



## CCMS: Provider Hints and Tips

This guide provides hints and tips for providers using CCMS.

### Applications

When creating an application please use the correct punctuation where possible as this can lead to further Documents Required Actions due to miscommunication.

See the [Invalid Characters](#) quick guide for more information.

### Emergency Applications

Please ensure that Emergency Applications have an urgent scope limitation, i.e. to cover funding for the first / next hearing. Do not add any non-urgent scope limitations to the Emergency Application as those limitations may be refused.

See the [Emergency and Delegated Functions Application](#) quick guide for more information.

### Substantive Limitations

Non-standard limitations such as 'Counsels Opinion' should only be added where necessary as any non-standard limitations without explanation will be removed. This can add time onto processing applications if incorrect limitations have to be removed.

To avoid delay always add substantive limitations to the substantive amendment, especially if you require cover for something non-standard. For example you may have a final hearing to attend but have not added the limitation. When the substantive amendment is granted you would then be required to submit a further amendment to include final hearing cover.

Remember to review the cost limitation before submitting the substantive amendment to ensure the correct amount of funding is requested.



## CCMS: Provider Hints and Tips

### Merits Statement

Please make sure any merits statements entered are relevant to the application. Lengthy documents such as whole witness statements can be provided via a Documents Required Action.

Unnecessary statements or statements with irrelevant information could add delay to applications being created and the processing time.

### Uploading Evidence

When representing the parent in family proceedings please provide proof for 'non biological' parents when requested. The evidence can be court orders and are usually required for step parents. Failure to do so can lead in further Documents Required Actions, additional administrative work for your firm and delays to the application being processed.

Don't forget to change the status of the Documents Required Action to 'Documents Sent' once the documents are uploaded. If this is not done it can add delays to the documents being reviewed by up to 21 days.

Please see the [Submitting Electronic Evidence](#) quick guide for further information.

### Amendments

Only one amendment can be made at a time on a case, so if there is an amendment pending you need to wait for a decision to be made before another amendment can be submitted.

When making an amendment to the cost limitation always provide justification of the cost increase, detailing a breakdown of how costs have been spent and the future work required.

Not providing a breakdown can cause delays in amendments being processed due to further requests for justification being made and sometimes amendments can be refused.

Please see the [Amendments](#) quick guide for further information.



## CCMS: Provider Hints and Tips

### Linked Cases

If you represent more than one child in proceedings then the cases will need to be linked on CCMS. Choose one child to be the lead case and link each additional child as the associated case. Associated cases do not need to be linked together.

All costs will be allocated to the lead case and the associated cases will have a nil cost limitation which will reduce the amount of amendments required.

Please see the quick guides on [Linking Cases](#) and [Linking Family Cases](#) for more information.

### Legal Appeal Request

Legal Appeals should be submitted as a Legal Appeal Request, not a General Enquiry.

The LAA are unable to open an appeal submitted as a general enquiry option and are then unable to refer the appeal to the independent adjudicator if necessary.

Please see the [Legal Appeal](#) quick guide for more information.

### Provider Transfer

When you submit a Provider Transfer request via CCMS you will receive a Documents Required Action in response. This will request you to upload the previous firm's consent to the certificate being transferred. If the client is changing firms due to a complaint with the previous firm, a copy of the client's complaint must be uploaded to stop any delay or risk of the transfer being refused.

Please see the [Provider Transfer](#) quick guide for more information.

### Nullification

If the client's certificate is nullified you should respond to the nullification notification rather than submit a Legal Appeal, you will need to provide details of why the certificate should be reinstated.

If you submit an appeal this will cause delay in the certificate being reinstated.