

B3: Better Billing Bulletin

Issue #20 | July 2009

Portal Access to Amendments/Authorizations and Certificate Status

You can now view the amendments and authorizations granted and/or refused on a certificate including the status of the certificate through *Legal Aid Online*. Once a decision is made by the Area Office, a red checkmark will appear beside the certificate number on the new portal page. You will be able to click on the certificate and see if your authorization or amendment was granted or refused.

If you would like to receive an email notification of authorization and amendment decisions, please update your email and contact information on the portal and tick the required box. LAO will no longer mail amendment and authorization decision letters to lawyers who have a portal ID for *Legal Aid Online*.

You will also be able to view a snapshot of the certificate's status and the most significant certificate related information and dates. Information will be displayed as read only.

You can submit accounts on authorizations and amendments 24 hours after your request is granted. Please do not submit accounts prior, doing so slows the payment of your account and increases administrative costs for LAO. The date of the decision is displayed on the page.

For more information, please visit Information for lawyers or contact the Lawyer Service Centre (416) 979-9934.

Contact Information

LAO would like to ensure your contact information is accurate. Accurate contact information facilitates lawyer/LAO communications and efficient settlement of accounts. Please click "*Review Your Address*" on your login portal page to verify the accuracy of your contact information and to update it if necessary. For assistance, contact the Lawyer Service Centre (416) 979-9934.

Disbursements & E-Forms

Better Billing Bulletin Vol.19 focused on disbursements and announced the launch of e-forms for disbursement requests that require prior authorization. We would like to encourage you to use these e-forms. They will speed up processing of your requests. A few cautions when using these forms:

- Please do not submit handwritten requests on these forms. Please type your request. Illegible requests will be returned.
- And please use one form per request. Please do not put multiple requests on the same form.

Legal Research - LAO's Clinic Resource Office (CRO)

The Clinic Resource Office is a key source of legal materials pertaining to social assistance, housing, pensions, EI, and criminal injuries compensation matters. For example, the CRO has a database containing thousands of social assistance and housing decisions that are unavailable elsewhere.

If you represent clients on certificates in these areas, you can ask the CRO for case-specific research, general memoranda of law, precedents, or decisions to support your client's case. To contact the CRO: 416 204-5420 (press "0" to reach the receptionist).

Tariff & Billing Handbook

Consult our Handbook regularly for billing information.

Questions?

Please let us know if you have questions or if there are topics you'd like to see us cover by contacting the Lawyer Service Centre at pl-lsc@lao.on.ca



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