

Civil news: changes to speed up payments and new guidance

A drive to speed up civil payments is being launched which includes new:

- GOV.UK guidance page on billing claims
- provider checklist to help with your submissions
- reject process reducing the number of 'further information requests'

As well as speeding up payments the process will give us more accurate information on returned civil claims.

Most of the information we need to complete a payment should come from the reject. This should help you to respond faster.

Provider checklist

A checklist for Client and Cost Management (CCMS) claims will also be launched with a 2-stage checking process. This is available to download on the new 'submitting your claim' guidance page.

How the 2-stage process works

If a claim fails at stage 1, it will be returned for amendment or additional information.

If a claim passes at stage 1, we will complete all checks at stage 2. If a claim fails at stage 2, it will be returned.

If all checks are passed, the claim will be completed for payment.

Resubmitting claims

You will still be able to return claims by using either the 'copy bill' function in CCMS or by re-uploading in 'claim upload'.

Challenging returned claims

You will still be able to challenge any returned claim using the 'civil claim fix' mailbox and receive a response within 24 hours.

Further information

[Submitting your claim – civil and family cases](#) – for guidance on civil bill rejects

[CCMS training Quick Guides](#) – for guidance on submitting bills in CCMS and uploading documents

LAACivilClaimFix@justice.gov.uk – to challenge any returned claim