

Claim Amendment Guidance for Providers

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| **Version:** | **Issue date:** | **Last review date:** | **Owned by:** |
| 3 | March 2024 | March 2024 | Contract Management and Assurance |

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| 1 | 1 April 2013 | First Release |
| 2 | 18 Aug 2015 | General update |
| 3 | 5 March 2024 | Email address updated |

**Version History**

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# Overview

Providers may submit claim amendment requests directly to the Legal Aid Agency.

# Process

* Complete the Claim Amendment Spreadsheet, ensuring all relevant fields have been populated.
* If you are requesting an amendment to a submission prior to March 2015 please use the form titled **‘Mediation amendment request form (CIS)**’.
* If you are requesting an amendment to a submission uploaded to CWA (March 2015 onwards) please use the form titled **‘Mediation amendment request form’**.
* Submit to the Legal Aid Agency via the following e-mail address:

[PA-ClaimAmend@justice.gov.uk](mailto:PA-ClaimAmend@justice.gov.uk)

* Please indicate in the title of the email the Provider name and account number. If your claim amendment request relates to an Escape Fee claim please ensure you state this in the email and on the request form.
* Once the Claim Amendment has been processed, a confirmation e-mail will be sent to the provider and copied to the Contract Manager for information.

# Notes

* Incomplete or incorrect requests will be rejected and returned to the provider with an explanation. Missing or revised information should be added and the spreadsheet re-submitted as a fresh request.
* The reason column is a drop-down menu and you must select one of the following options when submitting your request:

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| Provider Request - Provider error |
| Provider Request - Case re-opened and being billed again later |
| Provider Request - Money recovered from client and/or other side (incl. statutory charge) |

* Claims that have not been amended will be highlighted with an explanation. Further information in relation to these claims should be re-submitted as a fresh request within 5 working days.
* When completing the spreadsheet please include the **net** revised cost (not gross).
* You do not need to complete every column in the change section of the spreadsheet. Only complete the costs and codes which are to be amended (not all the costs and codes of the claim).
* Please ensure you enter **revised** cost totals and not additional or reduced costs, i.e. if your profit costs are £200 and you wish to claim a further £150.00. You would enter £350.00 in the profit costs column not £150.00.
* It is the provider’s responsibility to ensure that cost and code combinations within revised claims are compatible. Incompatible cost and code combinations will result in the request being rejected.