

Child Support Payment Central (CSPC)

Transition Quick Reference Guide

Who Do I Contact?

Questions About?	Call/Website:	Phone Number:
Existing e-QuickPay card	e-QuickPay Customer Support	800-503-1283
ExpertPay payments	ExpertPay Customer Support	800-403-0879
e-ChildsPay payments	e-ChildsPay Customer Support	888-392-3391
smiONE card (all smiONE card questions – balances, transactions, lost cards, etc. The number below is strictly for enrollment issues).	smiONE Customer Support	855-279-2744
Enrollment in smiONE card or direct deposit	CSPC Customer Support <ul style="list-style-type: none"> • Enroll via phone at 888-965-2676 • Enroll online at https://oh.smartchildsupport.com 	888-965-2676
SMART employer payment options (SMI)	https://oh.smartchildsupport.com	N/A
SMART obligor payment options (SMI)	https://oh.smartchildsupport.com	N/A
Payment Questions	Customers can get on-demand payment information for payments posted to SETS: <ul style="list-style-type: none"> • By phone using the state IVR System at 800-860-2555 • Customer Service Web Portal at http://ifs.ohio.gov/Ocs 	800-860-2555

Frequently Asked Questions:

Direct Deposit Transition and Enrollment		
1.	I have never been enrolled in direct deposit and submitted a paper direct deposit enrollment form but haven't heard anything?	Because of the transition, paper direct deposit enrollments were unable to be processed between 6/12/19 and 6/28/19. Enrollments will begin processing on 7/1/19. You can get a status on your enrollment by calling 888-965-2676.
2.	I am currently enrolled in direct deposit and submitted a new paper enrollment form to change my bank account but haven't heard anything?	Because of the transition, paper direct deposit enrollments (both new enrollments and bank changes) were unable to be processed between 6/12/19 and 6/28/19. Your enrollment has been provided to the new vendor and they will begin processing it on 7/1/19. You will receive an update on your enrollment after that date. Please note: if you requested your current direct deposit be canceled immediately, that action has been completed. If you did not cancel your current direct deposit and wish to do so, please contact CSPC Customer Support at 888-965-2676.
3.	How will I receive my payments in the meantime?	If you are currently enrolled in direct deposit and you did not request to have your current direct deposit cancelled immediately, you will continue to receive payments to that account until your new enrollment is completed. If you

		are currently enrolled in direct deposit and you did request to have your current direct deposit cancelled immediately, you will receive paper checks until your new direct deposit enrollment is completed.
4.	I need to cancel my current direct deposit.	You can cancel your current direct deposit by called 888-965-2676. However, since you are required to have your support electronically deposited, you will need to provide a new direct deposit account or enroll in the smiONE card. If you do not choose a new method of electronic deposit, you will automatically be enrolled in the smiONE card.
5.	I need to change my bank account. What do I do?	You can change your bank account information online at https://oh.smartchildsupport.com/
e-QuickPay/smiONE Transition and Enrollment		
6.	I submitted an e-QuickPay enrollment form but haven't heard anything?	Because of the transition, paper e-QuickPay enrollments were unable to be processed after 5/10/19 as that program has ended effective 06/30/2019 and was replaced with the smiONE debit card program effective 07/01/2019. You will need to complete an enrollment for the smiONE card and can do so at https://oh.smartchildsupport.com/ .
7.	I submitted an e-QuickPay enrollment. Why do I have to submit a new enrollment for the smiONE card?	The e-QuickPay MasterCard debit card and smiONE VISA debit card programs have different terms and conditions so a new enrollment form is necessary.
8.	How do I know if my e-QuickPay enrollment will be cancelled?	ALL e-QuickPay enrollments were cancelled effective 6/28/19.
9.	I have not received my payment on my e-QuickPay card, where is it?	Effective 07/01/19, the Ohio e-QuickPay debit card program has ended and has been replaced by the new smiONE card. .If you have not received your new card, please contact your county CSEA to determine if we have your current address and if a new card needs expedited to you.
10.	I still have a balance on my e-QuickPay card but I don't have the card anymore, what do I do?	Contact e-QuickPay Customer Support at 800-503-1283 and request a new card.
11.	How will I receive my disbursements until I'm enrolled in the smiONE card?	To verify your current method of disbursement, contact your county CSEA.
12.	I am currently enrolled in e-QuickPay and submitted an enrollment form to switch to direct deposit. I got a letter saying I couldn't switch. Why?	Because of the transition, changes could not be made prior to 7/1/19. You will receive an update on your enrollment after that date. It should be completed on or after 7/9/19. You can get a status on your enrollment by calling 888-965-2676.
13.	When is the last date a payment can be applied to my e-QuickPay card?	6/28/19
14.	When is the first date a payment might be applied to my new smiONE card?	7/1/19
15.	Can I transfer my e-QuickPay balance to my new smiONE card?	Unfortunately, no. You will need to spend down the balance on your e-QuickPay card to zero. To do this, you can visit the teller window at any bank that displays the MasterCard logo and request a cash withdraw. You will need to

