

# NJ Child Support

## Interactive Voice Response (IVR) Quick Navigation Guide

### 1-877-NJKiDS1 (655-4371)

IVR is available **24 hours a day, 7 days a week**. Call to access case information, court information, make payments and check payment status and more.

#### Main Menu Information:

##### General Information (Press 1)

- Payment mailing address
- Description of services
- Child support application
- How to make payments
- Enforcement
- County addresses
- Resources

##### Ask About a Case (Press 2)

- Fastest way to get case information
- Requires authentication

##### Make a Payment (Press 3)

- Transfer to ExpertPay

##### Crisis Intervention (Press 4)

- Resource information



#### Authentication:

The fastest way to get information about your case, even if you need to speak with a representative, is by completing the authentication process:

- Say or enter your Member ID or Social Security Number
- Confirm your information
- Check your text or email for a one-time Authentication Code
- Enter the Authentication Code and choose your Case Number

#### After authenticating you can:

##### Custodial Parent

- Report a lost/stolen check (press 1)
- Hear your last 5 payments (press 2)
- Hear more payment information (press 3)
  - Direct deposit
  - Way2Go card
  - Request payment history
- Hear enforcement information (press 4)
  - Where to find information on the website
  - Federal/State Tax Offset
- Court Issues/Information (press 5)
  - Copy of court order
  - Modification
  - Support Order information
- Other custodian parent information (press 6)
  - Continuation/termination
  - Address update
  - Website
  - Intergovernmental

##### Non-Custodial Parent

- Cancel payment (press 1)
- Hear your last five payments (press 2)
- Hear more payment information (press 3)
  - Make a payment (transfer to ExpertPay)
  - Request payment history
  - Dishonored check
- Hear enforcement information (press 4)
  - Income withholding order
  - Passport denial
  - Federal/State Tax Offset
- Court Issues/Information (press 5)
  - Copy of court order
  - Modification
  - Support Order information
- Other non-custodial parent information (press 6)
  - Continuation/termination
  - Address update
  - Website
  - Intergovernmental