

Phone:

Fax:

Plaintiff or Defendant Name:
Plaintiff or Defendant Member ID:
PACSES Case Number:
Docket Number:
Other State ID Number:

Please note: All correspondence should include the PACSES Case Number.

Many of your child support questions can be answered by calling your Domestic Relations Section's (DRS) Interactive Voice Response (IVR) system using the telephone number listed above. The IVR system can be accessed 24 hours a day, 7 days a week and provides the following pictures:

- General DRS office information
- General case information
- Collection and enforcement information
- Specific information on your case or cases (Member ID and PIN required)
- Options to leave a message for a DRS worker
- Options to report an anonymous tip

The Pennsylvania State Collection and Disbursement Unit's (SCDU) IVR system can be accessed by calling (877) 727-7238. The SCDU IVR system provides access to financial information 24 hours a day, 7 days a week in addition to the following information:

- General SCDU information
- Payment history and payment option information

To protect your privacy, your Member ID number is required when calling your DRS's IVR system and the SCDU IVR system.

Please retain this letter for your records as your Member ID number is located above.

In addition to the DRS and SCDU IVR systems, the Pennsylvania Child Support website also provides a fast and easy way to access child support program information and case details. Please register with the Pennsylvania Child Support website at www.childsupport.state.pa.us, where you can:

- Estimate your child support amount
- Contact your closest DRS
- Access child support forms
- View frequently asked questions
- Establish paternity
- Electronically submit new information regarding your case
- Update personal demographic information
- View specific child support case information including payment information, scheduled events and docket information.
- Submit employment information
- Change password, email and/or preferences