

Legal Aid Ontario

Online billing limits and hard cap notices



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For more information

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Online billing limits and hard cap notices

1. Purpose

The purpose of the job aid is to provide information and instructions on how to review the on-line billing limits and hard cap status information and to manage electronic hard cap notices sent from Lawyer Services & Payments (LSP) through the Solicitor Portal.

2. Introduction

Effective May 27, 2012 lawyers will have access to current hard cap status information and will receive hard cap reminder notices electronically through the Solicitor Portal. There are two main components of the on-line hard cap notices:

- Hard Cap Status Information
- Hard Cap Notices

This enhancement to the Solicitor Portal will provide lawyers with immediate access to hard cap status and will eliminate the need for mailing and faxing of hard cap notices.

3. Key Features

- The hard cap status information displays all necessary dollar-based hard cap information.
- Lawyers will no longer need to contact LAO to determine hard cap status.
- The hard cap status information is updated daily.
- Tier level increases will be reflected in the hard cap status information the day after the increase is processed.
- The hard cap status information also displays total fees scheduled for payment and total fees under consideration. This additional information will help lawyers better manage accounts submissions within hard cap limits.

- Hard cap notices will be sent through the Solicitor Portal when a lawyer reaches 50% of hard cap. Notices will also be sent at 75%, 90% and 100% of their hard cap.
- Lawyers who have signed up for email and/or text messaging from LAO will receive an email and/or text messages indicating a hard cap notice has been sent.

4. Hard Cap Status Information

To access and review the Hard Cap Status Information follow this simple process.

