ACAP

AOC Claims and Payment System

Entering Claims on ACAP

Version 1.01

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Understanding Claim Types

Below is a description of the claim types available for ACAP. Please read each type so you will know which claim type to select to enter your activities and expenses. The different claim types populate different fields that are requested about the case or client information. Selecting an incorrect type will cause a delay in payment and be returned to you for correction.

*Note: Claims are paid based on the guidelines established under Supreme Court Rule 13.*

Claim Type	Description	Must Submit to Judge or AOC by? to be Paid
Attorney Fee Capital	Attorney will use this claim type for capital cases with First Degree Murder seeking the death penalty otherwise it is considered Non-Capital.	Interim claims shall be filed at least every 180 days, but no more frequently than every 30 days. Any portion of a claim requesting payment for services rendered more than 180 days prior to the date on which the claim is approved by the court in which the services were rendered shall be deemed waived and shall not be paid.
Attorney Fee Non-Capital	Attorney will use this claim type for indigent representation on non-capital cases (judicial by-pass, probation violation, post-conviction, Juvenile, child support contempt's, etc.)	Claim must be received within 180 days of final disposition of the case.
Judicial Hospitalization	Attorney will use this claim type for cases that involve limited guardianship/ conservatorship; emergency involuntary or indefinite involuntary commitment.	Claim must be received within 180 days of final disposition of the case.
Dependency & Neglect	Attorney or guardian ad litem will use this claim type for cases that involve dependency & neglect phase I/II, termination of parental rights, and intervening petition.	Claim must be received within 180 days of final disposition of the case.
Parole Revocation	Attorney will use this claim type for cases that involve revocation parole proceedings.	Claim must be received by the parole board for review and approval within 180 days of final disposition of the case.
Interpreter	Interpreter will use this claim type for cases or work where interpreter provided interpretation services.	Claim must be received within 180 days from date of service.
Interpreter Time Log Billing	Interpreter will use this claim type for cases where interpreter provided linguistic services for multiple clients within same court proceeding.	Claim must be received within 180 days from date of service

Claim Type	Description	Must Submit to Judge or AOC by? to be Paid
Expert Claims	Expert/Investigator will file claims for reimbursement of services provided in court. Must have prior approval by the AOC prior to service being provided.	Not Applicable
Judicial Hospitalization Docket Billing	Attorney will use this claim type for emergency involuntary commitment cases for General Sessions court where the county has contracted for this type of claim.	Claim must be received within 180 days of final disposition of the case.
Child Support Flat Rate Billing	Attorney will use this claim type for contempt of child support cases for Juvenile court where the county has contracted for this type of claim.	Claim must be received within 180 days of final disposition of the case.
Judicial Clerk Fees	Judicial Clerks will use this claim type to submit their judicial clerk fees and cost bills.	Not Applicable

Ready to Create Claim

Enter the following ACAP web address: https://ice.aoc.tn.gov/acap/logon.jsp?mode=container into the browser's address bar. Log on to the application using your login credentials.

Verify your role displays by your name. If not, select the down arrow and choose the correct role (some claimants may have two roles, e.g. attorney and judge).
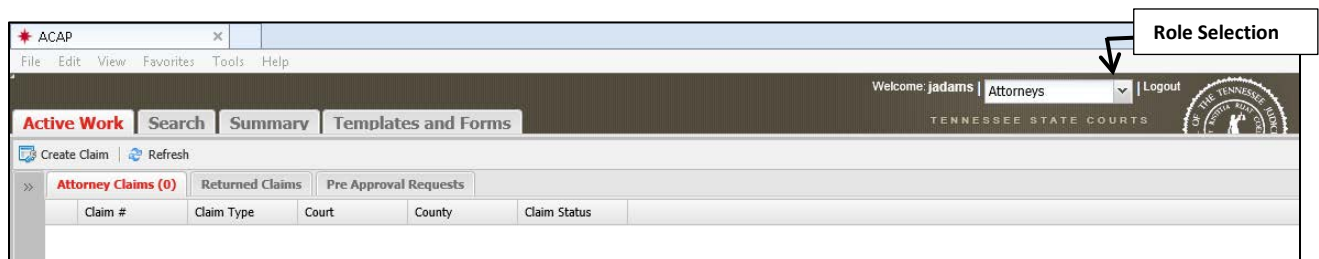
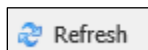The Search, Summary and Templates and Forms tabs will be discussed separately in the manual. Please refer to those sections.

Understanding the Active Work Tab

Select the Active Work tab; notice the toolbar just below the tab.
You have the Create Claim button and Refresh button.

