



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

September 26, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: National Medical Support Notice Changes

REQUIRED ACTION: ☒ Information Only ☐ Action Needed ☐ Time Sensitive Action Needed ☐ Immediate Action Needed
--

Effective September 29, 2025, North Carolina Child Support Services (CSS) will implement a change to the electronic National Medical Support Notice (NMSN) in the NC Child Support Worker Portal. The gender field will be limited to two options: M – Male or F – Female.

Key Changes When Submitting an NMSN electronically:

- Unknown (U) or blank will no longer be accepted in the Gender field for any participant.
- Only F (Female) or M (Male) will be accepted in the Gender field.
- If the gender field is blank or has Unknown (U), a red error message will display on the worker portal, and you will be unable to proceed to the next step. You must update the Sex field on screen C2A in ACTS (Automated Collection & Tracking System) to either F or M, and then return to the NC Child Support Worker Portal to submit the NMSN electronically.

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_38

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

MAILING ADDRESS: P.O. Box 20800, Raleigh, NC 27619
www.ncdhhs.gov • TEL: 919-855-4755 • FAX: 919-715-8174

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER