

### **Court Appointed Counsel System Login**

Please log into the CAC website by clicking the link below or pasting it into your web browser.

https://www.its.courts.state.co.us/cac/

Enter Username and Password and select "Submit" to open the welcome screen.

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	Username: Password: Submit Reset
	Your security is important to us Password Rules: Password should be a minimum of 8 characters. Password must contain at least - 1 Upper Case or Capital letter [A-Z] - 1 Lower Case letter [a-z] - 1 Number [0-9] Present the number of the second secon
	Passwords will <b>not</b> be reusable for two years. Passwords <b>should</b> be changed every 60 days.
For	Software Support Please Contact ITS Customer Service (720) 625-5500 Email: customersupport@judicial.state.co.us V1.6.7

# **Problems Logging In**

If you have problems logging in or setting your password please contact our **ITS Group** at **720-625-5800** (select option 1) or email at: <u>customersupport@judicial.state.co.us</u>

#### **Password rules**

In 60 days, the system will prompt you to change this password again. Below are the guidelines/rules that need to be used when creating a new password:

- 1. Password must be a minimum of 8 characters long.
- 2. Must contain at least 1 capital letter
- 3. Must contain at least 1 number.
- 4. May not include symbols or punctuation (\*&, !, ?, \_, etc.).
- 5. Passwords should be changed every 60 days; old passwords are not re-usable for 2 years.

# **Entering and Submitting Invoices**

Once logged in, you will begin at the Welcome screen (your "home" screen). On the welcome screen, you have the authorization to pay a law firm form, Chief Justice Directive's, SCAO contact names and other information, and the connection to your reports and billing.

To begin entering invoices, select "Counsel Options" from the upper right-hand part of the welcome screen. This will bring you to the page where you will be able to select flat fee or hourly invoices.

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Select - V	Show Counsel Information		Counsel Options
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sks ne ot <u>t</u>	Note to Attorneys: To change your bi Administrator's Office, Financial Serv received and processed will result in your your address with Attorney Registration accounting system.	lling address please complete a new ices Division staff. Any invoices sub our checks going to the old address t on <u>will not</u> change your billing infor	W9 and submit it to State Court mitted prior to a new W9 being that is currently on record. Changing mation with the State of Colorado's
	If changing or leaving a law firm, plea staff to revise your billing information Attention Respondent Parent Course	se contact State Court Administrato as appropriate.	r's Office, Financial Services Division
	Respondent Parents' Counsel (ORPC) an	d requires that all existing appointmen	its be transferred to the ORPC, effective
r <b>ms</b> stitute W9 Form	must be submitted through the Court Apr	pointed Counsel System no later than .	July 10, 2016. The Department will not
h2Pay Form	be able to approve any RPC invoices after shall be submitted to the ORPC.	er this date. All RPC invoicing that inc	ludes services on or after July 1, 2016
idelines			
	SCAO Con	tact Information	Forms
	Financial Services Division Attn: Court Appointed Counsel State Court Administrator's Offi 1300 Broadway Denver, 80203-5600	<b>Processing</b> ce	Substitute W9 Form Authorization To Pay Law Firm Form
	Contact Direct	Email	Banking
	CAC Payments (720) 625-5	873 <u>CACpayments@judicial.state.co.us</u>	Direct Deposit Autnorization Form
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# Flat Fee Invoices

1) Under "Functions", select "Request Contract Payments by Appointment" and click on "Submit." This will bring up the "Request Contract Payments" screen (next page) which lists all billable flat fee appointments.

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2) Find the appropriate case you would like to bill on, click on "Open Invoice" in the first column. This will bring you to the "Contract Payment Request" page (see examples of the mental health and truancy flat fee process below)

\*\*\*Make sure that you are adding a payment to the correct case number/district since case sequence numbers are duplicated across districts\*\*\*

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		County & District	Start Date	Closed Date	Case Number	Party Name	Role
	Action	Appt Type	Payment Type	Payments Entered	Bills Paid	Max Amount	Amount Approved
	Open Invoice	3-18 Arapahoe (District)	2019-05-15	Open	2019 MH		СТА
	Open mode	Mental Health	C (100%)	No	No	\$923.00	\$0.00
	Open Invoice	1-17 Adams (Brighton)	2019-05-14	Open	2019 MH		CTA
	Sect mode	Mental Health	C (100%)	Yes	No	\$923.00	\$0.00
	Onen Invoice	3-18 Arapahoe (District)	2019-05-14	Open	2019 MH		CTA
orms	Open Invoice	Mental Health	C (100%)	Yes	No	\$923.00	\$0.00
th2Pay Form	Open Invoice	18-18 Douglas (Castle Rock)	2019-05-14	Open	2019 MH	1	СТА
H Form	Open myoice	Mental Health	C (100%)	Yes	No	\$923.00	\$0.00
olicies & Guidelines	Onen Invoice	3-18 Arapahoe (District)	2019-05-13	Open	2019 MH		CTA
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	Open Invoice	3-18 Arapahoe (District)	2019-05-13	Open	2019 MH		CTA
		Mental Health	C (100%)	Yes	No	\$923.00	\$0.00

If you have any questions regarding your appointments (i.e. appointment is not appearing on the Request Contract Payments List; appointment has incorrect appointment/start date; appointment is wrong case type; appointment is set up with the wrong respondent) please contact the court directly since they are responsible for entering appointments.

# **Mental Health Contract Flat Fee Billing**

- 1) Find the appropriate case you would like to bill on, click on "Open Invoice".
- 2) Enter the "Payment Service Date" (should be the appointment date for the initial or supplemental appointment).
- 3) Select the "Type of Payment Request" (Initial or Supplemental).
- 4) Make a selection in the "Client Meeting Section" generally it will be the first selection whereas you'll enter the date you first met with client (either in person, by phone, or written correspondence).
- 5) Click on "Add Invoice Item" at the bottom of the page.

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	Appointment	Appointment Type	Start Date	Court Location	Case	Party Name	Payment Type				
	100265244	Mental Health	2019-05-15	Arapahoe (District)	2019 MH		Contract				
58	Counsel Options	View Prior Bill	ing								
		C	ontra	ct Paymer	nt Reque	est					
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	Payment Se	rvice Date: 05/	15/2019	*(Required) MM/DI	D YYYY						
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Form	Type of Paymer	Type of Payment Request:   Initial  Subsequent Payment									
& Guidelines	Client Meet	ing Section									
	Please	select one: 🛞	I have met w	with my appointed el	ient on: 05/15/20	019					
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			Insert repre	sentative name here:	:						
			Insert date of	of meeting here:							
		0	I have NOT	met with either of th	ne above, and						
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						11					
		Б	By entering th	is payment request, o	contractor attest	s that date indicated	above is				
	accurate and true and contractor has and will maintain records of all work and										
		а	accurate and true and contractor has and will maintain records of all work and activities performed for this appointment and will make all such records available								

**\*\*\*Note:** If the CAC system does not accept a payment item as you expected, there is a problem with one of three things, all have to do with your dates:

- 1. Look at the numbering format you have used in <u>all</u> your dates (has to be MM/DD/YYYY)
- 2. Your invoice begin and end dates (cannot start before your appointment date)
- 3. Your Dates of Service (have to use dates that are within your invoice begin and end dates)\*\*\*

6) Confirm all data in the contract payment request. If you do wish to create the invoice, select "Submit".

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Documents	Туре	: Both Attorney	& Non-Attorney	Bar#:	Status: ACTV	since 1981-12-	08
ect - 🔻	Appointment	Appointment Type	Start Date	Court Location	Case	Party Name	Payment Type
s	100229018	Mental Health	2017-09-05 Bro	oomfield County	2017 MH		Contract
		Invoice	2137541455-1	State	IC Pondi	na Submie	sion
	Pava	Invoice: 2	2137541455-1	Statu	us: Pendi Maxir	ng Submis	sion
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### **Truancy Contract Flat Fee Billing**

- 1) Find the appropriate case you would like to bill on, click on "Open Invoice".
- 2) Enter the "Payment Service Date" (should be the appointment date).
- 3) Select Initial under "Type of Payment Request" (initial) \*\*\*Truancy Contract Flat Fee billing does not allow for a supplemental or subsequent fees as MH contract billing does\*\*\*.
- 4) Make a selection in the "Client Meeting Section" generally it will be the first selection whereas you'll enter the date you first met with client (either in person, by phone, or written correspondence).
- 5) Click on "Add Invoice Item" at the bottom of the page.

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	Appointment	Appointmen Type	Date	Location	Case	Name	Typ
	100121453	Truancy	2013-06-18	Denver (Juvenile)			Fontra
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6) Confirm all data in the contract payment request. If you wish to create invoice, select "Submit".

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Payment N	umber: 21384	56785			Maximu	m Allowed:	\$ 750.0
Begi	in Date: 2013-	06-18			Counsel C	Owes State:	\$ 0.0
Servic	e Date: 2014-	06-18		Payment	requests pendir	g approval:	500
Servic	e Type: True	ncv		Remaining	balance before th	nis request:	\$ 750.0
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#### **Contract Period Expiration**

If your contract period has expired, the system will update your contract appointment to hourly automatically. Simply enter the case in your "Request Contract Payment by Appointment" screen. Enter the date of activity (which is now after the contract end date), select an option in the "Client Meeting Section" and select "Add Invoice Item". The system will generate a message that says, "You have entered a date after the contract period, do you want to convert this case to hourly?" select "Yes" and "Submit". You will now be able to bill the case as hourly.

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	Co	unsel Name:		Ta	x Id:	SSN:	220
	Appointment	Appointment Type	Start Date	Court Location	Case	V since 1981-12- Party Name	Payment Type
	100164633	Mental Health	2015-01-27	Adams (Brighton)	2015 MH		Contract
Options	C	hange (	Contra	et Appoi	ntment	to Hour	v
Cotions Sice Date 05/ Inting "Yes" pending bill. After requesting	C 15/2019 is contract Paymer g the final hourly	hange ( beyond va t Request (not y bill, return to cl	Contra alid cont ret submitted ose appointm	ract Appoi	ntment	to Hour!	<b>y</b> Iourly. You wi

# **Hourly Invoices**

1) Under Functions on the Counsel Options page, select "Request Hourly Payments by Appointment" and click submit. This will bring up the "Request Hourly Payments" screen which lists all billable hourly appointments.

	Counsel Options
Counsel Name:	
Type: Both Attor	
Your request may take a few minutes to dis retrieve from our database.	play due to the amount of information we need to search and
Functions	Reports
C Request Contract Payments by Appointment	C List All Appointments
Request Hourly Payments by Appointment	C List Open Appointments
	C List Closed Appointments
	C List Concurrent Appointments
	C Request Contract Obligation Ending Report
C Close An Appointment	C Request Unsubmitted Invoices Report
	C Request Submitted Invoices Report
	C Request COFRS Payment Report

2) For the appropriate case, click on "Open Invoice" in the first column. This will bring you to the "Current Unsubmitted Invoice" page. \*\*\*Make sure that you are adding a payment to the correct case number/district since case sequence numbers are duplicated across districts\*\*\*