 Selecting Create Claim will start the process for you to enter your claim.

 Selecting Refresh will refresh the application.

Look at the tabs below the buttons. The Attorney Claims tab displays (0) claims created, if you have any incomplete claims they will display here and the counter will display the number of new claims created. The Returned Claims tab is where you will find claims returned to you by the AOC or judge or any claims you removed then later reactivated. The Pre Approval Requests tab is for those pre approvals which were approved by the AOC and are ready for you to select the Expert so they can be notified to perform service requested.


>> Clicking on the Panel Filter button will expand a window that will enable you to filter your claims. Claimant can filter by claim #, claim type, court or county to locate specific claims already in process but not submitted. After information is entered then select the Apply button at the bottom of the panel to find those claims by filtered criteria; or the Reset button to reset the fields to enter different data.
To close the panel then click on the close panel button <<

Selecting the Create a Claim Button

After selecting the Active Work tab and clicking on the Create Claim button, ACAP will present a new window (Select Claim Type for New Claim) where you can select the down arrow ∨ to make your claim selection. ACAP will only present those claims available for your role. Select the claim type from the menu then select the OK button. Or you can select Cancel to return to the Active Work tab.
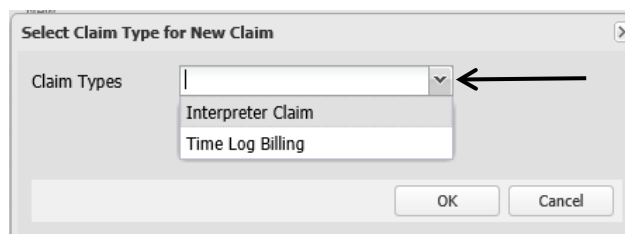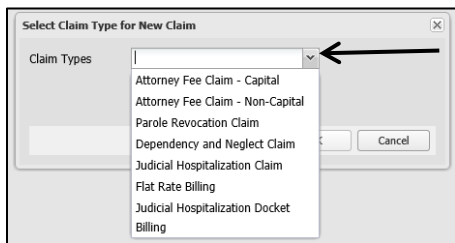
Understanding the Claim Entry Screen

After selecting your claim type ACAP presents the following screen. This screen displays the properties tab in red because we are viewing this tab. You will notice a toolbar above it with many buttons and more tabs next to the properties tab. I will first explain the toolbar then the following tabs: Properties, Claimant Activities, Activities, Documents and History/Comments will be discussed in their own sections in the manual. The properties tab will be discussed for each claim type because there will be different information required for each claim type. Please refer to these sections.

Toolbar Buttons	Description
Continue Claim	This option is used for interim billing for Capital Claims and Dependency & Neglect when a D & N disposed case goes back into court again.
Check Duplicates	Once a claimant saves claim information on the properties tab, he/she can select this button to find out if he/she created a previous claim and this claim is a potential duplicate.
Convenience Copy	Select this button to print a copy of the claim.
Add Appointment Order	Select this button to upload the appointment order signed by the judge appointing you to this case. This is required for claim to be reimbursed.
Add Pre-Approval Order	Select this button once you complete the properties tab and want to send to the AOC your Pre-Approval Order requesting Expert/Investigator services. Or request for pre-approval for expense type (e.g. Travel Out of State).
Refresh	Select this button to refresh the application to clear out an error. Or after a Save when-you will want to know if you have an online or offline judge.
Save	Select this button to save the information on the properties tab.
Close	Select this button to close the claim and return to the Active Work tab. Not closing a claim will cause claim to be locked by you and not accessible until you log back in to open the claim and close claim properly (this will clear the lock).
Help	Select this button when you need to find help on a topic.
Action	Select this button to display menu when you want to submit or remove your claim. Please select the appropriate menu option.

Attorney Fee Claim – Capital Properties Tab

Capital claims are those claims related to a First Degree Murder case whereby a Notice of Intent to Seek the Death Penalty has been filed. If the District Attorney has NOT filed a Notice of Intent to Seek the Death Penalty, then you must enter the claim as a Non-Capital Claim type.

Attorney's filing Capital claims will be filing interim claims since these claims can go on for years. Attorneys shall file a claim at least every 180 days, but no more frequently than every 30 days. Any portion of a claim requesting payment for services rendered more than 180 days prior to the date on which the claim is approved by the court in which the services were rendered shall be deemed waived and shall not be paid. ACAP provides a feature Continue Claim to facilitate filling an interim claim. Please refer to the section on Continue Claim.

