Friendly Knowledgeable Caseworkers

Once your child support order is established, your case is assigned to a caseworker. Your caseworker is available to answer your questions and provide updates on your case.

We understand that issues surrounding children and money often become painfully difficult and complex. Emotions may run high and communications can break down. The situation can be made worse if money issues between parents are not dealt with fairly, and children often suffer as a result. CSSD can help both parents.

DID YOU KNOW?

The Child Support Services Division process is designed to make sure children receive the support they need.

WHO CAN APPLY FOR SERVICES?

Both the custodial and non-custodial parent, as well as anyone with whom the child resides can apply for CSSD services.

Recipients of Alaska Temporary Assistance for Needy Families (TANF), Medicaid or children in state custody automatically receive child support services. All others must fill out an application form.

How is a Child Support Order Established?

CSSD can establish a child support order if there is no court order. Alaska Civil Rule 90.3 requires the child support obligation to be based on the non-custodial parent's ability to pay.

Court Order

The court can establish a child support order.

If you have a child support order from the court you can apply for services from CSSD. We will set up a case and enforce the court order for you.

Medical Support

Parents are required to provide health insurance for their children if it is available at a reasonable cost.

Credit for health insurance may raise or lower the amount of a parent's monthly support, depending on which parent provides the coverage. Call CSSD or check our web page for more information.

Wage Withholding

Employer wage withholding (payroll deduction) is required by federal law.

State law prohibits an employer from refusing to hire or from firing an employee because of a withholding order. The order does not mean that a parent isn't being responsible; it just means that a child needs support.

Online Payments

We accept online payments! This service is available online through our "CSSD Member Services Portal". Sign up today!

It's quick and easy, just go online to www.childsupport.alaska.gov.

We are with you every step of the way - MODIFICATIONS

Either parent can request a review of a child support order if circumstances change. Both parents will be notified of the request and may be required to provide financial information.

CSSD can update a child support order if the original order was established by CSSD.

Court orders can only be modified by a court. CSSD can help with the process by reviewing income statements provided and returning the calculation results back to the requesting party.

www.childsupport.alaska.gov

CSSD Checklist:

- **Always read and respond** to mail from CSSD.
- **Provide complete information** for faster processing and accurate orders.
- **Maintain contact.** Your case-worker can give you updates on actions taken on your case.
- **Keep good records** of your dealings with CSSD. Keep copies of your paystubs and tax records.
- **Notify CSSD of any changes** to your address, new job, income, child support order, custody order by the court, or when a child turns 18.
- **Check our website** for more information, forms, and answers to questions.

DID YOU KNOW?

You can establish paternity at any time in your child's life. Your child will benefit from knowledge of who both parents are and have all the rights and privileges that both parents can provide.

Let us introduce ourselves!

We are the Alaska Child Support Services Division (CSSD) and are responsible for establishing and enforcing child support orders to make sure Alaska's children receive financial support from both parents.

We offer the following services:

- **Locate parents**
- **Establish paternity**
- **Establish child support orders**
- **Enforce child support orders**
- **Review and modify child support orders**
- **Direct deposit of your child support payments**

Payment Mailing Address:
P.O. Box 100380
Anchorage, AK 99510-0380

Mailing Address:
550 W 7th Ave, Suite 310
Anchorage, AK 99501-6699

Contact us:
Customer Service: **(907) 269-6900**
TOLL FREE (In-state) 800-478-3300
TOLL FREE (In-state) 800-370-6894
FAX (907) 787-3220

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Alaska Child Support Services Division (CSSD)

Helping Parents Help Their Kids

Appointment Schedule:

Monday – Friday 10:00 am – 3:30 pm

Call Center:

Monday – Thursday: 9:30 am – 4:00 pm

FOR MORE INFORMATION CHECK OUR WEBPAGE:

www.childsupport.alaska.gov

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