		know your exact balance because the teller will not have access to this information (they can get the balance by calling e-QuickPay customer service).
16.	How do I know if I should be receiving a new smiONE card?	e-QuickPay cardholders who meet the following criteria are being transitioned to the smiONE card: <ul style="list-style-type: none"> • You must have valid address on file with child support • You must have an open child support case with a balance due greater than zero • You must have received a payment on your case within the last 12 months • You must not have an “interstate-responding” case.
17.	I meet all of the above criteria but I didn’t get any correspondence about the transition and I didn’t get a new card?	It’s possible that the USPS has a forwarding order for you or your address is “invalid” in the USPS software. You should check with the USPS to see if they have your correct address on file. We can provide you with a copy of the outreach letter(s). <i>(see above links in the Recent Correspondence section.)</i> If you need to request an smiONE card be sent to you, please contact smiONE Customer Support at 855-279-2744.
18.	I called smiONE Customer Support to request a new card but they don’t have my enrollment on file and cannot issue me a card.	You may not have been included in the transition to the new card. To enroll in the smiONE VISA debit card program: <ul style="list-style-type: none"> • Enroll via phone at 888-965-2676 • Enroll online at https://oh.smartchildsupport.com
General Payment Questions		
19.	Are the payment post office boxes that I currently send my payments to changing?	No. Payments by check can continue to be sent to: Payors: Ohio CSPC P.O. Box 182372 Columbus, OH 43218-2372 Employers: Ohio CSPC P.O. Box 182394 Columbus, OH 43218-2394
20.	I used to make payments through ExpertPay and/or e-ChildsPay? Can I still use these sites?	You may still remit payments via ExpertPay and/or e-ChildsPay; however, after 7/1/19, fees may apply. Employers and payors can make fee-free payments at https://oh.smartchildsupport.com beginning 7/1/19.
21.	I made a payment on ExpertPay and/or e-ChildsPay and have a question. Who do I call?	While ExpertPay and e-ChildsPay transfer payments to CSPC, we do not have access to their system and cannot assist with payments made on those websites. Please contact ExpertPay at 800-403-0879 or e-ChildsPay at 888-392-3391.

22.	I need a payment history. Who do I call?	<p>For payment information, you can:</p> <ul style="list-style-type: none"> • Access the Child Support Customer Service Web Portal at http://jfs.ohio.gov/Ocs/CustServWebPortalWelcome2.stm • Call the state payment IVR at 800-860-2555 • Contact your county CSEA <p>Please note: CSPC Customer Support cannot provide payment information.</p>
23.	What are the costs/timeframes for making payments as an obligor through SMART?	<ul style="list-style-type: none"> • Payment by checking/savings account debit can be made at https://oh.smartchildsupport.com there is no charge for payments sent to Ohio CSPC. During the initial registration, please allow up to seven (7) business days for the payment to be received, subsequent payments using the same bank account will be received by Ohio CSPC within 24-48 hours. • Payment using your credit card can be made at https://oh.smartchildsupport.com. Visa®, MasterCard®, Discover®, American Express®, UnionPay®, Diners Club International® and JCB® cards will be accepted. E-wallet options include PayPal, Alipay, Apple Pay, Google Pay and WeChat Pay. A fee will not be charged for any payments made through this website. Please allow seven (7) business days for the payment to be received by Ohio CSPC.