Navigating the California Child Support Lien Network (CSLN) Administrative Site

State User Pocket Guide

GUIDE CONTENTS

ACCESSING THE SYSTEM
Logging on to the Secure California Administrative Site

- In the Address Bar type https://www.childsupportliens.com/extranet/.
  - o The Admin Login page for the State Administrative web site will display.
  - o Enter the user ID received and the password.
  - o Click on the Login button.

CUSTOMIZING COLUMNS IN SEARCH RESULTS
Navigation Tip

- Click on Select Columns in the upper right hand corner of the screen.
- Check your favorite columns in the lower pane to display in search results.
- Recommended columns set to start:

CSLN Match ID	NCP SSN	Match Date
Reason	Workers Comp	Claimant
Status	Claim Number	Company
NCP	Date of Loss	Contact

- Save and Refresh; newly selected columns will display in the upper pane.
- This set of columns will remain until you change your selections again.

SEARCHING MATCHES
Basic Search

- The Match ID is unique to each match record in the CSLN system; you can retrieve a single match by entering this Match ID. Please uncheck New in case the match has already been viewed by a user.

- The search criteria you enter will determine which matches you will view.
  - o Enter information in one or more search fields to select a particular match or set of matches.
  - o A list of claim matches is displayed by clicking on the search button.
  - o The list of matches will include all records that meet the search criteria you enter.

- You can search by any combination of the values listed in the table below.
  - o You may enter partial or full information in most search fields. When you enter one or more letters or numbers in the field, the search returns with all the records that begin with the letters or numbers entered.
  - o For example, if you enter "Rich" in the Claimant last name field, the results will include all records where the Claimant's last name is Rich or begins with Rich, such as Richards and Richey.

Search By	Description
Insurance Company Name	Enter all or part of the insurance company name.
Claim Number	Enter all or part of the entire claim number. Be aware of which claim numbers have zeros (0) and which have the letter "O". These characters are not interchangeable.
Adjuster Last Name	Enter all or part of the last name for a specific insurance contact.
Claimant Last Name	Enter all or part of the last name of the claimant.
Claimant SSN	Enter the complete social security number for the claimant.
Match Status	
New	Matches that have not been viewed or worked.
Liened	The initial lien document (IWO) has been created.
Closed	Closed Matches.
All	All matches regardless of Match Status.

Advanced Search

- The Advanced Search includes all the search fields in Search Matches plus many more. If no status is selected for the search, all matches in the CA web site will be searched. Below is a table defining data elements you can search on within the advanced search function.

Search By	Description
Date of Birth	Enter the complete date of birth.
CSLN ID	Enter the CSLN ID to view all matches for the NCP and Lien State combination.
Match ID	Enter the CSLN Match ID to view a specific match record.
Case ID	Enter the State's Participant Number.
Member ID	Enter the State's Member ID. *This data may or may not be provided by the State in the NCP load file.*
Office Code	Enter the State's Office Code. *This data may or may not be provided by the State in the NCP load file.*
Worker ID	Enter the State's Worker ID. *This data may or may not be provided by the State in the NCP load file.*
County Name	Select a County Name from the dropdown menu. This selection will result in returning matches for a specific County.
Assigned To (Last Name)	Enter the worker's last name. *Not all States use this field. CSLN populates this field based on State defined criteria*.

Reason	Match Reason. Search for matches with the Match Reason of S, S ND, S NA, S ND NA, ND NA, Online, ND, or NA.
Match Date from / to	The Match Date is the date the State receives the Match. • Use this date alone to get all matches Released from the specified date forward. • Use the "from" and "to" Match Date fields to display a list of matches Released during the specified time frame.
Liened Date from / to	The Liened date is the date the Match Status changes to Liened. • Use this date alone to display all matches Liened from the specified date forward. • Use the "from" and "to" Liened Date fields to display a list of matches Liened during the specified time frame.
Closed Date from / to	The Closed date is the date the Match Status was set to Closed. • Use this date alone to get all matches closed from specified date forward. • Use the "from" and "to" Closed Date fields to display a list of matches closed during the specified time frame.
Workers Comp Indicator	Matches Identified as Workers Compensation cases.

WORKING WITH MATCHES
Match Menu Item

- This menu selection serves for working with the matches, from the first review, through the lien process, to closing the match at the time the collection arrives.

- To "work the matches" means to:
    o Review NCP and Claim/Claimant match information.
    o Print summary information.
    o Log documents and activities.
    o Update and track match status.

- Select **Matches**
    o Enter your search criteria.
    o A list of matches displays in the upper pane.
    o Scroll to the desired match; click the pencil icon to view a match.
    o Individual match information displays in the lower pane.

- Sorting matches
    o The list may be sorted by any displayed column.
    o Click on a heading to sort.
        ▪ Click once for ascending; click again and it will reverse the sort.

