



Welcome to our CCMS E-Trainer publication

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Thank you for taking the time to read this publication. This training update looks at some of the current CCMS training areas affecting users of CCMS.

We recently informed you about the [new merits enhancement](#). You will need the new role called CCMS user external to be able to access the new merits assessment.

April 2016						
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There are 28 days until CCMS is mandatory

Our next major milestone is fast approaching. CCMS will become mandatory on the 1st April 2016 for all application types.

Use our [EventBrite](#) page to sign up for our online modules.



[Visit the CCMS Training Website](#)

Did you know?

The CCMS training website is home to many useful training documents that will help you use CCMS.

For instance, the quick guides are short step-by-step documents that help you complete a task in CCMS. So, if you wanted to know how to create and submit a child abduction application you could download the Child Abduction [quick guide](#).

Over the last month our [quick guide pages](#) have been accessed over 4,500 times. If you want to provide feedback on our quick guides or suggest a new topic, please [email](#) us.

We recently uploaded some new quick guides, detailed on our [news](#) page.

Online Modules

Very High Cost Cases (New)	New module focusing on family high cost cases
High Cost Cases (New)	New module focusing on non family high cost cases

Plus all the other sessions we run weekly, starting with an introduction through to billing on CCMS:

Introduction to CCMS
Actions and Notifications - Uploading and Sending Electronic Evidence
Emergency Applications
Special Children Act
Housing
Means and Merits
Assigning Counsel
Amending Cases and Clients
Submitting Outcomes and Discharging a Certificate
Provider Billing



To book a place on any of the our online modules visit the LAA [EventBrite](#) page.

Getting it right first time: ‘Documents Not Sent’

When you receive a **Documents Required** action, there is an option to provide a notification response. Providing a notification response will remove the action from your list of Actions and Notifications. You should only provide a notification response when you are finished dealing with the action or before the fourteen day response period elapses.

It is important to respond ‘**Documents Not Sent**’ and provide a justification when you are not planning to provide any documents. For example if your client has stopped giving instructions.

If you are waiting for evidence or documents from you client, you should not provide a notification response until you are able to upload the documents and then the notification response should be ‘**Documents Sent**’. However, if you are not able to provide the documents with fourteen days and require a time extension you should provide a justification in the notification response text box and mark the notification ‘**Documents not sent**’.

If no response is provided the action will timeout and remove itself from your Actions and Notifications list whether it is opened or closed after fourteen days. A caseworker will then begin to bring the case to a close.

SPOTLIGHT: User Set up

In CCMS each firm has the initial Firm Administrator who is set up by the Legal Aid Agency (LAA).

Firm Administrators are able to set up other users, including additional Firm Administrators. When setting up new users, the Firm Administrator is responsible for applying different roles for different users although individuals can be given multiple roles.

Different Roles

Applying roles gives users access to specific parts of the system and limits the level of authority a user has to make changes to a client or case.

A **'Supervisor'** can make submissions through CCMS like applications, amendments and bills.

'Case Management' users can create new applications, make amendments and access actions & notifications. But they can't make submissions unless paired with the supervisor role.

'Office Manager' users can see an overview of all cases, actions & notifications relating to the firm but they can't create applications, make amendments, or, draft bills.

'CCMS Finance Users' are able to access a firms remittance advice.

Users who require access to the **upgraded version of CCMS** should contact their Firm Administrator who will be able to apply the correct role.

Only Firm Administrators can amend CCMS user profiles, which can be accessed through Contracted Work and Administration (CWA). This allows existing users roles to be updated or new users to be set up on CCMS.



[User Setup Guides](#)

“Applying roles gives users access to specific parts of the system and limits the level of authority a user has to make changes...”

Getting it right first time: Ensure you submit your application after printing the declaration page

Before you submit your application to the LAA you need to print the application summary page in order to obtain your clients signature.

Printing the application summary doesn't mean the application has been submitted.

You need to close the print page and continue through the submission process until you see the submission confirmation screen.



Your Questions

We're regularly asked questions by CCMS users. Here is a selection from the last couple of weeks.



[Click to view FAQs](#)

"I've been sent a message by the LAA asking me to amend my case to substantive. What does this mean?"

In CCMS, we have different types of emergency applications that you can create. If you are being asked to create a substantive amendment, this indicates that you created an emergency application. If you create an emergency application you need to amend your application to substantive within five days of us granting the emergency.

Access the amending your [emergency application to substantive](#) quick guide.

"I responded to a notification I received and now it has disappeared. How can I get this back?"

When you provide a response to an action or notification, it will disappear from the list.

To get this back, you can click **Refine Search** in the top right hand corner. At the bottom of the refine search screen will be a box entitled **Include Closed Notifications**. Ticking this box will include anything that already been closed.

"Can I submit multiple POAs?"

Yes. As long as the VAT amount is the same, you are able to group together POAs and claim them as one POA.

So if you have invoices for £92, £55 and £324 with VAT at 20%, you can submit a POA for £471 (the total amount of all three invoices). It doesn't matter if the POAs are different types, just choose a single option from the POA Type drop down when asked.

SPOTLIGHT: High Cost Cases

High Cost Cases can be conducted through CCMS like other cases. However, there are a few differences between standard applications and high cost cases.

If from the outset you know that the case is going to be high cost you can tell us when creating your application. During the merits interview, you will be asked if the case is likely to exceed £25,000. You can give us information at this stage.

A case can also become high cost later on. In this scenario you would inform us by sending a General Request through the CCMS Homepage.

Case Plans

In either scenario, if you indicate that the case is going to exceed £25,000 the Legal Aid Agency will send a case plan action to you. You will then be able to upload your case plan and conduct any negotiations with the LAA through CCMS.

It is important to remember that you may need to submit a cost limit increase amendment once a case plan has been agreed.

Billing High Cost Cases

You can bill for your high cost work through CCMS too. Before you can see the correct billing screens in CCMS, you must ensure your case has been marked as high cost by the LAA. When billing for high cost work in CCMS you will see this heading:

Claiming Your Costs Pre High Cost Case Contract

If you don't see this heading, your case has not been registered as high cost. Contact the LAA using a case enquiry or calling the customer services team before continuing to submit your bill.

Did you know?

We recently introduced an upgraded version of the merits interview in CCMS. This upgrade makes it quicker and easier to submit your applications. We gave one of your firms Administrator the following two new roles:

CCMS User External – This role gives them access to the upgraded version

CCMS User Admin – This role lets you give other users access to the upgraded version

If you want access to the upgraded version of CCMS, please contact the existing group of firm administrators so the new role or roles can be applied to your account. After the role or roles have been applied to your account you will see a new link to CCMS on the LAA Online page:

Client and Cost Management System (Upgraded)

For more information please see the [User Roles](#) section of the CCMS Training Website.

The new version of the system works in modern, up to date web browsers. If you have an older browser you may not be able to use the upgrade. The original version of CCMS is available to users with older browsers.



[Click to view the guide](#)

“It is important to remember that you may need to submit a cost limit increase amendment once a case plan has been agreed.”