



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

June 26, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: National Medical Support Notice Changes

REQUIRED ACTION: <input checked="" type="checkbox"/> Information Only <input type="checkbox"/> Action Needed <input type="checkbox"/> Time Sensitive Action Needed <input type="checkbox"/> Immediate Action Needed
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Effective June 30, 2025, North Carolina Child Support Services (CSS) will move all National Medical Support Notice (NMSN) and Termination Notice functions to the NC Child Support Worker Portal. This includes the ability to send the NMSN and termination notices electronically to employers enrolled in the electronic process. All notices, manual or electronic, will be created and processed through the CSS Worker Portal.

Key Changes:

- The Document Generation menu in ACTS will be updated to remove the following options from the Enforcement Documents 02 submenu:
 - Option 12 – NATIONAL MEDICAL SUPPORT NOTICE
 - Option 13 - MEDICAL TERM NOTICE TO EMPLOYER
- CSS worker-generated National Medical Support Notices will be created or updated in the NC Child Support Worker Portal.
- Two new worklists have been created:
 - IMSN (Incomplete Medical Support Notice) – Generated by ACTS for review by the case manager to determine if the cost of medical coverage is less than or equal to 5% of the NCP's gross income.
 - RMSN (Response Medical Support Notice) – Indicates a response has been received for Part A or Part B in the Worker Portal and requires CSS case manager review.
- Two new reports will be available in the Worker Portal under *Reports & Statistical Reports*:
 - 70 Day Purge Report- Lists NMSNs that were not reviewed and completed in the NC Child Support Portal within 70 days.
 - Worker Deleted Report- Lists NMSNs deleted by the CSS case manager

Chapter P, Topic 17 in the CSS Policy & Procedure manual has been updated to include these changes.

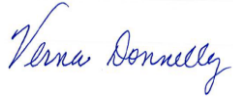
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If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov or your Continuous Quality Improvement (CQI) Specialist.

Sincerely,



Verna Donnelly
North Carolina State Child Support Deputy Director

Cc: Regional CQI Specialists
CSS_25_29