

OCSE O&M and Continuous Improvements

# **OCSE Software Change**

**Release 21-04 – Minor**

October 2021

## **Release Schedule and Manifest**

Version 1.0

Administration for Children and Families  
Office of Child Support Enforcement  
330 C Street SW, 5th Floor  
Washington, DC 20201

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## Executive Summary

We are planning a minor release for the federal systems. This document describes the schedule and content of Release 21-04.

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**Note:** The official implementation date for Release 21-04 is October 15, 2021. The Office of Child Support Enforcement (OCSE) can implement release changes at other times.

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The Release Schedule focuses on four main events:

- Notification of the release contents
- Release of the detailed specifications
- State conference calls
- Implementation of the software changes

Release 21-04 changes will enhance the Child Support Portal and some batch applications.

The enhancements included are listed below.

List of Enhancements	
Title	Proposed Implementation
Communication Center	October 2021
ISO Providing Life Insurance Claims	October 2021

System	Communication Center
Title	Communication Center
<b>Proposed Changes</b>	We are adding the Communication Center (CC) application (formerly known as Two-Way Communication) to the Child Support Portal. CC allows users to securely exchange messages in the Portal environment. Implementation will be a phased approach. The initial release of this new application allows states, employers, and OCSE to communicate and attach documents to messages. Later releases will include other user groups, such as the Social Security Administration, tribes, financial institutions, and insurers.
<b>Impact</b>	States must complete and maintain a CC profile in the State Profile Administration application on the Portal. Employers and OCSE users must also complete and maintain CC profiles through the Organization Administration application. For more information, refer to the <i>State Profile Administration Business Profile Guide</i> . We will notify states when this document is updated with CC information. The <i>OCSE Release 20-04 Minor: Specifications</i> ( <a href="https://www.acf.hhs.gov/css/training-technical-assistance/ocse-release-20-04-minor-specifications">https://www.acf.hhs.gov/css/training-technical-assistance/ocse-release-20-04-minor-specifications</a> ) describes enhancements to the State Profile Administration application.
<b>Business Requirements or Benefit</b>	This enhancement offers the following benefits: <ul style="list-style-type: none"> <li>• States, employers, and OCSE can use the CC application to send and receive secured communications in the Portal.</li> <li>• Communications between states, employers, and OCSE are centralized.</li> <li>• The time, costs, and effort spent on other communication channels, such as phone, fax, email, and USPS mail, will be reduced.</li> </ul>
<b>Reason</b>	This enhancement offers Portal users an efficient and secure way to communicate by eliminating the risk of sharing protected data through other communication channels.
<b>Point of Contact</b>	Technical Support team <a href="mailto:fplssupport@acf.hhs.gov">fplssupport@acf.hhs.gov</a>
<b>Release Date</b>	October 2021

<b>System</b>	<b>Insurance Match</b>
<b>Title</b>	<b>ISO Providing Life Insurance Claims</b>
<b>Proposed Changes</b>	OCSE has started to send child support agencies' life insurance claims from the Insurance Services Office (ISO) through the Insurance Match (IM) program.
<b>Impact</b>	States do not need to change their systems to take advantage of this enhancement. We are using the existing IM record layout for the ISO-related life insurance claims.
<b>Business Requirements or Benefit</b>	This enhancement will help ISO, its participating insurers, and child support agencies increase collections from life insurance claims through the IM program.
<b>Reason</b>	ISO established a process to provide services to insurers to match life insurance claims through its ClaimSearch® database. For participating insurers in the IM program, ISO will forward these matches to OCSE.
<b>Point of Contact</b>	Insurance Match team <a href="mailto:insurancematch@acf.hhs.gov">insurancematch@acf.hhs.gov</a>
<b>Release Date</b>	October 2021