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New Mexico provides new online child support payment options
Non-custodial parents can pay online by credit, debit or electronic check

SANTA FE – New Mexico parents can now make child support payments online with a credit or debit card, or using an electronic check from their bank account, the Human Services Department announced today. The online payment option is a convenient contactless option for non-custodial parents with active cases through the New Mexico Child Support Enforcement Division as we seek more ways to transact business without leaving home.

"This is an exciting and long-overdue opportunity to add convenience for our customers," said Deputy Secretary Kari Armijo. "This new service will help parents who have been paying by check or cash in person at one of our 14 child support offices across the state by giving them the speed and flexibility of online payments."

The department partnered with the state's fiscal agent, Wells Fargo to provide E-Bill Express, a program that allows parents to make payments from the convenience of their own computer or smart phone. Armijo said that online payments are more important than ever during the COVID-19 pandemic, allowing customers a new way to access child support services while maintaining social distancing and reducing the need for in-person interactions at state offices.

"We heard from our customers that they would use an online option to make payments and now they have a secure, convenient, and flexible way of doing so," said Child Support Director, Jeremy Toulouse. "Parents can make a one-time payment or create an account for the convenience of making reoccurring payments 24-hours, seven days-a-week."

E-Bill Express accepts payments by credit card, debit card, or electronic check made through a bank account. Payments made by electronic check are available free of charge, however a 2.5 percent service fee will be added to credit and debit card payments.

Parents who want to use the online payment option simply need their New Mexico Child Support Enforcement Division case identification and member identification to make a payment. Parents with more than one case need all case identifications to make payments on each case separately.

The New Mexico Child Support Enforcement Division collected a record amount of child support payments last year with $156 million. While nearly 60 percent of those payments are made through employer wage withholdings, 13.6 percent are made directly from non-custodial parents.

"The department is hopeful that the new online payments option through E-Bill Express will help ensure that New Mexico's children are getting the support they need for a healthy childhood," said Deputy Secretary Armijo.

Parents who want to make payments by E-Bill Express can visit the site directly at https://www.e-billexpress.com/ebpp/NMHSDCSED/Login/Index.

Frequently Asked Questions (FAQs) about the E-Bill Express program are also posted on the department website at: https://www.hsd.state.nm.us/LookingForAssistance/making-pyaments.aspx.

Parents who prefer to make their payments with cash can visit one of the 14 New Mexico Child Support Enforcement Division offices across the state during the limited lobby hours, 10 a.m. to 12 p.m. Monday - Friday. Checks or money orders can be dropped off at any of the field offices or mailed to:

> State Disbursement Unit
> Child Support Enforcement Division
> PO Box 25109
> Albuquerque, NM 87125
>
> *ALWAYS write your case number on your check or money order to ensure it is properly applied to your child support case.

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