

Whom can I contact for general information about child support on my case?

Many of the answers to questions you may have will be listed below. To check on payments, call the KIDS LINE at 1-800-840-8757 or access them at www.mychildsupport.in.gov. To obtain a payment history record or a preexisting child support court order, you will need to contact the Madison County Clerk's Office. To obtain specific information regarding your case, you will need to contact your caseworker.

Who is permitted to open a case in your office?

All residents of Madison County, whether custodial or non-custodial, are eligible to open a case at the Child Support Division.

What is the cost for child support services?

There is no charge for our services if you or your children currently receive TANF or Medicaid. Otherwise, there is a one-time \$25 fee for opening a case in our office payable by cashier check or money order.

May I open an arrears only (typically referred to as "back child support") case?

No. A case may only be opened in our office if there is current child support ordered.

My divorce decree orders the other parent to pay me child support. However, he/she has not paid as ordered by the court. Can your office help collect my child support from the other parent?

Our office can assist in collecting child support if there is a valid court order for the non-custodial parent to pay child support. The same administrative remedies and court actions exist for child support enforcement regardless of whether the child support order is part of a divorce decree or a paternity action.

How do I open a case with your office?

You will need to [complete an application](#) form and return the application to our office. You may also come to our office to complete an application. Please note that not completing the required information will cause a delay in the processing of your case.