

Dear ACL Legal Aid Group Member

The CCMS is set to be updated on the **11th April 2022** to include an additional question when billing. There is a planned outage for the evening of the 11th April – functionality should be as normal until about 4pm. For those that use the claim upload facility, the LAA are liaising with software providers regarding the changes.

For anyone who bills direct onto the CCMS, you can expect to see new messages at the point the CCMS asks about Court Assessed Bills.

If you answer 'Yes' to the question: '*has this claim been assessed by the Court, or will you be sending it to the Court for assessment*', there will be the following warning in blue:

Court Assessed Bills

i Please be aware you should only select Yes if this claim has already been to the Court for Assessment and assessment has concluded. Please select 'No' if you are seeking LAA assessment or voluntarily choosing assessment by the LAA for a bill previously considered by the court.

Has this claim been assessed by the court, or will you be sending it to the court for assessment?

Yes No

Please answer yes to this question if you have already sent or plan to send your claim to the court for assessment.

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If you say 'no', there will be a new mandatory sub-question:

Court Assessed Bills

Has this claim been assessed by the court, or will you be sending it to the court for assessment?

Yes No

Please answer yes to this question if you have already sent or plan to send your claim to the court for assessment.

Does your claim qualify for assessment by the court but you are volunteering for assessment by LAA?

Yes No

Please select 'No' for any other bill not previously considered by the court

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So, if you have a case which would ordinarily qualify for Court assessment but are voluntarily submitting your claim for assessment, **from the 11th April 2022**, you need to say 'No' to the first question and 'Yes' to the second.

The LAA has assured us that this should not impact on bills drafted direct on the CCMS before the 11th April 2022 but submitted after the 11th April 2022. Naturally, if you need to amend the bill, you will need to answer the additional questions. It is likely that if you have a partially completed bill on the CCMS, you might experience a low level of double handling due to having to answer the new question and go back through the billing pages (your data for bill times and disbursements should still remain but some other questions may need to be re-answered).

For a short period of time following implementation of the new questions, answering the question incorrectly shouldn't lead to a reject. Consequently, if you do experience a reject solely because the new question was answered incorrectly, the LAA have advised that this would be something you could challenge via Civil Claim Fix for review and to enable the reject to be removed from impacting upon the provider's KPI's if there has been an LAA error. This is likely to be a temporary bedding in position for a couple of months so it is important to ensure that answers are correct as the LAA's stance on this may change once it is considered that providers should be used to the new questions / processes.

Expect formal notification from the LAA via their e-Bulletin and Twitter which will include links to an interactive module that will explain how to answer the new question.

If there is a change in the date for the implementation of the change, the LAA has indicated that they will let us know and in turn, we will let you know.

Kind regards

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