



Legal Aid
Agency

CCMS

Appeals, Enhancements and Hints

September 2017





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Things to Avoid When Appealing Through CCMS

- Submitting the whole bill again – we will have to reject this because this would mean LAA would otherwise be paying the costs twice
- Submitting without reference to what items were assessed from the original claim
- Not including any representations against LAA's assessment. Appeals are considered on the papers submitted. If no representations are uploaded, there is no basis to consider the appeal
- If you need to appeal against a reduction to enhancement only on assessment, please see the following quick guide:
http://ccmstraining.justice.gov.uk/_data/assets/pdf_file/0003/7788/Appeal_Bill_Enhancements.pdf



Hints For Appealing Through CCMS

- Contractual rules remain the same for submission of appeals
- No APP10 is required. Representations against assessment should be uploaded against the document request sent out by CCMS
- Where appeal option is not appearing, please contact us as this could be a defect. It should appear whenever an Interim or Final Bill is assessed by LAA
- Any Point of Principle of General Importance request should be submitted as a Case or Bill Enquiry
- An Advanced Guide for submitting an appeal was released in June 2017.
Available here:
http://ccmstraining.justice.gov.uk/__data/assets/pdf_file/0015/8034/Appeal-Bill-QG_v1.0.pdf



Quick Solutions on CCMS

1

- Where there is a financial interest for the client and you need to send a copy bill to the client, but are unable to because CCMS won't let you create a copy bill without first sending a copy to the client, please see the Quick Guide:
http://ccmstraining.justice.gov.uk/_data/assets/pdf_file/0007/7747/BillingInterimProcessClientFinancialInterestv1_01.pdf

2

- If you need to claim hourly rates because your client has had Joined Party Status to Care proceedings refused, you should tick that you were instructed for less than 24 hours and make this clear in any uploaded documentation



3

- If VHCC, but the right billing options are not appearing, it is probably because we need to add the VHCC restriction on to the case at our end. Please send us a Case or Billing Enquiry or contact 0300 200 2020 to add on the relevant restrictions.

4

- Where a final bill has been submitted and paid in error, then either a further proceeding is to be billed or work for another firm needs to come in as a final bill. We will allow an adjustment bill to come in once the restriction is added. We should be notified by a Billing or Case Enquiry or phone call to Customer Services on 0300 200 2020



5

- Queen's Counsel cases will default to FAS as CCMS doesn't recognise the level of Counsel when allocated to the case. The proceedings will be the default for the rules engine, not the individual Counsel. In these cases, LAA need to add on the 'high cost restriction' to allow the QC to enter the rates agreed by SCU/HCC or the hourly rates applicable under the relevant scheme

6

- When claiming Summary Level disbursements on court-assessed bills, CCMS will only ever allow a flat rate of VAT based on a percentage. If there are disbursements with and without VAT, they will need separate summary lines to calculate the VAT correctly. This should be highlighted on a Schedule of Disbursements

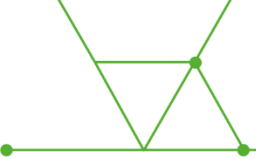


Top Ten CCMS Tips For Providers

- 1) If costs have been omitted in error (e.g. late submission of an expert's voucher), an adjustment bill request should be made through a Case or Bill Enquiry. LAA will then authorise the submission of an 'Adjustment Bill' that can then be completed and submitted. This process should not be used for any other purpose.

http://ccmstraining.justice.gov.uk/_data/assets/pdf_file/0005/7781/Adjustment_Bill_v1.1.pdf

- 2) Where LAA have made an assessment of the costs claimed on a Final Bill, there will be no option for an Adjustment Bill, even if we put the restriction on a case. This should be submitted as an 'Appeal Bill', rather than an adjustment. This can be explained to LAA in the document request

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- 3) A short time after the final bill is paid, the case is closed and you will no longer be access to the case on CCMS. If for some reason you do need access to the case, you must to submit a 'reopen closed case in PUI' general request.

Support

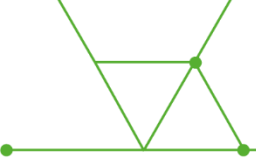
Case enquiries: 0300 200 2020 (Monday to Friday, 9:00 - 17:00)
Alternatively you can 'Submit Case Query' within a case.

Technical Support: 0300 200 2020 (Monday to Friday, 9:00 - 17:00)
Email: online-support@legalaid.gsi.gov.uk

For non case related queries please create a general request.

Create General Request

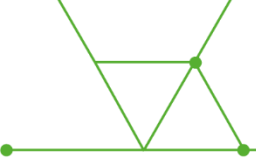
Please note, though, CCMS is not a case management programme so your records should be maintained elsewhere.

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- 4) Queries regarding recoupments and payments not received into an account (where CCMS is showing a bill as paid) should be referred to LAA's Payment Information team, rather than through a Billing or Case Enquiry.