1. Access the Hard Cap Status Information link on the main solicitor portal page.

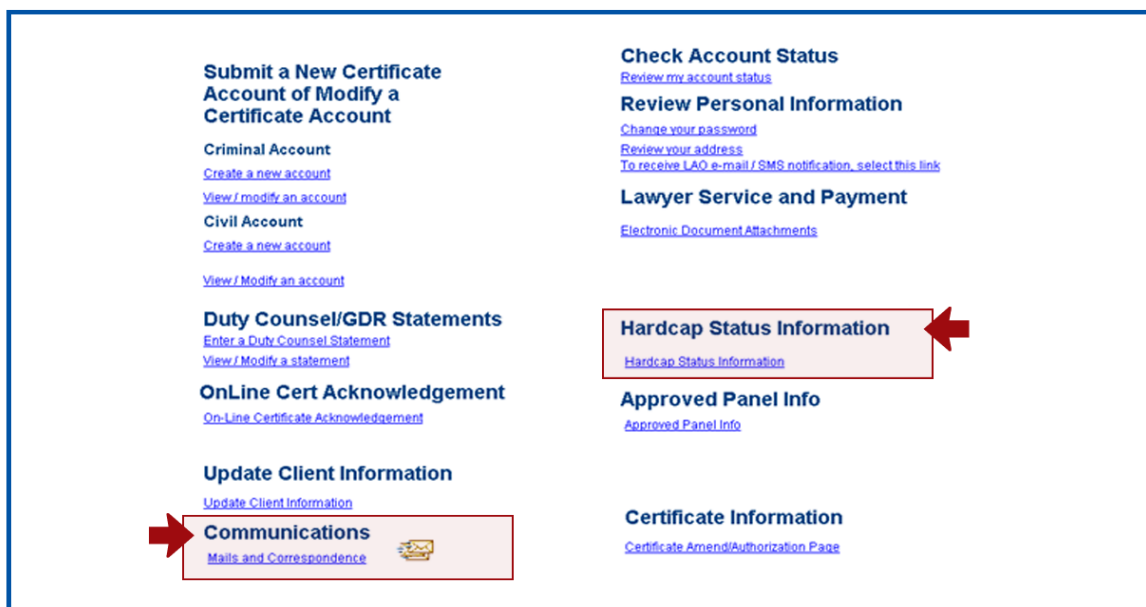


Figure 1: Main solicitor portal page

2. Review the hard cap report

The screenshot shows a web-based hard cap report. At the top, a box displays 'Current fiscal year/ Exercice financier courant' as 2011/2012, with 'From/De:' as 04/01/2011 and 'To/À:' as 03/31/2012. A red box with an arrow points to this section, stating 'Reported information based on the fiscal year/period displayed'. Below this, the title 'Hardcap Status Information/ Renseignements à l'égard de la limite annuelle' is shown. The 'Lawyers name' field is redacted with a black box. The 'Solicitor ID / Numéro d'avocat:' field is also redacted with a black box, and the 'Solicitor number' is shown in a red box. The 'Last Update Date/Time:' is 05/01/2012 4:30:09PM, with a red box and arrow pointing to it stating 'Reported figures are based on this date'. A table follows with five columns: 'Hardcap Base / Limite annuelle de base', 'Fees Paid / Honoraires payés', 'Hardcap Percent/ Pourcentage de la limite annuelle', '**Fees Scheduled for Payment/ Honoraires - paiement prévu', and '** Fees Under Consideration/ Honoraires à l'étude'. The table contains one row of data: \$276,947.500, \$152,846.920, 55 %, \$11,191.540, and \$0.000. A footnote at the bottom states: '** Fees not included in Hardcap Calculation/ Honoraires non inclus dans le calcul de la limite annuelle'.

Hardcap Base / Limite annuelle de base	Fees Paid / Honoraires payés	Hardcap Percent/ Pourcentage de la limite annuelle	**Fees Scheduled for Payment/ Honoraires - paiement prévu	** Fees Under Consideration/ Honoraires à l'étude
\$276,947.500	\$152,846.920	55 %	\$11,191.540	\$0.000

** Fees not included in Hardcap Calculation/ Honoraires non inclus dans le calcul de la limite annuelle

Figure 2: Review the hard cap report

3. Identify the percentage of hard cap reached and any pending fees to be paid or processed:

- Hardcap Base: The lawyer's annual billing limit (2350 hours X Tier Level Rate)
- Fees Paid: Fees matched and paid (funds have been transferred to the lawyer's bank account)
- Hardcap Percent: Percentage of hard cap allotment based on fees paid to hard cap base
- Fees Scheduled for Payment: Fees matched and not yet paid (**these fees are not included in the hard cap calculation)
- Fees Under Consideration: Fees in exceptions and not yet approved for payment (**these fees are not included in the hardcap calculation)

- If a request for exemption is submitted, the amount approved, if any, will be displayed in the report. Two new fields will be displayed in the hard cap report.

Current fiscal year/ Exercice financier courant		2011/2012	From/De:	04/01/2011	To/À:	03/31/2012
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Hardcap Status Information/Renseignements à l'égard de la limite annuelle

Lawyers name		Last Update Date/Time:	
Solicitor ID / Numéro d'avocat:	Solicitor number	Date et heure de la dernière mise à jour:	04/16/2012 3:17:44PM

Hardcap Base / Limite annuelle de base	Hardcap Exemption/ Exemption de la limite annuelle	Hardcap Total / Limite annuelle totale	Fees Paid / Honoraires payés	Hardcap Percent/ Pourcentage de la limite annuelle	** Fees Scheduled for Payment/ Honoraires - paiement prévu	** Fees Under Consideration/ Honoraires à l'étude
\$211,006.500	\$5,000.00	\$216,006.500	\$147,817.620	68 %	\$0.000	\$0.000

** Fees not included in Hardcap Calculation/ Honoraires non inclus dans le calcul de la limite annuelle

Figure 3: Two new fields will be displayed

- Hard Cap Exemption: The additional fees a lawyer is allowed to be paid in excess of the hard cap base
- Hard Cap Total: The revised annual billing limit (Based + Exemptions)
- Hard Cap Percentage: The revised hard cap percentage based on the new Hard Cap Total

Important notice

The Hard Cap Status Information is available to view until 4:00 p.m. on the last business working day of that fiscal year. On April 1st the information is cleared for the new fiscal year. If a permanent record for the previous fiscal year is required, lawyers should print the screen or save a screen before 4:00 p.m. on the last business day of that fiscal year.

5. Hard Cap Notices

1. At 50/75/90/100% of hard cap, there is a pop up message when logging into the Solicitor Portal. Click the 'OK' button to continue to the next page.

