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State reassures parents that child support system continues to collect and send payments despite COVID-19 challenges

Customer service staff remains available to answer questions

Springfield – Parents concerned about receiving child support can be confident that collections and payments continue to be made, the Illinois Department of Healthcare and Family Services said today. Staff and online resources also remain available to answer questions.

“As we all try to adjust to the challenges of this emergency, the Department is working as hard as ever to get child support payments delivered and to address any concerns that are arising,” said HFS Director Theresa Eagleson.

Parents should be aware that changes in the financial circumstances of those who owe support could affect the amounts being received, Eagleson said. However, HFS continues enforcing all orders of support and responding to changes. This includes directing any COVID-19 stimulus checks and unemployment insurance benefits to first cover outstanding child support obligations.

Customer service staff in the Department’s Division of Child Support Services are taking phone calls and responding to emails as quickly as possible, Eagleson said. Customer Service call center representatives are available Monday-Friday, 8:00 a.m.-4:30 p.m., at 1-800-447-4278. It should be noted that wait times may be higher than normal and callers may be asked to call back later.

The Department strongly encourages parents to use online resources. Clients can access case and payment information or send a secure email to the Department through online accounts. They should visit the Department’s website at www.childsupport.illinois.gov and click “Access Your Case Information”.

Through this feature, clients can:

- Create an online account to review payments and case information
- Apply for child support services
- Easily access their child support case by entering their RIN or PIN and get assistance with their RIN and PIN
- Securely email specific questions related to their case
- Check on the status of undelivered payments

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For those who do not want to set-up a secure online account, unsecure emails can be sent to HFS.ChildSupportHelp@illinois.gov or HFS.webmaster@illinois.gov. To expedite handling of inquiries, clients should include their name, RIN (if known), the last four digits of their Social Security number, their date of birth and a telephone number where they can be reached if necessary.

The Department is triaging all e-mails and responding to the most critical inquiries first, Eagleson explained, but all emails will be addressed.

“We understand that these are especially stressful times, and our staff is doing all we can to relieve any concerns and keep necessary support coming,” Eagleson said.

Parents owing child support payments who are facing financial challenges due to the pandemic may find helpful resources at <https://coronavirus.illinois.gov/s/resources-for-economic-assistance>.

For these non-custodial parents, payments can be made electronically or by mail. Credit card payments can be made by phone by calling the Illinois State Disbursement Unit at 1-866-645-6348. Online payments via credit card, debit card, or PayPal account can be made at www.expertpay.com.

Payments can also be mailed to the Illinois State Disbursement Unit, P.O. Box 5400, Carol Stream, Illinois, 60197-5400. Along with payment, individuals must include their name, Social Security number, the custodial parent’s name, name of the county where the order was entered, and the docket number.

More information on making payments can be found at www.childsupport.illinois.gov, by clicking on “Make a Payment”.

Custodial and non-custodial parents whose income or employment status has changed may request a modification of their support order by calling 1-800-447-4278 or by e-mailing their request via their online services account.

The Department is processing modification requests as efficiently as possible. Those choosing to seek counsel or proceed on their own should provide the Department with a copy of the results of any modified court (support) orders.

Regarding federal government stimulus payments, the Department may intercept these for all past due child support balances. Unemployment benefits may also be used to offset owed payments.

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