Onick Links       - Select -       Image: Select -       Select -       Image: Select -		Counsel Type: Both	Requ Name: a Attorr	est Hourly	Payments		
<u>coorf</u>	Counsel Options	County & District	Start Date	Closed Date	Case Number	Party Name	Role
<u>Approval</u>	Action	Appt Type	Payment Type	Payments Entered	Bills Paid	Max	Amount Approved
D Reports	Open	69-2 Denver (Juvenile)	2013-12-03	Open	2013 JV 625		СТА
ourt Locations	Invoice	Truancy	H (100%)	No	No		\$0.00
Laintenance reate/Update Counsel	Open	69-2 Denver (Juvenile)	2013-11-13	Open	2007 JV 367		СТА
pointment Maintenance	Invoice	Paternity Support	H (100%)	No	No		\$0.00
ntract Maintenance necks Received	Open	69-2 Denver (Juvenile)	2013-11-12	Open	2010 JV 2309		СТА
orms	Invoice	Truancy	H (100%)	Yes	Yes		\$97.50
ubstitute W9 Form		69-2					

If you have any questions regarding your appointments (i.e. appointment is not appearing on the Request Hourly Payments screen; appointment has incorrect appointment/start date; appointment is wrong case type; appointment is set up as contract status and should be hourly or appointment is set up as hourly status and should be contract, appointment is set up with the wrong respondent) please contact the court directly since it is only at the court level that appointments may be created and modified.

- 3) Confirm information in the header (entered by the Courts) to ensure correct court location and appointment type.
- 4) Enter the "Invoice Begin Date" and "Invoice End Date", using the format of MM/DD/YYYY (if you use any other format you'll receive a validation error message)

\*\*\*Note that the invoice begin date is the first date of your activity for this invoice and the invoice end date is the last date of activity for this invoice\*\*\*

Validation Error									
You must correct the following error(s	) before proceeding:								
Service Date should be a valid	date within the Invoice dates								
Quick Links - Select -		Cou	nsel Name:	& Non-Attor	nev Bar#: 9	781 Status:	ACTV since 198	1-12-08	
- Select -		Appointment	Appointment Type	Start Date	Court Location	Case	Party	Payment Type	
Tasks		33168572	Probate 19	98-01-27 Der	iver (Probate)	1		Hourly	
ICON Eclipse	Counsel Options View Prior Billing		С	urrent U	nsubmi	tted Inv	oice		
Create/Update Appointment Work With Counsel		(		\$ 2,650,00					5 601 65
Reports	Co	unsel Owes Stat	te:	\$ 0.00			Payment rec	uests pending approval:	\$ 0.00
FSD Reports	Curre	nt Invoice Amour	at:	\$ 0.00			Remaining bal:	ance <u>before</u> this request:	\$ 2,048.35
Maintenance Create/Update Counsel Appointment Maintenance Contract Maintenance	Invoice Begin Date: 11	1/10/2013	*(Require	6) MM/DD/YY	YY		Invoice End D	Date: 12/05/2013	*(Required) MM/DD/YYYY
Checks Received	Add	new payment:							
Forms Substitute W9 Form		Date of S	ervice:	11/01/2	13				
Auth2Pay Form		Service	Type:	In Court	(qty in hour	rs)		•	
Policies & Guidelines		Service St	ab-Type:	Hearing	Probation			•	
<u>C10</u>		Quan	tity:	1	1				
	Counsel Options Add Invoice	Item							
		Select S	ervice Date Pa	yment Type	Quantity	Units	Base Rate	Total	
	Counsel Options		Th	ere are no pene	ang payments	for this appoi	intment		

5) Enter "Date of Service" **\*\*\*This must be within the invoice begin and end date**\*\*\*.