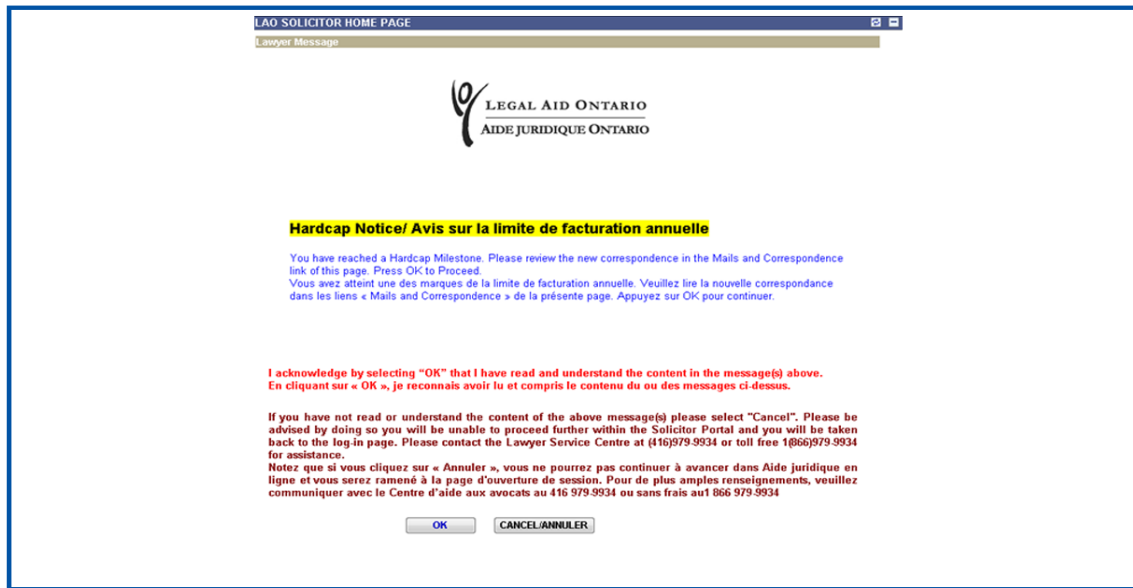


Figure 4: Pop up message

2. To access the hard cap notices, select the "Mail and Correspondence" link under *Communications* on the main solicitor portal page.



Figure 5: Mail and correspondence link

3. The LAO Messaging System opens and a new Hard Cap Notice mail folder is available.

- If there is a message indicating there is a Hard Cap Notice, click on the link.

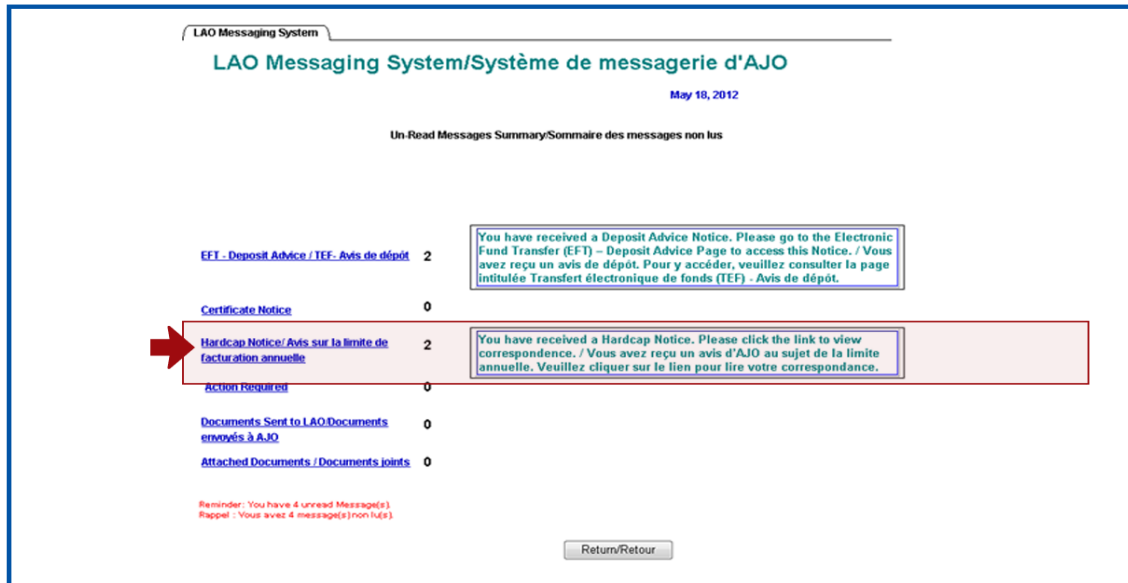


Figure 6: Click the link for the hard cap notice

- Click on the highlighted LAO Hard Cap Notice Update from the list of notices. This opens the notice advising of the hard cap milestone/status (50% of hard cap, 75%, 90%, 100%)