Payment Information contact details: PaymentInformation@legalaid.gsi.gov.uk

- 5) Online Support are only for technical queries not covered by the Quick or Advanced Guides, particularly when CCMS is not acting in the way it should be in line with those guides.

Who to contact for CCMS: <http://ccmstraining.justice.gov.uk/contact-use/who-to-contact>

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- 6) When CCMS' Claim upload function is used, but the claim is rejected then the claim upload reject reports should clearly state the reason for the rejection. Please carefully consider the report and each error flagged in the document (this will require you to go through each question, step-by-step).

Where you need to submit a query regarding a Claim Upload rejection, then where possible, these should include the XML file for investigation.

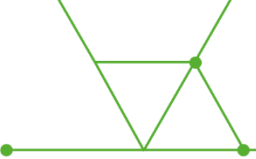
Bulk Claim Upload Error Code FAQ:

http://ccmstraining.justice.gov.uk/_data/assets/excel_doc/0020/7922/Copy-of-CCMS-Bulk-Upload-Solving-Issues-v0-5-4.xlsx

- 7) Please ensure that the net Counsel cost allocation matches the net payment amount before submitting your final bill. The amounts do not need to match throughout the case, but at the end of the case the figures must match so we know that there are no further claims to be made by Counsel.

Certificate Cost Limitation	£ 8,221.41	£ 778.59	£ 9,000.00
Total Counsel Cost Ceiling		£ 778.59	£ 778.59
Current Undertaking	£ 0.00	£ 0.00	£ 0.00
Bills Authorised	£ 0.00	£ 216.81	£ 216.81
Bills Submitted but not Authorised	£ 2,704.71	£ 0.00	£ 2,704.71
Payments on Account Recouped	£ 0.00	£ 0.00	£ 0.00
Payments on Account Authorised	£ 0.00	£ 0.00	£ 0.00
Payments on Account Submitted but not Authorised	£ 0.00	£ 0.00	£ 0.00
Cost Limitation Remaining	£ 8,221.41	£ 561.78	£ 8,783.19
Counsel Cost Ceiling Remaining		£ 561.78	£ 561.78

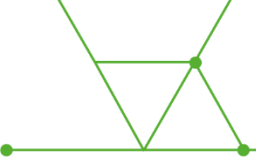
These figures, in the Case Statement of Account screen, should be £0.00

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- 8) Where a case transfers to a new firm then a POA cannot be submitted by the first firm post transfer.

Any POAs for disbursements not claimed should be claimed by the second firm on the first firm's behalf.

Provider Transfer Quick Guide:

http://ccmstraining.justice.gov.uk/__data/assets/pdf_file/0003/7770/CCMS_Provider__Provider_Transfer5-0.pdf

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- 9) Outcomes that need to be redone, for example, Statutory Charge or Inter Parties information missed off, should be requested to be 'cleared' and submitted afresh. This can be done by a Case or Billing Enquiry.

Where a second Outcome is submitted without the original being cleared, LAA will only receive a blank Outcome that will not contain the required amended information. This will cause delays as LAA will have to clear the original Outcome and then reject the second Outcome to be resubmitted.

Outcome Submission Advanced Guide:

http://ccmstraining.justice.gov.uk/_data/assets/pdf_file/0018/8037/Outcomes-QG_v1.0-002.pdf

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- 10)** Our regulations on the Statutory Charge have not changed, the same information is required (e.g. what was sought at the outset of the case)

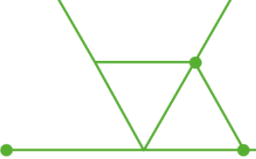
The Admin1 form is not a requirement for CCMS, unless you are seeking postponement. However, if you are more comfortable with the form, then that can be completed and uploaded to the Outcome document request on every Statutory Charge matter along with the completed Outcome

CIV ADMIN1 Form: <https://www.gov.uk/government/publications/civ-admin1-claim-for-preservationrecovery-under-statutory-charge>



CCMS Update – What's New

- In June, we released Advanced Guides on the CCMS Training Website to help draw Court-Assessed Claims, Appeals, VHCC Claims and Outcomes:
<http://ccmstraining.justice.gov.uk/Quick-guides/Quickguides/closing-cases-and-submitting-bills-1>
- Court Bundle limits have been added to the CCMS rules engine. When claiming above the limit, it will flash an error message that the bundle cannot be claimed
- CCMS will no longer allow duplicate hearings under FAS and will flash an error message where a duplicate date is claimed
- CCMS will no longer allow billing on an emergency only live certificate. This is to prevent billing on cases that can become 'nullified'

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- When claiming FAS, CCMS will now restrict the proceedings claimable to what has been granted on the certificate, it should no longer be possible to claim an incorrect aspect for FAS
 - Default document requests sent out by CCMS when the bill has been created have been re-worded to be clearer on our requirements, such as providing a Schedule of Disbursements when disbursements are claimed at summary level. We have also removed out of date requests, such as justification for use of counsel in the Family Proceedings Court