A 44	1. Anti-	-18 3	+ - +	1 The Day	Cho.			
1) 200-00. 0. 0	Counsel Name							
	Type: Both Atto	m						
	Appointment Type	t Start Date 1	Court Location Case	Party Name	Payment Type			
	33168572 Probate	1998-01-27  Den	ver (Probate)	CONTRACTOR ANICO	ourly	]		
Counsel Options View Prio	r Billing	Current II	neuhmitted In	volco				
		Current	iisuomitteu m	voice				
	Maximum Allowed:	\$ 2,650.00		Pa	yment amount to	o date:	\$ 601.65	
	Counsel Owes State:	\$ 0.00		Payment real	1 - 2 - 2		6.0.00	
				raymentreq	iests pending app	proval:	5 0.00	
	Current Invoice Amount:	\$ 65.00		Remaining bala	ace <u>before</u> this re	quest:	\$ 2,048.35	
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6) Enter "Service Type" from drop-down list (See "Billing Options" document for a full list of Service Types and Service Sub-Types by appointment).

	1 # F	100 (TA- 7)	and the second s		and and a second			
	С Тур	ounsel Name: e: Both Attorney	TEST, DAVID	SCAO Tax Id: 00003- y Bar#: 34505 Statu	4505 SSN: s: ACTV sin	: 000034505 ce 2003-04-04		
	Appointment	Appointmen Type	t Start Date	Court Location	Case	Party Name	Payment Type	
	100139181	Domestic Relati	ions 2015-12-14	Adams (Brighton) 2012	2 DR 30066	MICKI TEST	Hourly	
	Maximun	Allowed:	\$ 1 440 00		Payme	ent amount to d	ate.	\$ 0.00
	Waximun	a Anoweu.	5 1,440.00	·	Taym	in amount to u.	are.	30.00
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\*\*\*<u>Please do not use Miscellaneous Expenses category for anything other than pre-approved overnight/out-of-state travel expenses such as air fare, lodging, per diem, etc. All other CAC appropriate expenses have their own categories: copies, travel mileage, postage, and long distance. Court costs such as Transcript Fees, Discovery, CBI, Subpoena Fees, Medical Records, etc. are billed directly to the court and not through the CAC system. If you are charged Efiling Fees, contact CCE to request a reimbursement for those expenses.\*\*\*</u>

7) Enter "Service Sub Type" from the drop-down list (click on arrow for list of dropdowns). The option you receive will be based on the Service Type selected. If none of the subtype categories matches the activity you performed, you can use "Other". When this category is selected, you must enter a free form description.

Aller of		Counsel Nam Type: Both Atte	Attend Faciliation Attend Hearing Attend Mediation Conference: Assistant County/City Attorney er JA Conference: Attorney mey Conference: Case Worker	
		Appointment Appointmen 33168572 Probate	Conference: Court Staff Conference: DA Conference: Family 19 Conference: GAL	
<u>Counsel (</u>	Counsel Options View Prior Billing Counsel Options		Conference: Guardian or Conservator Conference: Home Visit Ctl Conference: Intervenor Conference: Mental Health Staffing Conference: Other Conference: Pre-trial	
	N	faximum Allowed:	Conference: Probation Officer	t to date: \$ 601.65
	Co	unsel Owes State:	Conference: Social Worker	approval: \$ 0.00
	Invoice Begin Date: 11	/10/2013 (Re	Conference: Special Kespondent Conference: Staffing Conference: Team Decision Meeting guired Conference: Victim Conference: Witness Conference: Opensing Counsel	13 (Required) MM/DD/YYYY
	Add ne	w payment:	Conference/Visit: Client	
		Date of Service:	Prepare Acceptance of Office Prepare Certificates of Service	
		Service Type:	Prepare Letter/Email: ACA Prepare Letter/Email: Case Worker	
		Service Sub-Type:	Other	
	s	ub-Type "Other" Reason: (max 200 characters)		×
		Quantity:		

- 8) Enter "Quantity" in hours or tenths of an hour (one-tenth of an hour = 6 minutes i.e. 12 minutes is charged as 0.2 hours).
- 9) Click "Add Invoice Item". The entry will appear towards the bottom of the invoice screen.

