

Appendix B - Department of Health and Human Services Requirements

NH Department of Health and Human Services

Bureau of Child Support Services

Requirements for e-filing/recording of liens at County Registries of Deeds

April, 2020

- **Vendor Requirements to receive submissions**
 - Accept, process and file for recording at county registries, generated BCSS documents associated with real estate liens, submitted to the vendor in PDF format via online web application (portal);
 - Vendor's portal shall be inaccessible to the public and secure in accordance with security requirements noted herein;
 - Provides authorization to the number of BCSS users at BCSS's discretion;
 - Provides technical support to BCSS users regarding use of online web application when needed by BCSS discretion;
 - Must be able to accept and process one or more documents in a single transaction;
 - Provide view access and download capability to PDF format of all recorded BCSS documents via secure web portal provided by the vendor.
 - Vendor shall store and retain documents exchanged in the portal by methods approved by BCSS and for a duration of time approved by BCSS
 - Vendor shall utilize detailed policies and procedures that ensure confidentiality throughout the entire e-filing process. These policies and procedures shall be consistent with both relative federal and state law, including NH RSA 161-C:26-a, and shall be subject to BCSS review and approval, and shall remain in full force and effect during any contract period or as otherwise specified within the contract. BCSS reserves the right to terminate the contract if confidentiality is breached.
 - Vendor shall not disclose data that personally identifies a IV-D responsible parent and/or dependent under any circumstance other than: to persons or entities that are authorized to use the information for child support purposes pursuant to a contract; or as otherwise required or permitted by federal or state law.
 - Receive monthly invoices from Vendor via email;
 - Invoices must not contain any personal identifying information;
 - Invoices must reference identifier requested by BCSS (e.g. case or member ID);
 - Vendor compiles and sends monthly reporting to BCSS via email address provided
 - Monthly reports must not contain any personal identifying information
 - Monthly reports must reference
 - identifier requested by BCSS (e.g. case ID or member ID)
 - amount charged by County
 - amount charged by Vendor
 - date of processing or filing

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- Vendor provides sufficient training for BCSS authorized users
 - Vendor provides training and instructional materials at its expense to BCSS authorized users of Vendor's online application
 - Vendor provides training and instructional materials at its expense to DHHS Office of Finance authorized users regarding Billing and invoicing in Vendor's online application
- **Process Flow via Manual Upload to Vendor Application**
 - Generate Documents as applicable:
 - DCSS 745 Notice of Lien, or
 - DCSS 746 Release of Lien
 - Other documents determined by BCSS
 - Transfer documents to Vendor
 - Vendor transfer documents to county(ies) to be recorded
 - Vendor pays recording fee to county on behalf of BCSS
 - Vendor receives recorded documents from county
 - Recorded documents are available for BCSS authorized users to view in and download from the Vendor System
 - Vendor sends email message to email account selected and authorized by BCSS that a lien document has been recorded successfully, either same day or within 1 business day of the recording;
 - Vendor sends email message to email account selected and authorized by BCSS when a document submitted by BCSS fails a complete download to the vendor.
 - Invoice BCSS
 - Vendor remit monthly invoice to DHHS Office of Finance (OOF) on behalf of BCSS
 - Vendor emails an Invoice to OOF of each transaction separating detailing by Recorded Date, Identifier per BCSS, Reference/Lien number, and recording fees
 - DHHS reimburses Vendor payment from their monthly invoice for all lien recording fees to county(ies)
 - Vendor emails receipt monthly detailing paid transactions
 - Vendor Monthly Reporting
 - Vendor lists all transactions each month, exportable into Excel
 - Vendor details and totals transactions by
 - recorded date
 - taxpayer name
 - taxpayer ID,
 - reference/lien number
 - Vendor Recording Fee

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- County Recording Fee Reimbursed to Vendor