



Legal Aid Agency

CCMS Provider: Process for Registration of High Cost Cases

This guide has been produced to assist if you are wishing to register a case as high cost, or contact any High Cost department where the case is not yet registered, or the case plan task is not "facing you". The steps below will show you how to submit a related query.

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Select **Cases and Applications** from the home screen of CCMS.

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:

[18 Outstanding Actions \(14 overdue\)](#)

[View Notifications \(57 outstanding\)](#)

Support

Case enquiries: 0300 200 2020 (Monday to Friday, 9:00 - 17:00)
Alternatively you can 'Submit Case Query' within a case.

Technical Support: 0300 200 2020 (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](#)

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Please provide [feedback](#), to help us improve this service.

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Case and Application Search

[Return to Home](#)

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

Office

Status

[Search](#)

Enter your case or application details as search criteria, then click **Search**.

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Click on the **LAA Application / Case Reference** link to access the case or application.

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Search Results

[Return to Case and Application Search](#)

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
3000000	Not Available		Housing		Live

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Available Actions

Action	Description
Amend Client	View or update the client details
Billing	View financial details and Bills/POAs for this case
Submit Case Query	Create a service request related to this case
View Case or Application	Open a read-only version of this case or application
View Case Notifications	View all notifications belonging to this case
View Outcome	View the outcomes for this case
Amend Provider Details	Amend Provider Details
Amend Correspondence Address	Amend Correspondence Address
Allocate Cost Limit	Allocate Cost Limit

Scroll down the screen until the available actions table is visible, then click **Submit Case Query**.



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Select **Case General Enquiry** from the drop down menu, then click **Next**.

NOTE: You must choose this option as any other may be routed to an incorrect queue and be delayed in reaching the relevant High Cost team.

Request Type

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

* indicates required field

* Request Type
Case General Enquiry

[Back](#)

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Enter the **Nature of the enquiry**, explaining what your High Cost query is regarding.

Nature of Enquiry	When to use it	Why
CCFS - Register	When you wish to register the case as high cost and the case qualifies under the Care Case Fee Scheme.	This is a family care case and your costs are going to exceed £25,000 and you wish to put the LAA on notice.
VHCC - Exceptional Request	Single counsel CCFS case where you wish to opt out of CCFS events model.	You must inform us when registering the case as high cost if you wish to apply hourly rates rather than the CCFS event model. The request will be considered by the VHCC team.
High Cost Event rate unavailable	CCMS is not displaying event based categories of work when completing a bill.	Unless a case is identified by the LAA as High Cost in CCMS the event based work types remain hidden. The LAA need to apply a "restriction" at their end.
Case Plan Task already submitted	Where you have registered a case as high cost and a Case Plan task already exists, but it is not "facing" you because your last action was to respond to the LAA.	You will not see the case plan task in your list of available tasks for the case so can't communicate with the LAA if required, i.e. an amended plan, chase up on old case etc. Where at all possible use the case plan task as this keeps all relevant information / documentation in one place for the High Cost Team to access.
High Cost - Scope Query	If you are unable to use any case plan task and wish to check anything to do with the scope of the certificate, cost limit etc.	For cases where you have no case plan task, but need to contact the High Cost teams about your certificate.
Two Counsel/QC	If you need to contact the High Cost Family team regarding the 2 counsel model or a case involving QC.	If you wish to obtain the prior authority to use QC you must apply through the appropriate "amendment" option in CCMS.
Court of Protection	Contacting the specific team who deal with these cases.	Whilst not specifically family, COP matters are dealt with by the High Cost Family Team.
Other High Cost	Not a Family matter or contact regarding any other EEC matters.	Where none of the above examples apply but you still need to contact a High Cost team.



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3000000 Logged in as:

Submission Confirmation [View Case Notifications](#)

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

Next

A submission confirmation is shown when the query has been successfully sent.

Click **Next**.

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A notification will be sent out once the query has been responded to. If the response resolves the query you need to close the notification down by selecting the **Acknowledged** option.

Notification Response

* indicates required field

* Response
Acknowledged

Message To LAA
Thank you for clarifying. |

Submit [Back](#)

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Notification Response

* indicates required field

* Response
Supplementary Question*

Message To LAA
Could you please clarify what information is required?
Thank you |

Submit [Back](#)

If you require further clarification you need to select the **Supplementary Question** option unless a Case Plan Task now exists and is accessible to you.

NOTE: Any Acknowledged questions will be automatically closed down without any response.

All future High Cost communications must be through the Case Plan Task unless it is not accessible to you.