	de la	The second	15	14		- Contractor	1.00	
	Cour	nsel Name: e: Both Attor	1 2 ne					
	Appointment	Appointment Type	Date	Location	Case	Name	Payment Type	
	33168572	Probate	1998-01-27 De	nver (Probate)		.)	D Hourly	
	Maximum Allowe		C 2 ( C 0 00	1		1.12		S 601 6
	Maximum Allowe		C 2 650 00			1.00		. S 601 A
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**\*\*\*Note:** If the CAC system does not accept a payment item as you expected, there usually is a problem with one of three things, all having to do with your dates:

- 1. Look at the numbering format you have used in <u>all</u> your dates (has to be MM/DD/YYYY)
- 2. Your invoice begin date cannot start before your appointment date
- 3. Your dates of service are not within your invoice begin and end dates
- 10) Repeat Steps 5 through 9 until you have entered all billing activities for the invoice period.
- 11) Click on "Invoice Pre-Submission" (either location):

at -			Counsel Na	me:					1	
ocuments			Type: Both At	ttorr						
- 🗾		Appointm	ent Appointme	ent Star Dat	e Locati	ion C	ase	Name	Type	
		3316857	2 Probate	1998-0	1-27 Denver (P	robate) 1998 I	PR 1859		Hourly	
lipse Jodate	Counsel Options View Prior Billin	a		Curr	ent Unsu	bmitted	Invoic	e	_	
th Counsel Approval		Maximum A	llowed:	S	2,650.00			Paymo	ent amount to date:	\$ 601.
		Counsel Owe	State:		\$ 0.00		1	ayment request	s pending approval:	\$ 0.
orts	Cu	rrent Invoice A	mount:		\$ 282.50		Ren	aining balance	before this request:	\$ 2,048.
Maintenance Received	Ĩ	Add new payme	nt:	ſ	10/05/0012	- 619				
e W9 Form / Form		Date	of Service:	[	12/05/2013					
n & Guidelines		Servi	ce Sub-Type:		Other •	r copies /				
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	Counsel Options	e Item)	Delete Paym	ent) 🤇	Invoice Pre-S	ubmission	Update	e Invoice Dates		
		Select Ser	ice Date	Paymer	nt Type	Quantity	Units	Base Rate	Total	
		2013	-11-10 In C Hear	ourt - ring: Probati	ion	1.00	hours	\$65.00	\$65.00	
		C 201	-11-10 Out Con	of Court/Ap ference: Fan	ppellate - nily	0.75	hours	\$65.00	\$48.75	
		C 201	-11-10 Trav Mile	vel Mileage eage: Court	•	25.00	miles	\$0.51	\$12.75	
		C 201	-11-10 Out Trav	of Court/Aj vel Time: Cl	ppellate - ient	0.50	hours	\$65.00	\$32.50	
		C 201	-12-01 Out Tele	of Court/Aj phone Call:	ppellate - Clients Mother	0.20	hours	\$65.00	\$13.00	
		O 201	-12-02 Out Revi	of Court/Aj iew Petition	ppellate -	0.50	hours	\$65.00	\$32.50	
		C 201	-12-05 Out Prep	of Court/Ap pare for Hea	ppellate - ring	1.20	hours	\$65.00	\$78.00	
	Counsel Options	De	lete Pavment		roice Pre-Sub	mission				

12) Confirm the bill is correct **\*\*\*** *This is your last chance to change the information on your hourly bill!* **\*\*\*** If everything looks good, click on "Submit Invoice". If there is a problem, click on Return to Itemization to make corrections to your invoice.

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Help Documents	Status. (Pe	inung Subi	inssion)		
- Select -	Beginning date of	Eactivity 2012-11-	10 Ending dat	to of activit	2013-12-05
	beginning date of	activity. 2015-11-	to Ending dat	te of activit	y. 2013-12-03
Tasks		Service	Hours/Ouantity	Billed	
Home		In Court	1	\$65.00	
ICON Eclipse		Travel Mileage	25	\$12.75	
Logoff		Out of Court/Appellate	3.15	\$204.75	
			Total Billed:	\$282.50	
Appointment					
Work With Counsel	Counsel Options	Return to Itemiza	ation Submit	Invoice	
Payment Approval					
Reports					
FSD Reports					
Court Locations					
3.6					

Screen after hitting submit.



