

Provider Error Guidance

Reasons for Civil rejects

Rejects remain at high levels, delaying processing of work and payments to you. We ask for your help in avoiding unnecessary rejects by ensuring that all work is checked prior to submission as many of these are for simple things such as an incorrect version of a form being used or the form itself not being signed or dated.

The top reasons for errors are:

For Civil Means:

- Forms not signed/dated
- Essential enclosures missing e.g. bank statements, wage slips, statement of case (in devolved powers cases we write out for info rather than reject) in non devolved powers cases we reject.
- Forms not completed where marked - notably means forms
- Client isn't in receipt of passported benefit indicated.
- Insufficient information for form App 8

For Civil Billing (Claim1):

- The file of papers is required
- Family Graduated Fee payments don't reconcile with those listed on claim. We can't pay your claim until all FGF payments have been made and the amounts on the claim form match our records
- Disbursement vouchers/more detailed vouchers are required. We need a breakdown of the work undertaken and the hourly rate charge.
- Forms are not signed or dated
- The Admin 1 form or a cheque is required to determine the statutory charge.

For FGF/FAS (Counsel claims)

- Claim certification unsigned/undated
- Court documents require amendment
- Cost limitation will be exceeded by payment of the claim
- Missing travel justification
- Scope of proceedings unclear
- Claim date errors
- Confirmation of settlement or listing as Final Hearing required
- Missing documents or documents with typographical errors or discrepancies on the required information
- Claims submitted under the wrong certificate reference

We issue regular updates confirming the most common reasons for rejects and how you can avoid unnecessary rejects. Those that are most relevant and current are summarised in the Annexes to this paper.

How we deal with rejects

We have recently changed the way we deal with rejections in relation to civil work.

Priority Returns

If information is missing which wouldn't have been known to the provider at first instance we will seek to obtain the information over the phone (unless we require a document to be submitted or amended). If the missing information cannot be provided over the phone or we require a further document to be submitted we will deal with this situation in future as a **'Priority Return'**. We will send you a Priority Return slip, which will confirm:

- The information or document that is required to be submitted
- The office to which the information needs to be sent

It also indicates that upon return the 'Priority Return slip' should be securely attached to the front of the work item as this will ensure that it is prioritised upon receipt (i.e. goes to the front of the work queue).

If claims are clearly incomplete and the error should have been known to and identified by you before the submission then they will continue to join the back of the queue once they have been corrected and returned. However, if you feel such cases have been rejected in error then you can contact our Contact centre (by phone) or Regional Offices (using the generic e-mail addresses only) who will be able to look at these and if they agree they will issue a Priority Return slip for the item. We continue to ask providers to only to call us if it is a true emergency as this will help facilitate a quicker turnaround on these types of queries.

We hope you will agree that this is a far better and fairer way of dealing with rejects. It also allows you the opportunity of gathering the information when you are able to do so, knowing that on re-submission the work item will be prioritised.

Annex A:

General Civil Billing Guidance to help prevent rejected claims

Claim 1's – including details of top reject reasons

http://www.legalservices.gov.uk/docs/forms/Guidance_to_improve_acceptance_of_CLAIM_1_forms.pdf

Improving the acceptance rate of civil certificated bills

http://www.legalservices.gov.uk/civil/cls_news_12565.asp?page=1&dm_i=4P,E24R,1RJP1,149DO,1

Submission of disbursement vouchers

http://www.legalservices.gov.uk/civil/cls_news_12737.asp?page=1&dm_i=4P,FT8M,1RJP1,1A3VR,1

Claims Assessed by the court (Taxed Bills)

http://www.legalservices.gov.uk/civil/cls_news_13205.asp?page=1&dm_i=4P,LHGN,2IZCUZ,1QOEQ,1

http://www.legalservices.gov.uk/docs/forms/Claims_assessed_by_the_court_-_taxed_bills.pdf

Claiming under the Family Advocacy scheme (Counsel)

http://www.legalservices.gov.uk/civil/cls_news_13327.asp?page=1&dm_i=4P,N813,1RJP1,1VMPI,1

App 8

http://www.legalservices.gov.uk/civil/forms/7452_7541.asp

Claim Form completion guidance:

CLS CLAIM 1:

http://www.legalservices.gov.uk/docs/forms/CHKLA_1_Version_3_October_2011.pdf

CLS CLAIM 1A:

http://www.legalservices.gov.uk/docs/forms/CLSCCLAIM1A_Guidance_Version_5_October_2011.pdf

CLS CLAIM 2:

http://www.legalservices.gov.uk/docs/forms/CHKCLA2_Version_2_October_2011.pdf

POA1:

http://www.legalservices.gov.uk/docs/forms/CLSPOA1_Guidance_Version_2_October_2011.pdf

CLS CLAIM 5: For Family Graduated Fee (Counsel)

http://www.legalservices.gov.uk/docs/forms/CLSClaim5_Guidance_Version_1_August_2009.pdf

http://www.legalservices.gov.uk/docs/forms/family_graduated_fees_checklist.pdf

CLS CLAIM 5A: For Family Advocacy Scheme (Counsel)

http://www.legalservices.gov.uk/docs/forms/CLSClaim5A_Guidance_Version2_May_2011_final_version.pdf

Annex B: LSC Civil updates http://www.legalservices.gov.uk/aboutus/how/lsc_update.asp

LSC Update Number	Issue Date	Civil Reject Topics Included
95	3/2/11	<ul style="list-style-type: none"> • Bank statements needed for funding applications
98	17/3/11	<ul style="list-style-type: none"> • Improving the acceptance rate of civil certificated bills
103	26/5/11	<ul style="list-style-type: none"> • Disbursement vouchers for civil certificated claims • Check supporting income evidence to avoid rejection and delays
107	21/7/11	<ul style="list-style-type: none"> • Emergency certificates and the need to check eligibility evidence
109	18/8/11	<ul style="list-style-type: none"> • Amendments to funding certificates: how to avoid delays
115	10/11/11	<ul style="list-style-type: none"> • Submitting claims for costs in civil and family cases
116	24/11/11	<ul style="list-style-type: none"> • New 'priority returns' system when rejecting applications • Remember bank statements and help us speed up processing times
118	22/12/11	<ul style="list-style-type: none"> • Claiming under the Family Advocacy scheme