

Frequently Asked Questions about Child Support Overpayments

What causes an overpayment?

An overpayment can result from three different situations:

1. Money was distributed to you and it was discovered later that it was sent in error. This could happen for different reasons. The notice sent to you should give an explanation of how this happened. You can also contact your accounting case manager with the Oregon Division of Child Support for a more detailed explanation.
2. A payment was sent on your behalf and the funds were later reversed from the Program through notice of a dishonored payment or by the Internal Revenue Service.
3. You sent in a payment on behalf of an obligated parent and the funds were later reversed from the Program through notice of a dishonored payment.

I received a letter telling me I have an overpayment. What can I do if I disagree with the overpayment?

You have 14 days from the date on the notice to respond to the letter you received and request that an administrative review be done for the overpayment. This review will be completed within 30 days and a written response will be sent to you.

If the error was not my fault, am I still responsible?

Yes (per rule 137-055-6220). No matter what or who caused the error, you received a financial benefit and are responsible for repayment. Either funds were distributed to you that should not have been or you received credit for a payment and the Program did not receive the related funds. These funds will need to be collected back by the Division of Child Support.

Am I going to be charged a fee?

You may be charged a fee in some circumstances.

If your overpayment resulted from a dishonored payment you may be charged a fee up to \$35 per occurrence as allowed by ORS 697.105

If your overpayment must be referred to the Department of Revenue or a private collection agency for collection a fee up to 30% may be assessed to cover the cost of collections allowed by ORS 697.105.

Do I have the option to make multiple payments?

When you receive the overpayment letter, there is a form with it. The form allows you to pick from three different payment options. You will need to fill it out and mail it to:

Child Support Program
PO BOX 14320
Salem, OR 97309

Or email it to: ChildSupportOverpayments@doj.state.or.us

If the debt has been sent to the Department of Revenue, can I still make my payment to the Child Support Division?

Yes. If we receive a payment for an overpayment that has already been referred to the Department of Revenue, we will notify them of the dollar amount received and they will adjust their records.

Can I pay by credit or debit card?

Yes. On MyPaymentPortal.com, you can make a payment towards an overpayment debt. You must have the overpayment number located on the letter you received to be able to use this option. The overpayment number is 10 digits long and begins with a "9".

Will this affect the current child support I receive?

No. You will continue to receive your child support. Per OAR 137-055-06220, the Division of Child Support cannot take future support to repay this debt; however, you can voluntarily request that we use future support to pay the overpayment if you choose.

Rules and Laws

- OAR 137-055-6220 (Recovery of Overpayments on Support Accounts)
- ORS 25.125 (Disposition of Support Obligation Overpayments)
- ORS 183.484 (Jurisdiction for Review of Orders Other Than Contested Cases)
- ORS 293.231 (Collection of Liquidated and Delinquent Accounts by Private Collection Agency or Department of Revenue)
- ORS 697.105 (30% fee may be added to overpayment debt)