

B3: Better Billing Bulletin

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Dockets (Detailed Accounts)

Beginning January 1, 2011, lawyers will be required to attach dockets to all non-block fee accounts submitted through *Legal Aid Online*. Please review Better Billing Bulletin Vol.35.

Although the Tariff and Billing Handbook requires that dockets be typed, in order to support lawyers in this transition LAO will accept 'legible' handwritten dockets attached to Online accounts until March 31, 2011.

Please begin to record all your activities on your cases to ensure you will be able to meet the requirement to attach dockets to all non-block fee accounts. You will be unable to submit your non-block fee accounts without dockets attached beginning January 1, 2011.

IFAX

There is a new icon, LAOiFax, available on your Online billing Solicitor Home Page. LAOiFax allows you to create a fax cover sheet for submissions to Legal Aid Ontario and will enable us to process your requests related to disbursements and reviews quicker. Please review Better Billing Bulletin Vol 34.

FORMS - Please Use Them!

Please use our forms. The forms are meant to make life easier for you and for us by

- Identifying exactly what information LAO requires to process requests
- Reducing the time you spend letter writing
- Reducing the number of calls and faxes from LAO staff seeking information
- Eliminating misplaced and misfiled correspondence by clearly identifying the nature of your request

At this time, forms exist for the following transactions:

- **Discretion & Reviews**
 - Request for Discretion
 - Request for Review of Discretion Decision
 - Request for Retroactive Discretion
- **Disbursement Authorizations**
 - Translations
 - Expert/Other Service Provider
 - Paternity Testing
 - Transcripts/Transcriptions

If you have questions about the forms, please contact the Lawyer Service Centre at (416) 979-9934 or 1-866-979-9934

New Client Update Feature on *Legal Aid Online*

Lawyers will soon be able to update their clients' information instantly using a new feature on *Legal Aid Online*. This new easy-to-use tool will allow all panel lawyers and their staff to input clients' names and contact details on acknowledged and active certificates. The feature will also help to improve service to clients as it provides an additional access point for lawyers to update client information.

To learn more, please visit the Information for lawyers section of Legal Aid Ontario's website at www.legalaid.on.ca in the coming weeks. You can also contact the Lawyer Service Centre at 416-979-9934 or 1-866-979-9934. Hours are Monday to Friday 8:00 a.m. to 5:00 p.m. EST.

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

