

Information and Instructions for Completing the “Request to New York State for a Second-Level Desk Review of the Distribution of Child Support Payments”

You may request a second-level desk review of the distribution of your child support payments if you dispute specific facts contained in the Support Collection Unit (SCU) and Social Services District (SSD) **Determination of the Request for a First-Level Desk Review of the Distribution of Child Support Payments** provided in this package. If you wish to request a second-level desk review, you must complete this form, attach a copy of the SCU/SSD **Determination of the Request for a First-Level Desk Review of the Distribution of Child Support Payments** and any attachments such as the worksheet and documentation provided, and a copy of any additional but previously unavailable documentation that supports your claim that the distribution was incorrect, and return it to the New York State Division of Child Support Enforcement (DCSE) within 20 calendar days of the date of the SCU/SSD’s determination at the address shown at the bottom of this form. DCSE will work with the New York State Division of Employment and Transitional Supports (DETS) to issue a written determination on your request within 30 calendar days of the date that your written request is received.

If you wish to request a second-level desk review, you must complete this form as follows:

Personal information: Enter your name, Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN), current mailing address, contact telephone number, and the best time to reach you at that number. An ITIN is a nine-digit number beginning with “9” which is issued by the Internal Revenue Service to foreign nationals and others who are required to have a U. S. taxpayer identification number but do not have, and are not eligible to obtain, an SSN from the Social Security Administration.

Case information: Enter your public assistance case number(s) (CAN), and/or child support account number(s). You must include as much of this information as you have in order to properly identify your case(s).

Facts in Dispute: Clearly state the fact(s) identifying why you disagree with the first-level desk review determination. You must be specific (for example, an additional payment in the amount of \$100.00 is missing from the calculation).

Name of the County Social Services District (SSD): Please state the name of the county SSD that provided the **Determination of the Request for a First-Level Desk Review of the Distribution of Child Support Payments**. This can be located on the determination letterhead.

Documentation: You must attach to this form a copy of the SCU/SSD **Determination of the Request for a First-Level Desk Review of the Distribution of Child Support Payments**, and any attachments such as the worksheet and documentation provided with the first-level desk review. You may also provide a copy of any additional but previously unavailable documentation that supports your claim that the distribution was incorrect (for example, if you dispute the facts based on a missing payment, you may include a copy of the missing payment instrument). Please confirm the type of documentation included by checking the appropriate box(es).

Certification: Complete the certification for the second-level desk review request by entering the name of the county SSD office that issued the SCU/SSD **Determination of the Request for a First-Level Desk Review of the Distribution of Child Support Payments** letter and the date of the determination letter. You must sign, print your name, and date the request for a second-level desk review.

Once you have completed the **Request to New York State for a Second-Level Desk Review of the Distribution of Child Support Payments**, submit the completed form and documentation to DCSE at the address shown at the bottom of the form. After you send in the **Request to New York State for a Second-Level Desk Review of the Distribution of Child Support Payments** and any new documentation, DCSE and DETS will review your case and the results of the SCU/SSD’s first-level determination. The review and results will determine if an adjustment is necessary and you are owed an additional payment or if too much support has been paid to you, or if no adjustment is necessary and you have received the correct amount of support. If you are owed an additional payment, the DETS may direct the SSD to distribute that payment to you on your Electronic Benefits (EBT) card or, in some circumstances, by check. If too much support has been paid to you, the DETS may direct the SSD to recoup the overpayment through the monthly benefits process within 30 calendar days from the date of the determination letter. Once the second-level desk review is completed, the DETS will issue a written response to you within 30 calendar days of the date that your written request is received.

If you have questions or concerns regarding the notice or instructions provided, contact the Customer Service Helpdesk at 1-888-208-4485.