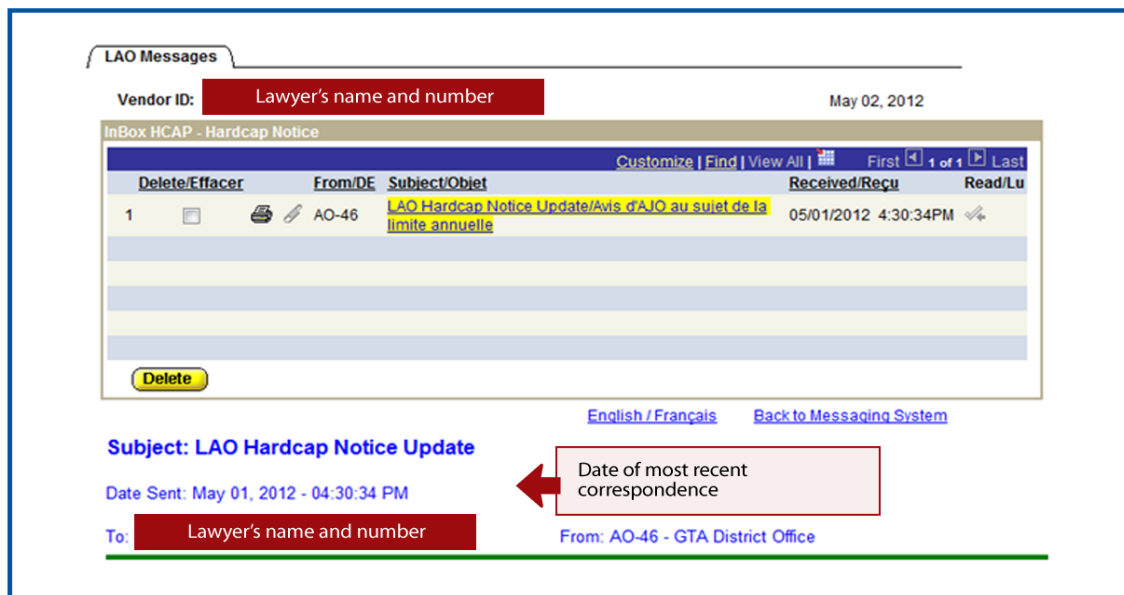


Figure 7: Click on the highlighted hard cap notice update from the list of notices

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THIS IS A SYSTEM GENERATED MESSAGE. PLEASE DO NOT RESPOND TO THIS EMAIL.

Please be advised that you have reached the 50% Hardcap Milestone.

For details, please go to the Hardcap Status Information page on the Solicitor Portal

Figure 8: Sample message

6. The functionality is similar to other LAO portal notices and the notice can be left in the list of notices, printed, or deleted.
7. Emails and text messages are also sent to those who have signed up for these e-messages

LAO Hardcap Notice Update/Avis d'AJO au sujet de la limite annuelle
From: "LAOEmail@lao.on.ca" <LAOEmail@lao.on.ca>
To:

Friday, May 18, 2012 2:21 PM



**THIS IS A SYSTEM GENERATED MESSAGE. PLEASE DO NOT RESPOND TO THIS EMAIL.
LE PRÉSENT MESSAGE A ÉTÉ GÉNÉRÉ PAR LE PROGRAMME. PRIÈRE DE NE PAS RÉPONDRE.**

Please be advised that you have reached the 50% Hardcap Milestone. For details, please go to the Hardcap Status Information page on the [Solicitor Portal](#).

Veuillez noter que vous avez atteint la marque de 50% de la limite de facturation annuelle. Pour de plus amples renseignements, cliquez sur la « Hard Cap Status Information » à la page d'accueil d'[Aide juridique en ligne](#).

Thank You.

Merci.

This electronic transmission, including any accompanying attachments, contains confidential information that may be legally privileged and/or exempt from disclosure under applicable law. It is intended only for the use of the recipient(s) to whom it is addressed. Any disclosure, review, copying, other distribution of the contents of this communication or taking any action on its contents by anyone other than the intended recipient(s) is strictly prohibited. If you have received this communication in error, please notify the sender immediately by return e-mail and permanently delete the copy you have received. Thank you.

Ce message électronique, y compris les documents annexés, contient des renseignements confidentiels susceptibles d'être protégés par la loi et soustraits à la divulgation, conformément à la législation. Il concerne exclusivement le(s) destinataire(s) désigné(s). Il est formellement interdit de le copier, de le distribuer, de l'étudier, d'en révéler le contenu ou d'agir en se fondant sur le contenu, à moins d'en être le destinataire désigné. Si vous recevez ce message par erreur, veuillez nous en informer immédiatement en répondant par courriel à l'expéditeur et l'effacer de manière permanente. Merci.

Figure 9: Email sample

----- SMS -----
From: +14162941217
Received: Apr 13, 2012 10:21 AM
Subject: You have reached the 75% Hardcap...

You have reached the 75% Hardcap Milestone.
Please No Reply.
Vous avez franchi la marque de 75%
Ne pas repondre.

Figure 10: Text message sample