Match Reason Codes

- Sorting the list by the Match Reason results in the following default order:

	Match Reason	Description
1	Online	Matches made through interactive look-ups
2	S ND NA	SSN, Name + Date of Birth, and Name + Address match
3	S ND	SSN, Name + Date of Birth match
4	S NA	SSN, Name + Address match
5	S	SSN match
6	ND NA	Name + Date of Birth match, and Name + Address match
7	ND	Name + Date of Birth match
8	NA	Name + Address match

Matched Detailed Information

- Claim Tab
  - o View information about the Claimant (this information has been provided by the insurance company).
  - o Option to manually change match status from New to Liened.
  - o To close the Match, use the Close/Collect Tab.

- NCP Tab
  - o View State CSE information about the NCP.
  - o NCP demographics: Address and arrears amount(s) are displayed.
  - o Multiple cases may be displayed (for some states).

- Insurance Adjuster/Contact Information
  - o The Contact tab shows to whom a lien must be directed.
    - ▪ Use this contact person unless the insurance company tells you to do otherwise.
      - Change contacts by clicking on the **Select Different Contact** icon.
        - o Select the desired contact from the list.
          - ▪ Click on the Change Selected Contact button.
        - o Some companies have thousands of contacts. You may enter the last name and click the "Filter" button to narrow the search.
        - o If you make changes to the contact record, an email will be sent to CSLN staff so we can finalize the updates.

- Status History
  - o Status History
    - ▪ CSLN automatically tracks and displays the dates and user names when a match status changes.

Update Match Status

- Each milestone step taken during the match process is recorded. Status changes are part of this group of information. Recording these milestones help measure the effectiveness of the insurance intercept process, and to make sure we efficiently manage the matches as they progress.

- Automatic Match Status Changes
  - o All matches are released into CA state web site in New status.
  - o Once the initial lien document has been generated the match record will have a status of Liened.

- Manual Match Status Changes
  - o Change the Match Status to Liened on the Claim Tab when an Income Withholding Order is generated for CSLN matches from the California State computer system.
  - o Closing the Match: Use the Close/Collect Tab
  - o Collections may be added with the Collection Date. The sum of Collections entered will be displayed above the Collections List.
  - o If the match is closed in error contact us at contact@childsupportliens.com or call the Child Support Lien Network Help Desk at 888-240-7488.
  - o The following table displays definitions for matched closed reasons:

Closed Reason Values	
Already closed *Date already closed or IW issued*	The claim was already settled or otherwise closed when the match was received. *Enter the date the Claim was closed or settled.*
IW Already in Place *Date already closed or IW issued*	An income withholding or lien was in place when the match was received. *Enter the date the Income Withholding Order was issued.*
Not the right person	The NCP and the Claimant are not the same individual.
Medical only	Medical benefits only or no lost time.
Arrears already paid	The child support arrears were satisfied at the time the match was received.
Successful Intercept *Collection Amount* *Collection Date* *Collected arrears in full* *Collected case in full*	Settlement received! *Amount of settlement State received.* *Date collection received.* *The settlement paid the Arrears in full.* *The settlement paid the Case in full.*
Other Reason	Use this for Closed Reasons that don't fit the other categories. Fill in the reason briefly. These reasons help determine if we need other standard closing statuses.

GENERATING REPORTS

- When running reports, you can choose to run a report immediately for a specific time period, or you can choose to schedule a report to run automatically for recurring frequencies, i.e. daily, weekly, monthly, or annually. Reports are emailed to you as an attachment in Excel format.

- You can select which report you'd like to run by clicking on **Schedule New Reports**.

- And select which report you would like to run by clicking on its title:

  o The current report options are **CA Statewide IWO, CA Match Totals**, and **CA LCSA IWO**.

- To run a report immediately choose a set of dates from the upper menu:

And click "Submit Batch." The report will be sent to your e-mail address as an excel spreadsheet.

- To schedule a report to run on a recurring basis, choose the frequency you would like the report sent from the lower menu. Please note if you check the immediately box, the recurring report will be sent immediately and as scheduled.

Then click "Submit Batch." The report will be sent to your e-mail address, and again at your chosen frequency.

Samples

- Below are samples of what each report will look like in Excel format:

