**

- Sends a notice to a payor's employer requiring the employer to enroll the payor's child(ren) in a health benefit plan.
- Uses the same methods used to collect child support, such as income withholding, federal and state tax offset, administrative levy, and license sanction.

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## **WHAT IF AN ORDER FOR CHILD SUPPORT EXISTS, BUT IT DOES NOT INCLUDE MEDICAL SUPPORT?**

When medical support provisions are not in an existing order for child support, the Unit may modify the order to add them.

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## **WHAT IF HEALTH INSURANCE IS ORDERED, BUT THE PAYOR ISN'T FOLLOWING THE COURT ORDER?**

When health insurance is available through a payor's employer, the Unit transfers a notice directly to the employer to enroll the child(ren) in a health insurance plan. When the payor's

enrollment is required to enroll the child(ren), the employer enrolls both the payor and the child(ren) in the health insurance plan.

When the court order requires the payor to pay a portion of the uncovered medical expenses, the payee's attorney may get a medical judgment. The Unit may also ask the Court, as time allows, to put a dollar value on the medical expenses the payee has paid. Once a judgment for the uncovered medical expenses is filed, the Unit collects this dollar amount in the same way the Unit collects child support and cash medical support.

The parent ordered to provide health insurance is required to keep the other parent and the Unit informed of changes in health insurance coverage. Even if the ordered parent becomes unemployed, the obligation to provide medical support does not stop.

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## **WILL THE INSURANCE COMPANY SEND PAYMENTS FOR MEDICAL EXPENSES DIRECTLY TO THE PAYEE?**

When a health care provider submits a claim, the insurance company sends the payment directly to the health care provider. When a payee submits a claim, payment is sent to the payee. If the Medicaid program pays a health care provider for your children's medical expenses, payment goes to the Medicaid program.