

# 2022 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO



HYATT REGENCY ORANGE COUNTY  
MAY 2 - 5, 2022

CHILD SUPPORT DIRECTORS ASSOCIATION

# Innovation and Passion for the “Next Normal”

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**&**

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Hosted by the State of Rhode Island

# The CSLN & CA Partnership

## Background

### Insurance Industry & CSLN

- Public/private partnership established in 1998
  - Federal grant awarded; Rhode Island implements state law
  - Rhode Island launches interactive lookup site in 1999
  - Rhode Island as host state; New England states join
  - Launched data match with insurance industry in 2001

# The CSLN & CA Partnership

## Background

### Insurance Industry & CSLN *Continued*

- CSLN is now a national consortium consisting of:
  - 30 child support enforcement state members
  - Over 3.7 million delinquent cases
  - Over \$85 billion in arrears on CSLN cases
  - More than 1,800 participating insurers



# The CSLN & CA Partnership

## Background

### Match Processing

- Implementation (1998) to Date Statistics:
  - More than 3.6 million insurance claims processed
  - Over 1.1 million qualified insurance claims released to state members for potential collections
  - Repository of 400,000+ verified insurance contacts

# The CSLN & CA Partnership

## Background

Match Processing *Continued*

- **Electronic document delivery of liens: 85%** of all liens issued on behalf of CSLN state members are delivered **electronically** to insurance companies and attorneys via their preferred method
  - Automatic Fax
  - Secure FTP
  - Secure Email

# The CSLN & CA Partnership

## Interesting Facts

### CSLN & CA

- Date Joined: November 2002 (20 years)
- Types of Insurance Claims Matched
  - Bodily injury
  - Workers' compensation
  - Life insurance
    - Life insurance includes annuities, disabilities, cash surrenders, and beneficiary payouts

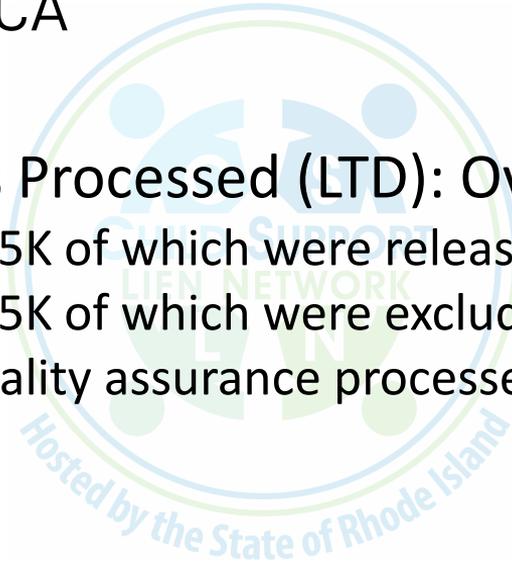


# The CSLN & CA Partnership

## Interesting Facts *Continued*

### CSLN & CA

- Claims Processed (LTD): Over 390K
  - 185K of which were released to the State
  - 215K of which were excluded as a result of CSLN's comprehensive quality assurance processes



# The CSLN & CA Partnership

## Performance

### Overall Collections & Metrics

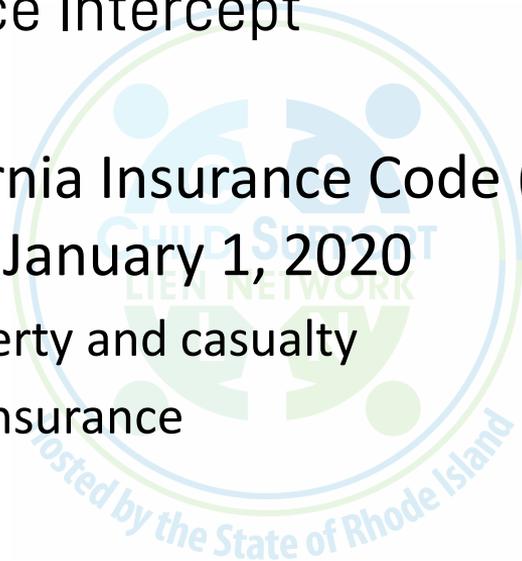
- Average collections (by year)
- Single, double, and triple-digit collections
  - Single: April 2021 - **\$9,724.96** | *Great West Casualty*
  - Double: December 2021 - **\$68,533.12** | *Farmers New World Life*
  - Triple: March 2021 - **\$251,087.98** | *Gemini Insurance Co.*

# The CSLN & CA Partnership

## Legislation

### Insurance Intercept

- California Insurance Code (Cal. Ins. Code) §13550 et seq., enacted January 1, 2020
  - Property and casualty
  - Life insurance



# The CSLN & CA Partnership

## Core CSLN Functionalities

For CA State Users

- Access validated insurance matches with confirmed contact information
- View previously generated documentation, such as IWOs
- Perform advanced searches with the ability to sort and filter matches by county and claim type
- Run customized state reports
- Track collections

## A Look Under CSLN's Hood

### California State Administrative Dashboard

- Demo Roadmap:
  - Core CSLN Functionalities
  - Lump Sum Payment Module

**Let's Jump In...**

# Thank You

**Thank you!**

*“The real joy in life comes from finding your true purpose and aligning it to what you do every single day.”*

- Tony Robbins

# Speaker Contact Information

Please be sure to complete the session evaluation.



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