

**Information and Instructions for Completing the Request to New York State for a
Second-Level Desk Review of the Distribution and Disbursement of Child Support Collections**

You may request a second-level desk review of the distribution and disbursement of child support collections if you dispute specific facts contained in the Social Services District's Support Collection Unit/Temporary Assistance Unit (SCU/TA Unit) *First-Level Desk Review Determination* provided in this package. If you wish to request a second-level desk review you must complete this form. You must attach a copy of the *First-Level Desk Review Determination*, including 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 and disbursement of collections was incorrect, and return it to the New York State Office of Temporary and Disability Assistance (OTDA) within 20 business days of the date of the first-level determination at the address shown at the bottom of this form. OTDA will issue a written determination on your request within 60 business days.

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

Identification: Enter your **personal information** and **case information**. Your **personal information** includes 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. Your **case information** includes your temporary assistance case number(s) (CAN), and/or New York Case Identifier(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: Please state the name of the county Social Services District (SSD) that provided the *Determination of the Request for a First-Level Desk Review of the Distribution and Disbursement of Child Support Collections*. This can be located on the determination letterhead.

Documentation: You must attach to this form a copy of the *First-Level Desk Review Determination* 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 for the month or period of review 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). 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 *First-Level Desk Review Determination* 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 and Disbursement of Child Support Collections*, submit the completed form and documentation to OTDA 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 and Disbursement of Child Support Collections* and any new documentation, OTDA will review your case and the results of the SCU/TA Unit's first-level determination. The review and results will determine whether an adjustment is necessary and whether you have received the correct amount of support. If you are owed an additional payment, it will be distributed to you on your Electronic Benefits (EBT) card or, in some circumstances, by check, within 30 calendar days from the date of the determination letter. If too much support has been paid to you, recovery of the overpayment through any authorized means will begin within 30 calendar days from the date of the determination letter. Once the second-level desk review is completed, OTDA will issue a written response to you.

If you have questions regarding the notice or instructions provided, contact the **New York State Child Support Customer Service Helpline toll-free at 1-888-208-4485 (TTY 1-866-875-9975)**, Monday through Friday from 8:00 AM to 7:00 PM. A listing of recognized Relay Service providers can be found at http://www.fcc.gov/cgb/dro/trs_providers.html.