# **Editing Hourly Invoices**

You can edit your own invoice before the point at which you click "Submit Invoice". After that, no edit functions are available to you. Please reach out to the local court CAC approver if you would like adjustments made after submitting the invoice \*\*\*Note: <u>We are only able to revise quantities</u>. We <u>cannot</u> add or <u>delete entries or change Service Types or Service Sub Types or dates to an invoice that has been submitted.</u> <u>These kinds of changes would necessitate us denying the entire invoice, and requesting a new/corrected invoice be submitted\*\*\*</u>

#### **Reports**

There are several report options available. Please experiment with these reports and email us with any questions at <u>CACpayments@judicial.state.co.us</u>



**List All Appointments** – Shows all <u>open and closed hourly/contract appointments</u> (once a case is closed and you have received your final payment, please email <u>CACpayments@judicial.state.co.us</u> the case number, district, and name of respondent to request appointment be closed).

List Open Appointments – Shows all <u>open hourly/contract appointments</u>.

List Closed Appointments – Shows all hourly/contract appointments that have been closed.

**List Concurrent Appointments** - Shows appointments that are set up as concurrent status – you will only see the primary/original appointments in your hourly/contract payments request so this report is helpful to decipher what secondary/concurrent cases are set up as you will be unable to access them for billing.

**Request Contract Obligation Ending Report** – Mental Health Contract Flat Fee appointments expire in 2 years from the date of appointment; Truancy Contract Flat Fee appointments expire in 1 year from the date of appointment. This report will show the appointments' contractual periods that are nearing expiration or have expired depending on the date parameters you enter into the date fields of the report.

**Request Unsubmitted Invoices Report** – Shows all invoices that have not been submitted to the court for payment.

**Request Submitted Invoices Report** – Shows all invoices that have been submitted and are awaiting court approval.

**Request COFRS Payment Report** –Shows what invoices have been submitted to COFRS/State Controller's Office for check or EFT processing based on dates entered into the submission parameters. COFRS receives the invoice after the final approval is submitted at which point a voucher number is assigned.

**Request Payment History Report by Case Number** – This report will allow you to view all billing and itemizations, adjustments, credits, payments on a specific case.

### **Frequently Asked Questions**

- 1. The appointment is not showing in my appointment screen?
  - Contact the local court.
- 2. The invoice will not let me bill from the start of the case?
  - Verify the appointment start date listed on your appointment. The system will not let you enter activity prior to that date. If the date is incorrect, contact the local court to have them update your appointment start date.
- 3. When I enter an invoice item, the amount is showing as \$0?
  - This is most common in CFI appointments and it happens when the percentage of state paid costs is removed from the appointment screen. Please contact the local court <u>prior to submitting any</u> <u>invoice activity on this case</u> to have them update the appointment to reflect a state paid percentage.
- 4. How do I bill CAC for a private/state paid split CFI case?
  - If the Judge orders the payment for a CFI to be a split between state paid and private paid, the court staff will enter that in the system when they create the appointment. So, the system is already programmed to bill the state for the portion of the case that is state paid. Since a CFI is appointed to a case and not a specific party in a case, the CFI must submit 100% of their time and activity on the case into the CAC system. The system will modify the hourly amount based on the portion of the case that is state paid. In a 50% state paid case, if an hour of time is billed, the invoice will reflect a payment for thirty minutes, since only 50% of the time is state paid. The CFI is responsible for billing the private paid party for the other 50% of the case.
  - If you have any issues with the system splitting the state paid portion correctly, contact the court to verify that the appointment was set up correctly.
- 5. Billing questions: How much have I billed on a case, why was my payment not the same amount as my invoice total, what invoices were included on the check I received, etc.?
  - For any billing, invoice, or case history records, please reference the "Reports" section in your appointment screen. There are several different reports that can be utilized to help you navigate through many of your billing questions.
  - If you are unable to resolve your questions by reviewing these reports, contact the local court for assistance.