CA Statewide IWO

Statewide IWO Details

From: 03/01/2022 00:00:00

To: 03/15/2022 23:59:59

Date IWO Issued	NCP SSN #	NCP Name	LCSA	Case ID	Arrears Balance	Insurance Company
03/01/2022	XXX-XX-XXXX		Sacramento		$376.00	LINCOLN FINANCIAL GROUP
03/02/2022	XXX-XX-XXXX		Sonoma		$3,043.64	Lincoln National Life Insurance Company
03/02/2022	XXX-XX-XXXX		Los Angeles		$416.66	American National Insurance Company
03/03/2022	XXX-XX-XXXX		Kern		$1,137.29	Guardian Life Insurance Company
03/04/2022	XXX-XX-XXXX		Los Angeles		$1,609.64	Jackson National Life
03/04/2022	XXX-XX-XXXX		Lake		$812.50	FARMERS NEW WORLD LIFE INSURANCE COMPANY
03/07/2022	XXX-XX-XXXX		Los Angeles		$1,850.31	The Hartford
03/07/2022	XXX-XX-XXXX		Riverside		$738.75	Lincoln Financial Company
03/07/2022	XXX-XX-XXXX		Riverside		$738.75	Lincoln Financial Company
03/07/2022	XXX-XX-XXXX		Riverside		$738.75	Lincoln Financial Company
03/07/2022	XXX-XX-XXXX		San Francisco		$997.86	CMFG Life Insurance Company
03/08/2022	XXX-XX-XXXX		Santa Clara		$576.35	Thrivent Financial
03/09/2022	XXX-XX-XXXX		Los Angeles		$861.14	MetLife - Group Life Claims
03/10/2022	XXX-XX-XXXX		Orange		$554.63	New York Life Insurance Company
03/10/2022	XXX-XX-XXXX		Sacramento		$1,100.00	MetLife Insurance
03/10/2022	XXX-XX-XXXX		Los Angeles		$390.00	Ameritas
03/11/2022	XXX-XX-XXXX		Los Angeles		$400.00	DXC Technology
03/11/2022	XXX-XX-XXXX		Contra Costa		$1,775.21	Symetra Life Insurance Company
03/11/2022	XXX-XX-XXXX		Merced		$615.00	GEICO INDEMNITY COMPANY
03/14/2022	XXX-XX-XXXX		Contra Costa		$1,775.21	SunAmerica Annuity and Life
03/14/2022	XXX-XX-XXXX		Kern		$1,318.02	American National Insurance Company
03/14/2022	XXX-XX-XXXX		Kern		$1,318.02	American National Insurance Company
03/14/2022	XXX-XX-XXXX		Kern		$1,318.02	American National Insurance Company
03/15/2022	XXX-XX-XXXX		Contra Costa		$1,775.21	SunAmerica Annuity and Life

CA Match Totals

Statewide Match Totals

From: 03/01/2022 00:00:00

To: 03/15/2022 23:59:59

Total Insurance Matches Released	Total IWOs Issued Statewide	Number of Matches Closed
548	716	48
	149,431	73,103

CA LCSA IWO (with Alameda County chosen)

LCSA IWO Details

LCSA: Alameda   **From:**   03/01/2022 00:00:00

         To: 03/15/2022 23:59:59

Date IWO Issued	SSN #	NCP Name	Case ID	Leviable Balance	Insurance Company
03/01/2022	XXX-XX-XXXX	REDACTED	REDACTED	$0.00	Liberty Mutual Insurance Company
03/01/2022	XXX-XX-XXXX			$0.00	Allstate Insurance Company
03/01/2022	XXX-XX-XXXX			$0.00	NATIONWIDE MUTUAL INSURANCE COMPANY
03/07/2022	XXX-XX-XXXX			$0.00	ALLIANCE UNITED INSURANCE CO
03/07/2022	XXX-XX-XXXX			$0.00	SENTRY INS A MUTUAL COMPANY
03/07/2022	XXX-XX-XXXX			$0.00	ALLIANCE UNITED INSURANCE CO
03/07/2022	XXX-XX-XXXX			$71.00	ALLIANCE UNITED INSURANCE CO
03/07/2022	XXX-XX-XXXX			$75.00	ALLIANCE UNITED INSURANCE CO
03/07/2022	XXX-XX-XXXX			$53.75	ALLIANCE UNITED INSURANCE CO
03/07/2022	XXX-XX-XXXX			$10.00	ALLIANCE UNITED INSURANCE CO
03/09/2022	XXX-XX-XXXX			$200.00	MetLife - RIS Operations
03/10/2022	XXX-XX-XXXX			$0.00	ENDURANCE REINSURANCE CORP OF AMER
03/10/2022	XXX-XX-XXXX			$0.00	CUNA Mutual Group
03/10/2022	XXX-XX-XXXX			$0.00	TRAVELERS INDEMNITY COMPANY
03/10/2022	XXX-XX-XXXX			$267.00	Washington National Insurance Company
03/11/2022	XXX-XX-XXXX			$0.00	FARMERS PROP & CAS INS CO
03/11/2022	XXX-XX-XXXX			$21.12	FARMERS PROP & CAS INS CO
03/11/2022	XXX-XX-XXXX			$0.00	FARMERS PROP & CAS INS CO
03/14/2022	XXX-XX-XXXX			$0.00	Allstate Insurance Company
03/14/2022	XXX-XX-XXXX			$0.00	STATE FARM (R) AFFILIATE
03/15/2022	XXX-XX-XXXX			$0.00	TRAVELERS INDEMNITY COMPANY