



Bio: Carmen Hernandez, Compliance Team Lead

Carmen ensures performance metrics and quality assurance are met by Maximus' Customer Service, Live Chat and Employer Compliance Outreach representatives, under contract with the Illinois Department of Healthcare and Family Services, Division of Child Support Services. She trains and manages teams who assist employers in complying with reporting obligations like Medical Support, New Hire Reporting, and Income Withholding Orders. Carmen helps new and noncompliant employers understand how to report as required by law, providing information about the process so that they can comply effectively. She assists employers in finding the best ways to report, like educating them about electronic income withholding options. She has helped with the implementation of Live Chat on child support websites in several states including Colorado, Ohio, Pennsylvania and Kentucky. Carmen often assists in other Maximus child support projects as needed, and recently worked on Pandemic Unemployment projects as well. Carmen is dedicated to keeping child support information protected, while providing outstanding service to employers to answer their questions and resolve reporting issues.