



LAA Online Quick Guides

Manage returning clients and claim omissions

This guidance will set out the steps you need to take to manage clients who return for additional assistance after you have submitted your claim for the case and for whom you undertake additional Controlled Work activities under the same problem.

It will also explain the steps you should take if you have omitted to claim for all costs (i.e. Profit Costs, disbursements, VAT) in an outcome you have already submitted through LAA Online.

What are your options for managing returning clients under the Unified Contract?

Once a Matter Start has commenced, a new Matter Start can only be opened for the same Client if the Client has a new legal problem which is separate and distinct, as defined in the relevant Specification. Any work which does not relate to such a separate and distinct problem must be carried out under the original Matter Start, whether or not circumstances have changed or developments have occurred as the case has progressed and whether or not the original Matter Start was carried out by you or another Provider.

The only exceptions are where:

- (a) a period of at least 6 months has elapsed since the Claim for that Controlled Work matter was submitted; or
- (b) (i) there has been a material development or change in the Client's instructions; and
(ii) save where the matter was concluded because the client failed to give instructions for three months, a period of at least 3 months has elapsed since the Claim for that Controlled Work Matter was submitted.

If a client returns with the same problem, you need to consider whether you should re-open the previous Matter or start a new one.

How does re-opening a previous Matter affect your previous submission?

By undertaking additional activities on behalf of a returning client under the same Matter, the outcome / end-point code and costs previously reported in that outcome will no longer be accurate. Any further work done needs to count towards consideration of whether the case falls into the escape case threshold

You should complete the following steps to ensure that you can accurately claim for the revised Matter and receive appropriate payment:

Action	Detail
1	<p>Notify your Contract Manager when you take on additional instruction from a returning client</p> <p>You must notify your Contract Manager if you intend to undertake additional work on behalf of a returning client. Your Contract Manager will arrange for the previously submitted outcome to be voided and removed from your submission history.</p>
2	<p>Submit the revised new outcome in your next LAA Online submission once you have completed the Case</p> <p>You should submit a new outcome in LAA Online (using your preferred entry method – line-by-line, bulkload spreadsheet, case management system) with the details of the case</p>

How to claim for omitted costs

If you have not claimed all your costs in the original submission **and will not be undertaking additional activities on behalf of your client**, you should contact your Contract Manager to request amendment of the original submission.

You should not attempt to submit the outcome again through LAA Online.

If you have any queries, please contact your Contract Manager.