

## How to Adjust a Claim

- Practitioners can adjust claims positively or negatively before a claim is certified (paid). Once the claim has been paid by Legal Aid NSW, only negative adjustments can be made.
- Use this function if you have submitted a claim for an incorrect amount. Any negative adjustments made to the claimed amount will create a credit note for the difference between the paid amount and the adjusted claimed amount.

- Log onto **Grants Online** and click on the **Adjust Claim** link under the **Grant Claims** menu.
- Find the claim you wish to adjust and click on the Claim Id. The **Adjust a Claim** window appears with details of the claim. The **Original Claim** details and **Adjust Claim** details appear in separate grids.

Adjust a Claim

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Claim ID	9832053	Claim Status	CERTIFIED	Proforma Invoice ID	9983547
				File/Ext	15F038646/1
				Client Name	WONDER WOMAN
				Payee Service Provider	WORLD LAWYERS
				Office	
Business Address	200 TEST STANDARD LNE SYDNEY NSW 2000	Office ABN	21220712305	Registered For GST	YES

**Claim Details**

Practitioner vw3  
 Your Claim Reference WW3  
 Final Claim for Grant File NO  
 Final Claim for Proforma Invoice NO  
 Comments

**Original Claim 22/02/2016** - [Invoice Enquiry](#)

Grant of Aid		Rate(s)	Original Claim				
Code	Work Type	Effective Date Range	Units Claimed	Exclusive Amount Claimed	GST	Inclusive Amount Claimed	Service Period
PF63	AGENTS	22/02/2016 to 22/02/2016	1.000	150.00	15.00	165.00	22/02/2016 - 22/02/2016
<b>Total</b>				\$150.00	\$15.00	\$165.00	

**Adjust Claim**

Adjustment to previous claim for FEES AND DISBURSEMENTS as per schedule

Grant of Aid		Rates Available		New Adjustment					
Code	Work Type	Effective Date Range	Available Fee Information	Units to be Adjusted	Exclusive Amount to be Adjusted	GST	Inclusive Amount to be Adjusted	Reason	Comments
PF63	AGENTS	22/02/2016 to 27/07/2016	1 HOUR FIXED(s) @ \$150.00	1.000	150.00	15.00	165.00	<input type="text"/>	<input type="text"/>
<b>Total</b>				\$150.00	\$15.00	\$165.00			

3. In the **New Adjustment** section, enter the amended claim details.
  - **The figures you enter should be the amounts or number of units you should have claimed originally.** Do not enter the difference between the original and adjusted claims.
  - In the example below, the lawyer has claimed two hours of preparation when she should have claimed one and a half hours, and \$100 in disbursements rather than \$70. She now enters the correct figures in the Adjust Claim grid.

**Adjust a Claim**

Grant of Aid		Rate(s)	Original Claim				
Code	Work Type	Effective Date Range	Units Claimed	Exclusive Amount Claimed	GST	Inclusive Amount Claimed	Service Period
G26	SOLICITOR FEES	12/04/2016 to 12/04/2016	1.000	1125.00	112.50	1237.50	
G65	PREPARATION	12/04/2016 to 12/04/2016	2.000	300.00	30.00	330.00	
PD02	DISBURSEMENT GENERAL	12/04/2016 to 12/04/2016		100.00	0.00	100.00	
PD17	MEDICAL REPORTS	12/04/2016 to 12/04/2016		670.00	67.00	737.00	
<b>Total</b>				\$2195.00	\$209.50	\$2404.50	

**Adjust Claim**

Adjustment to previous claim for FEES AND DISBURSEMENTS as per schedule

Grant of Aid		Rates Available		New Adjustment					
Code	Work Type	Effective Date Range	Available Fee Information	Units to be Adjusted	Exclusive Amount to be Adjusted	GST	Inclusive Amount to be Adjusted	Reason	Comments
G26	SOLICITOR FEES	12/04/2016 to 27/07/2016	1 DAY(s) @ \$1125.00	1.000	1125.00	112.50	1237.50	<input type="text" value=""/>	<input type="text" value=""/>
G65	PREPARATION	12/04/2016 to 27/07/2016	2 HOUR(s) @ \$150.00	1.5	225.00	22.50	247.50	INCORRECT AMOUNT PD	<input type="text" value=""/>
PD02	DISBURSEMENT GENERAL	12/04/2016 to 27/07/2016	MAXIMUM \$100.00		70.00	0.00	70.00	INCORRECT AMOUNT PD	Adjusted as requested in Audit Request 1234.
PD17	MEDICAL REPORTS	12/04/2016 to 27/07/2016	MAXIMUM \$670.00		670.00	67.00	737.00	<input type="text" value=""/>	<input type="text" value=""/>
<b>Total</b>					\$2090.00	\$202.00	\$2292.00		

- For each item adjusted, select a **Reason** from the drop down list and enter a **Comment**.
- Click on the search icon at the end of the Certification fields, and select the name of the practitioner who will certify this claim. The practitioner's First Name and Surname will display in the **Certification** fields.

**Certification**

I,   of WORLD LAWYERS

- Certify that this claim is correct and accurately reflects the services undertaken and disbursements incurred
- Acknowledge that this claim and the file are subject to audit by Legal Aid NSW.

- Click the **Submit** button. A message appears confirming that the claim was submitted successfully.
- If the original claim was paid, a **Credit Note** is created with the same Claim ID.

Claim	Transaction Group ID	File/Ext	Proforma Invoice	Claimed Date	Inclusive Claimed Amount	Service Provider	Client	Status	Scope	Your Claim Ref	Type
9832073	10042679	16G000144/1	9983601	12/04/2016	2404.50	WORLD LAWYERS	MAN, IRON	CERTIFIED	ADMINISTRATIVE APPEALS TRIBUNAL - REPRESENTATION AT THE HEARING OF AN APPEAL TO A MAXIMUM OF 2 DAYS, COURT OR TRIBUNAL - ENFORCEMENT - TAKING INSTRUCTIONS AND NEGOTIATIONS WITH THE OTHER PARTY, REASONABLE UNITEMISED DISBURSEMENTS NIL GST, AUTHORISATION TO OBTAIN A MEDICAL REPORT	BABBLE	CLAIM
9832073	10042732	16G000144/1	9983601	27/07/2016	-112.50	WORLD LAWYERS	MAN, IRON	CERTIFIED	ADMINISTRATIVE APPEALS TRIBUNAL - REPRESENTATION AT THE HEARING OF AN APPEAL TO A MAXIMUM OF 2 DAYS, COURT OR TRIBUNAL - ENFORCEMENT - TAKING INSTRUCTIONS AND NEGOTIATIONS WITH THE OTHER PARTY, REASONABLE UNITEMISED DISBURSEMENTS NIL GST, AUTHORISATION TO OBTAIN A MEDICAL REPORT	BABBLE	CLAIM CREDIT NOTE

Adjusting