- 6. How do I change an appointment from contract to hourly?
  - Reach out to <u>CACpayments@judicial.state.co.us</u>.
- 7. I changed my address and firm, who do I contact?
  - Email <u>CACpayments@judicial.state.co.us</u> an updated W-9.
- 8. If I have entered activity into the CAC system, but have not yet submitted it, what report would I look at to find my unsubmitted activity?
  - The Unsubmitted Invoices report.
- 9. How can I find where my invoice is in the approval process?
  - Look at one of the following reports "Unsubmitted Invoice Report", "Submitted Invoices Report", "COFRS Payment Report" or the "Payment History Report by Case Number".
- 10. If the CAC system does not accept a payment item as expected, what should I do?
  - Usually, this means that there is a problem with one of three things all relating to the dates:
  - a. Look at the numbering format used in <u>all</u> the dates, as the format has to be <u>MM/DD/YYYY</u>.
  - b. The invoice begin and/or end date starts before the appointment/start date.

- c. The "Dates of Service" are not within the invoice begin and invoice end dates.
- 11. Can I charge each case the full mileage and travel time when working multiple cases during the same trip?
  - No, travel mileage and travel time needs to be split out amongst multiple court/client/research trips in a single day (e.g., on 1/15/15, you traveled 30 miles to a client conference for case 15JV123 and then traveled 15 miles from the conference to the court for a hearing on case 14MH13 and from there 15 miles to the DA's office for case 13CR25 for a total of 60 miles and 1.2 travel time hours you would bill 20 travel miles per case number and .40 travel time hours per case number for 1/15/15).
- 12. How can I change my submitted bill?
  - Email the local court to have quantities adjusted, or to have the incorrect invoice denied so that you may submit a corrected one.
- 13. If I am billing for more than one appointee, will my login process be any different than those that are not billing for more than one appointee?
  - Yes, you will have an "intermediate" screen that asks you to select the appointee that you are billing for at that time. To change the appointee without logging off, select "Counsel Selections" from the left-header.
- 14. When entering a request for your initial contract payment, what date should you enter at the "Payment Service Date"?
  - Enter the date of your appointment. Furthermore, when entering for any subsequent contract payments, you will need to enter the date of the associated filing (Short term certification, long term certification, and/or extensions to either of those).
- 15. When I obtain a signed/approved order for excess fees, who do I direct it to so that my maximum amount is increased, and my invoice is approved/processed?
  - Submit a copy of the signed order of excess fees to the court staff that approves the CAC billing.
  - Please note, you may not bill for the time it takes to draft and submit the motion of excess fees.
  - CJD 04-04 and 04-05 states that the orders should be preapproved prior to submitting an invoice that will exceed the maximum amount and that the motion must include a dollar amount you are requesting in excess.

# **Reminders:**

- \*\* If you are appointed to the same client, in the same court location and hearings/activities are being held at the same time, you need to set up these appointments as concurrent status and bill under one case (primary or originating case): Email your case numbers/district/respondent name to the local CAC court approver to have the cases combined and billed concurrently.
- \*\* If you enter billing but do not submit, the unsubmitted invoice remains until you submit or delete it but no hourly or contract payments can be processed until you submit the invoice.

You may choose to enter billing daily/weekly/monthly (build invoices) and submit at chosen later intervals but please remember there is a <u>2-month limit for contract billing</u> (your invoice submittal date must be within 2 months of your appointment or event dates) and hourly billing requires you to submit all dates of service within 6 months of the activity date.