Legal Aid eNews
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Civil Applications and Billing Update: Changes to CCMS Processing

As part of the continued restoration of CCMS following the cyber-attack, over 24 and 25 October, the LAA reintroduced a process that automatically manages outstanding provider actions in CCMS, such as requests to upload documents or provide information for applications and claims.

Actions that were overdue and have not been completed were automatically returned to the Legal Aid Agency casework team for review. Depending on the circumstances, a caseworker may request the information again or take further action, which could include rejecting an application or claim as appropriate. This process is part of restoring CCMS to normal functionality and ensures providers can be issued accurate certificates and payments in a timely manner.

- Outstanding actions that have passed their due date may be automatically returned to the LAA for review.
- Some older outstanding actions may no longer appear in CCMS because they have been returned to the LAA casework team.
- You may receive notifications about actions that have not been completed within the required timeframes. These notifications may be sent regarding cases assigned to your pre-SiLAS user account ***and*** new SiLAS profile.
- You may access cases assigned to your pre-SiLAS user account by having cross-office access or by having them re-assigned to your SiLAS profile. Guidance on re-assigning cases can be found here.
- The LAA says you will have a reasonable period to respond to the request before further action is taken on the case by the LAA.
- Some older overdue actions that remain unresolved may also be cancelled or withdrawn where they are no longer necessary.

The LAA recommends that you review any outstanding actions in CCMS when you are able to do so. If further information or action is required by you after the change, you will be given time to respond before further action is taken by the LAA.

If you have any questions or concerns, including about responding to any notification that you receive, please contact the Customer Support Team or your Contract Manager.

Please let us know if this causes any difficulty so that we can take the issue up with the LAA. Please send an email to: legalaid@resolution.org.uk