



Non IV-D and IV-D Child Support Cases

Title IV-D of the Social Security Act, requires all states to have a child support program. The Child Support Program is sometimes referred to as the IV-D program for this reason. The program promotes parental responsibility to meet the financial needs of children and their families.

Do You Know The Difference Between a Non IV-D and a IV-D Child Support Case?

Non IV-D child support cases are established and maintained privately; such as following a divorce. Payments may be ordered to be paid through the Child Support Program’s State Disbursement Unit (SDU), however, this is not a referral to the child support program for services. The Child Support Program will only process and disburse child support payments through the SDU to meet federal reporting requirements. No additional services are provided to Non IV-D cases.

IV-D child support cases are established when a parent or caretaker of a child applies for child support services. You do not have to be a recipient of Families First/TANF to receive services. You may apply by submitting an online application or by downloading and printing an Application for Child Support Services and mailing, faxing or visiting your local Child Support Office. When services are provided by the local child support office, your case becomes a IV-D case. Child support services include, but are not limited, to those shown below.

Non IV-D and IV-D Difference at a Glance:

	Non IV-D	IV-D
Process and disburse payments through the SDU. No balance maintained.	✓	
Establish and enforce child support orders including medical support.		✓
Modify child support orders for both custodial and non-custodial parents.		✓
Enforce spousal support orders if child support is also involved.		✓
Use administrative enforcement tools to collect past due child support. Involve court if ineffective.		✓
Seek enforcement assistance from another state if a parent resides out-of-state.		✓
Automatic issuance of Income Withholding Orders to new employers as needed.		✓
Process and disburse payments through the SDU and maintain a balance of the child support obligation on the statewide system.		✓



As you can see, there are many benefits in having a IV-D child support case. If you feel the Child Support Program would be beneficial to you, we hope you will complete the application process.

Please visit the Department of Human Services website at: <https://www.tn.gov/humanservices/for-families/child-support-services.html> to obtain an application and see a full description of services.

Note: The Child Support Program cannot help with civil matters such as divorce petitions, custody, or parenting time/visitation, nor can they provide legal advice on these issues. Contact the court mediator in your judicial district to discuss how these matters can be addressed by the court.

Frequently Asked Questions

Who can apply for child support services?

Any custodial parent, non-custodial parent or caretaker of a child who needs the services offered by the Child Support Program may apply for services regardless of their income.

How do I apply for child support services? I want my case to be a IV-D case.

If you are a recipient of Families First/TANF benefits the Department of Human Services will automatically refer your case to your local child support office.

If you are not a recipient of state benefits, you may apply for services by submitting an online application or by downloading and printing an Application for Child Support Services and mailing, faxing or visiting your local Child Support Office. Applications are available online at: <https://www.tn.gov/humanservices/for-families/child-support-services/child-support-applying-for-services.html>.

Information required for IV-D Services is kept confidential and only disclosed to the extent permitted by federal or state laws or regulations.

I think the child support obligation needs adjusting. How can I get it changed?

Both parents have the right to request a review and possible modification of the child support order at any time. A significant variance is required for modification of an existing order. Current income information for both parties will be reviewed to determine if an adjustment is appropriate based on the Tennessee Child Support Guidelines. For assistance, contact your local child support office,

How do I obtain the child support balance?

Contact your local child support office to request the balance on your case. If you do not agree with the amount stated, you may request a manual calculation be completed based upon your court order.

I have a child support order, but the non-custodial parent doesn't pay. How can I get my order enforced?

One of the principal goals of the Child Support Program is to ensure families receive the child support they need and deserve in accordance with the child support order. Most enforcement tools utilized to collect past due support are administrative and do not require the involvement of the court. When administrative mechanisms do not prove effective, court involvement may be necessary. For assistance in enforcing your child support order, contact your local child support office.



Have Questions?

Web: <https://www.tn.gov/humanservices/for-families/child-support-services.html>

Email: Childsupport.Customerservice.dhs@tn.gov

Child Support Information Line: 615-313-4880

Child Support Disbursement Unit: (615) 253-4394 (local) or 1-800-838-6911 (toll free)

DHS Mission

To build strong families by connecting Tennesseans to employment, education and support services.
