

Legal Aid Ontario

# B3: Better Billing Bulletin

Issue #30 | May 2010

## Regionalization and Lawyer Payments Delays

Legal Aid Ontario is regionalizing its Lawyer Payments Unit to serve you better, create efficiencies and reduce administrative costs.

As of April 1, Lawyer Payments staff have been divided into three regions: GTA, Southwest, North & Central East (see map below). Each regional team will be responsible for settling and paying all your accounts and disbursements related to certificates issued within its region.

- LAO Regional Organization

During this period of restructuring, we are running behind in the payment of accounts and ask for your patience. We are currently working on discretion and other accounts submitted in February. We are hiring some temporary staff and automating some of our payment processes to eliminate the backlog. We hope to be caught up in July.

If you are experiencing financial hardship and your account is outside our 60 day payment commitment, please contact your regional lawyer payments administrator to request the matter be expedited.

### **Legal Aid Ontario**

(416) 979-2352 and/or 1-800-668-8258

- » GTA Lawyer Payments Admin – Sharon Ext. 4714
- » Southwest Lawyer Payments Admin – Heather Ext. 6242
- » Northern, Central & Eastern Lawyer Payments Admin – Susan Ext. 6487

For an “expedite”, we require a written request briefly outlining your financial hardship and the account you would like expedited. Please note, expedites will be granted on three accounts only during this restructuring period (April – June). We apologize for the delays.

## Billing the Defence of Multiple Charges

When you represent a person charged with two or more offences, and the charges are disposed of in the same court on the same date, the hourly maximum is for one offence only. Please select on your Online account only the most serious authorized charge as having proceeded. When you exceed your tariff maximums, please send us a detailed request for discretion in writing with reasons. See Tariff and Billing Handbook p.3-21

## Attaching Detailed Accounts Online

Detailed accounts are required whenever you request discretion and if you become subject to a random or targeted post-payment examination. We are recommending, however, that you attach detailed accounts Online every time you submit an account. Doing so will reduce the number of calls from us and help speed up your payment in circumstances where you have exceeded your tariff max. For support or questions regarding attaching detailed accounts, contact the Lawyer Service Centre (416) 979-9934 or 1-866-979-9934 or review Better Billing Bulletin Vol. 10.

Please ensure your detailed accounts conform to Legal Aid Tariff and Billing Handbook guidelines.

## 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](mailto:pl-lsc@lao.on.ca)



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