



This guide has been developed in order to demonstrate the three changes made to the billing process on CCMS.

The changes apply to individual claims as well as bulk upload claims. The changes have been implemented to reduce delay and speed up the billing process.

# 1

## Documents Required Actions

The first change is in relation to requests for supporting evidence. An extended and more specific request will appear to reduce the need to make further requests for Information.

Always upload as much information as you can as specified in the list below and respond to the notification with a **Documents Sent** response.

The process of uploading documents to CCMS remains the same as detailed in the [Submitting Electronic Evidence](#) quick guide available on the CCMS Training website.

Please advise us for each document whether you will be uploading/posting it within 7 days. Then please ensure that we receive the documents within 7 days following this.

Yours Faithfully,

The Legal Aid Agency

Annotated court bill

Court assessment certificate

Client Bill Objection

Advocates attendance form

Advocates attendance form

Narrative describing the main issues in this case (FAS)

Non-Expert Disbursement exceeding £20 net

Non-Expert Disbursement exceeding £20 net

Non-Expert Disbursement exceeding £20 net

Non-Expert Disbursement exceeding £20 net

Expert disbursement evidence including Court order if applicable

Travel Justification (FAS)

Adjustment Bill evidence

Adjustment Bill narrative

Travel Justification (Disbursement)

Summary Level breakdown with confirmation that Counsel fees have been paid

All Associated Court Order(s)

Travel Justification (Disbursement)

Travel Expenses

Please see additional bill information below:

Submitted by: \_\_\_\_\_

Time of Submission: 14:28:43 06-JUL-2017

Claim Type: BILL - Solicitor Adjustment

Submitted Value of Claim (Including VAT): £ 1037.43



# CCMS: Billing Enhancements

## 2

### Submitting a bill against an Emergency Certificate

CCMS will prevent providers from submitting a bill against an Emergency Certificate where the Substantive amendment has not yet been considered. A bill should not be submitted before an assessment of the client’s means has been completed.

The error message below will appear if a provider attempts to submit the bill against a live Emergency Certificate in error: “The emergency certificate in this case is live. Please arrange for this to be discharged/revoked or converted to a substantive before you submit your bill”.

**This change does not affect POAs and Advocate bills.**

**This page contains one or more errors or warnings**

**⚠ The emergency certificate in this case is Live. Please arrange for this to be discharged/revoked or converted to a substantive before you submit your bill.**

### Create a Bill - Bill Details

Please click **'Bill Details'** to enter the line details for the Bill. Once complete click **'Submit'** to send the information to LAA.

[Cancel and return to Financials Summary](#)

Billing	Status
<a href="#">Bill Details</a>	In Progress

The screen below will be presented in relation to bulk upload claims.

```

<?xml version="1.0" encoding="UTF-8" ?>
<CLAIM_BATCH_REPORT xmlns="http://legalaid.gov.uk/CCMS/ClaimManagement/Claim/1.0/ClaimUpload">
  <BATCH_NAME>2953</BATCH_NAME>
  <DATE_SUBMITTED>03 July 2017</DATE_SUBMITTED>
  <SUBMITTED_BY>DANGRAY</SUBMITTED_BY>
  <PROCESSED_COUNT>1</PROCESSED_COUNT>
  <ACCEPTED_COUNT>0</ACCEPTED_COUNT>
  <REJECTED_COUNT>1</REJECTED_COUNT>
  <CLAIM_LIST>
    <CLAIM>
      <IMPORT_STATUS>REJECT</IMPORT_STATUS>
      <LAA_ACCOUNT_NUMBER>0X3901</LAA_ACCOUNT_NUMBER>
      <PROVIDER_CLAIM_REF>FIXED FEE LIVE EMERGENCY 030717</PROVIDER_CLAIM_REF>
      <IMPORT_ERROR_LIST>
        <IMPORT_ERROR>
          <PROV_LINE_REF />
          <ATTR_NAME />
          <ERROR_CODE>2001</ERROR_CODE>
          <ERROR_MESSAGE>The emergency certificate in this case is Live. Please arrange for this to be discharged/revoked or converted to a substantive before you submit your bill.</ERROR_MESSAGE>
          <ERROR_DATA />
        </IMPORT_ERROR>
      </IMPORT_ERROR_LIST>
    </CLAIM>
    <CLAIM>
      <IMPORT_STATUS>Error Occurred with generating decision report</IMPORT_STATUS>
      <LAA_ACCOUNT_NUMBER>0X3901</LAA_ACCOUNT_NUMBER>
      <PROVIDER_CLAIM_REF>FIXED FEE LIVE EMERGENCY 030717</PROVIDER_CLAIM_REF>
      <IMPORT_ERROR_LIST>
        <IMPORT_ERROR>
          <PROV_LINE_REF />
          <ATTR_NAME />
          <ERROR_CODE>4002</ERROR_CODE>
          <ERROR_MESSAGE>Error Occurred with generating decision report</ERROR_MESSAGE>
          <ERROR_DATA>User Defined Exception:The emergency certificate in this case is Live. Please arrange for this to be discharged/revoked or converted to a substantive before you submit your bill.</ERROR_DATA>
        </IMPORT_ERROR>
      </IMPORT_ERROR_LIST>
    </CLAIM>
  </CLAIM_LIST>
</CLAIM_BATCH_REPORT>

```



**CCMS: Billing Enhancements**

**3**

**Claiming for an aspect of work that falls outside the scope of the certificate**

Previously CCMS did not prevent the user to bill for work that falls outside the scope of the certificate resulting in rejection, assessment or request for further information. A bill will no longer be accepted if the aspect claimed does not match the proceedings granted in the case.

A provider or advocate entering a claim for an aspect of work not included in the scope of the certificate will receive an error message confirming that they have selected one or more categories of work that does not match any of the proceedings granted in this case.

The user is able to amend the aspect of work and continue with their bill.

This change will appear on both individual claims and bulk upload claims.

**This page contains one or more errors or warnings**

▲ You have selected one or more categories of work that do not match any of the proceedings granted in this case. Please ensure that any categories of work selected match one or more proceedings granted in this case.

**Aspect of Work** [Cancel and return to Bill Details](#)

\* indicates required field

\* Are you claiming for work in relation to Finance?  
 Yes  No

\* Are you claiming for work in relation to Private Law Children? ▲  
 Yes  No

\* Are you claiming for work in relation to Public Law Children?  
 Yes  No