

What can I do to help my children?

Please make sure to keep your contact information current so we can get in touch with you and respond as quickly as possible to any requests for information or documents.

Get information online!

Visit mychildsupport.idaho.gov for more information about Child Support Services.

You can also sign up for a free online account to update your contact information, provide your employer, receive email notifications about your case, see case balances, and print payment records.

Customer service

Call **1-800-356-9868** to speak with a customer service representative.

You can also contact us by:

- Mail:
Child Support Program
Mail Distribution Unit
P.O. Box 83720
Boise, ID 83720-5302
- Fax:
Mail Distribution Unit
855-349-2408
- Email:
ChildSupport@dhw.idaho.gov



Child Support

Welcome to the Idaho Department of Health and Welfare. We are here to help children thrive by building strong families.

Every child should have a safe, stable environment to help them succeed.

We help Idaho children get the support they need from their parents. Our child support programs can help you establish paternity, collect child support payments, get an order for financial or medical support, enroll your child on a non-custodial parent's health insurance policy, assist you in locating a parent, or modify an existing child support order. We work with families to identify their needs and do our best to connect them to the right resource.

How is child support calculated?

The amount of child support a parent must pay is based on Idaho Supreme Court guidelines. These guidelines address a number of factors, which may include income from both parents and number of children each parent supports.

In Idaho, child support can only be established by court order. Idaho Child Support Services honors all child support orders, including those from other states, territories, and countries.



Idaho families can apply for child support services by completing an application and paying the application fee. Families also receive child support services when a child gets benefits through food and nutrition, medical, or cash assistance programs.

Receiving and paying child support

Families have choices on how they receive child support payments. They can have them deposited directly into their bank account or onto a Family Support Card, which may incur fees.

The Idaho Department of Health and Welfare distributes payments within two days of receiving them. If a parent misses payments, Child Support Services takes additional steps to help collect your payments.

The most efficient way to collect support payments is through income withholding with a parent's employer. This ensures accurate and timely payments.

Most child support payments must be paid to Child Support Services, which ensures accurate payment records.

You can make payments online, over the phone, or by mail.

Some payment methods may include a small fee. Learn more about your payment options at mychildsupport.idaho.gov.

Child support payments increase stability for families and, when parents consistently pay child support, their children are more likely to succeed in school and go to college. If parents do not make their child support payments, based on laws, policies, and your case, we may:

- Withhold child support from income from wages, unemployment insurance benefits, tax refunds, and more
- Report debts to credit bureaus
- Garnish bank accounts and assets
- Suspend Idaho driver, hunting, fishing, and occupational licenses
- File liens and deny passports

If a parent is required to pay child support for more than one case, Child Support Services will divide the payment among all of their cases according to federal regulations.

Find out more about services that may be available to you!

Visit online at 211.idaho.gov or dial 2-1-1.



Go interactive online at livebetteridaho.org.

