



# CCMS Provider: Provider Transfer

A request for **Provider Transfer** is submitted by the provider taking over work on the case, as a **General Enquiry**. The query will be processed by the LAA and access to the case will be granted to the new provider.

1

## Client and Cost Management System (CCMS)

Civil legal aid applications, amendments and billing.

[New Application](#)

You currently have:

[17 Outstanding Actions \(none overdue\)](#)

[View Notifications \(6 outstanding\)](#)

### Support

Case enquiries: 0300 200 2020 (Monday to Friday, 9:00 - 17:00) Alternatively you can 'Submit Case Query' within a case. Technical Support: 0203 334 6664 (Monday to Friday, 9:00 - 17:30) [online-support@legalaid.gsi.gov.uk](mailto:online-support@legalaid.gsi.gov.uk). For non case-related queries please create a general request.

For technical support please [contact LAA](#)

[Create General Request](#)

From the CCMS homepage click **Create General Request**.

2

Select **Provider Transfer Request** from the drop down box.

Click **Next**.

## Request Type

Please select your Request Type and click 'Next' to continue.

\* indicates required field

\* Request Type  
Provider Transfer Request

[Next](#)

[Back](#)

3

## Request Details

Please complete further details for your request and click 'Submit'.

\* indicates required field

Request Type Provider Transfer Request

Case Reference Number

\* Client Name

\* Client Address

\* Client Date of Birth

\* Previous Provider

\* New office account number

\* New Provider Firm Name

\* Reason for Transfer

Please Select

\* Further Details

Any Other Information

0 / 8000

[Submit](#)

[Back](#)

Complete the fields and click **Submit**.

### POINT TO NOTE:

If the reason for the request is the client's dissatisfaction with the current provider you will be asked to upload evidence of the complaints procedure being followed.



# CCMS Provider: Provider Transfer

4

A Submission Confirmation screen will be displayed confirming the request has been submitted.

Click **Next**.

## Submission Confirmation

Your data has been successfully processed. Please click 'Next' to continue.

Next

5

## Provider Details

Please enter the details in the fields provided.

\* indicates required field

Office LAWSON LEWIS & CO-0C371C

Name of solicitor or Fellow of the Institute of Legal Executives instructed

Please Select

Supervisor

Please Select

Provider Case Reference

\* Contact Name

LAW

Confirm

Following the transfer you can locate the case in **Cases and Applications**. Please refer to the **Case and Application Search** quick guide for further details.

### GETTING IT RIGHT FIRST TIME:

You will be required to amend the contact name on the case so that the Actions / Notifications are sent to the correct user. If you don't do this then no user in the new firm will receive correspondence on the case.

From the list of available actions select **Amend Provider Details**.

Amend the contact name to the user who you wish to receive the Actions/ Notification on the case.

Click **Confirm**.

6

From the list of available actions select **Allocate Cost Limit**. You will see the Cost Limitation Allocation table.

It will be necessary to split the cost limit between the two firms. Enter the amount to be allocated to the previous firm and click **Calculate**. The remainder of the cost limitation will be allocated to the gaining firm.

Click **Next** and **Confirm** to finalise the process.

Cancel and return to View Case

## Case Costs

Please view the allocation of granted costs to counsels and, where the case has been subject to provider transfer, former providers. In order to change this allocation, please update the figures as necessary and click the 'Next' button to confirm. Please note that the Amount Used reflects the value of bills that have been paid, authorised for payment or matched against POA's as part of recoupment and excludes those elements that fall outside of the cost limit such as VAT and the Court Assessment fees.

### Cost Limitation Allocation

| Provider                       | Type     | Amount Used | Provider Cost Breakdown | Action |
|--------------------------------|----------|-------------|-------------------------|--------|
| <b>Granted Cost Limitation</b> |          |             | £ 4500.00               |        |
| ALDERSON DODDS                 | Provider | £ 0.00      | £4000.00                |        |
| JOHNS & SAGGAR                 | Provider | £ 0.00      | £ 500.00                |        |

Add Counsel

Calculate

Next