



CCMS Provider: Checking case status or submission progress

This quick guide has been created to help you check the progress of your case. The status of your case will indicate any updates on your application, amendment, outcomes or bills.

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The status of your case could be one of the following:

Live - The application is live, you will receive a copy of the certificate through your Actions / Notifications section of CCMS

Unsubmitted – The application has not been submitted, you need to complete all application sections from the assessment summary screen before you are able to submit the application to the LAA.

Submitted – The application has been submitted to the LAA and is awaiting a decision.

Under Offer – The application is awaiting an offer to be accepted and paid by the client, this will be sent through the Actions / Notifications section of CCMS.

Refused – The application has been refused, you can submit an appeal through the general request section of CCMS.

Show Cause – The certificate has been show caused, you will receive an Action through the Actions / Notifications section of CCMS. You will need to respond to this and submit a case enquiry.

Revoked – The certificate has been revoked, if you wish to challenge this decision you should submit an appeal through the general request section of CCMS.

Discharged – The certificate has been discharged, to reopen the case you can create a request through the general request section of CCMS.

Appeal – An appeal has been submitted and is awaiting a decision.

An update to the case status will be combined with a notification sent to the Actions and Notifications section. This will provide further information regarding the updated status.

Whilst notifications are being reviewed and sent by caseworkers the case status shown on CCMS will update before a notification is received by the provider.



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Checking the Case Status

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Legal Aid Agency Home **Cases and Applications** Actions and Notifications Help [Logout](#)

Client and Cost Management System

Civil legal aid applications, amendments and billing.

[New Application](#)

You currently have:

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

[View Notifications \(1 outstanding\)](#)

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 -17:00)
Email: online-support@legalaid.gsi.gov.uk

For non case related queries please create a general request.

[Create General Request](#)

From the CCMS Homepage click the **Cases and Applications** link.

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You can then search for the case you want to view the status of.

Use any of the search fields presented then click **Search**.

Case and Application Search

Please enter as many details as you have available in the provided search fields in order to find your required case or application. At least one of the search criteria fields should be completed.

LAA Application / Case Reference [?](#)

Client Surname

Provider Case Reference [?](#)

Fee Earner
Please Select

Office
Please Select

Status
Please Select

[Search](#)

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Search Results

Your search has returned 1 results.

To view a case / application displayed in the results table, click on the 'LAA Application / Case Ref.' number. If the application/case you are searching for is not in the list below, please review your search criteria and search again.

LAA Application / Case Ref.	Provider Case Ref	Client name	Category of Law	Fee Earner	Status
300000047137	ABCDE	Simon Jones	Family		Live

The Search Results will list any cases or applications matching the search information used. You can see basic case information, including the status of the case. This is where any status updates will be shown. Checking this may resolve the need to contact the Customer Service Team.



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Checking an Amendment Status

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Amendment Summary

Amendment Type	Substantive			
Proceeding	Matter Type	Form of Civil Legal Service	Client Involvement Type	Status
Secure Accommodation Order - Pub Law - Fam	Pub Law - Fam	Full Representation	Subject of proceedings (child)	Submitted

To check the status of an amendment you should navigate to the Case Overview screen.

If an amendment has been made to the case there will be an Amendment Summary section displayed on the Case Overview. Here you can see the details of the amendment and it's status.

Above you can see the amendment status is Submitted, this means you have submitted the amendment and it is awaiting processing. You will receive a notification in the Actions and Notifications section to inform you when an amendment has been granted or rejected.

Checking a Bill Status

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Bills and Payment on Account (POA)

[Create POA](#) [Create Bill](#)

Bill Type	Status	Date Submitted	Date Authorised	Value	Action
POA	Recouped	13/08/2014	15/08/2014	£ 892.57	
POA	Recouped	28/10/2013	29/10/2013	£ 215.00	
POA	Recouped	28/10/2013	29/10/2013	£ 403.34	
Bill	Authorised	02/09/2014	14/09/2014	£ 1,942.89	

[Create POA](#) [Create Bill](#)

In order to check the status of a bill or POA you should navigate to the Billing section of the case.

Here you will be presented with all bills and POAs created or submitted through CCMS.

You will be able to see the status of each bill, the date you have submitted, and the date authorised by the LAA. The Bill Status could show as draft, submitted, under assessment, authorised, rejected or recouped.

Any rejected bills will be combined with a notification informing why the bill has been rejected.