When you first create this claim the system displays the Properties tab. The first field you see is the claim type you selected. The claim is assigned a unique claim number. This number is the best way to track your claim through the process. The claims status is 'New'. The status of 'New' indicates a new claim which has not been submitted either to the judge or the AOC for review; it is considered in your in-basket or active work tab.

The court demographic information is next and must be entered in a specific order. Then client's (defendant) name, TCA offenses (ACAP will pre-load the First Degree offense code) and case numbers are to be entered and saved before you can start entering your activities. You will notice a red asterisk or red outline by those required fields. The disposition date or last activity date is required before you can select the judge from the drop-down menu options. If no date is entered then the Judges drop down menu will be blank.

Example of a Partial Attorney Fee Claim - Capital

Claimant must complete the first four fields in the following order and selections must be made from the drop-down menu options for ACAP to work properly.

Field Name	Description
District	(First) - enter a two digit numeric character (e.g. 01, 02, 10, 13) then select it from the drop-down menu or click on the down arrow then select from the menu. Use the buttons at the bottom of the menu to select next, previous, first or last page to see the other menu options. ▶ **Next Page** ◀ **Previous Page** ⏮ **First Page** ⏭ **Last Page** **Refresh**
County	(Second) - enter the county or part of the name then select county from the drop-down menu or select down arrow then select from the menu.
Court	(Third) - Enter the court or part of the court name then select the court from the drop-down menu or select down arrow then select the court from the menu.
Case Type	(Fourth) - enter the case type or part of the case type name then select the type from the drop-down menu or select down arrow then select case type from the menu.

Complete the following fields to save your partial claim. Closing your claim without saving will save a blank claim.

Field Name	Description
Client Info	Enter clients/defendant's first, middle (optional), and last name.
Primary Offense	The ACAP system will automatically determine the primary offense by selecting the highest offense first from your offense entries.
Offense	First Degree Murder offense code will be pre-populated by the ACAP system.
Case Number	Enter the case number(s). For entry of multiple case numbers select the plus sign (+). Select the minus sign (-) to remove entries.
Co-Counsel	Click in check box if you are the co-counsel on the case who is submitting this claim.

The properties tab also preloads claimant information automatically based of the registration record.

Field Name	Description
Last	The system pre-loads claimant last name.
First	The system pre-loads claimant first name.
BPR	The system pre-loads claimant's Board of Professional Responsibility number.
Email	The system pre-loads claimant email.
Role	The system pre-loads claimant's role..

To save the information entered click on the Save button located in the right hand corner of the toolbar above the Properties tab. You can add your service and expense activities by selecting the Claimant Activities tab. Please refer to _Entering Claimant Activities_ section of your manual. You can close your claim by selecting the Close button on toolbar to return to the Active Work tab to create another claim

Completing the Capital Properties tab for Submission

The claim is complete and ready to be submitted for reimbursement. Complete the following fields on the property tab and finish entering all your activities on the Claimant Activities tab. Upload your appointment order by selecting the Add Appointment Order button located in the toolbar above the Properties tab.

Field Name	Description
Disposition Date/Last Activity Date	Enter the last activity date of previous claim or if case has gone to disposition then enter the disposition date. You must enter this date in order for ACAP to display the judges in the Judges drop-down menu.
Claim Date	ACAP will display the date the claim is submitted to the Judge or AOC.
Sentence	Enter the sentence given at disposition. Or if this is an interim claim enter 'interim billing – case is pending'; if counsel is withdrawn, then no entry is required.
Disposition	Select the disposition type from the drop down menu options.
Conviction Offense	Please enter the conviction offenses at disposition; enter the highest offense first and its description, class and type (Felony, Misdemeanor).
Judge	Select the presiding judge from the drop-down menu options. If the judge is not listed leave blank. When you submit the claim, ACAP will prompt you enter a reason for leaving this field blank; enter the name of Judge and whether they sat special, by interchange or newly appointed. **Note: The Disposition Date/Last Activity Date must be entered before you can see the judges in then drop-down menu.**
Complex	Click in the check box to insert checkmark if this claim is complex. ACAP will prompt you to upload the complex order. If you do not upload the order, the system will remove check mark.
Seal	Click in the check box to insert checkmark if this claim is to be sealed. ACAP will prompt you to upload the seal order from the judge making the claim not for public record. If you do not upload the order the system will remove check mark.
Motions	Click in the check box to insert checkmark if you have a separate motion for complex. ACAP will prompt you to upload the complex motion. If you do not upload the motion, the system will remove check mark.
Co-Counsel	Click in the check box to insert checkmark if you are the co-counsel who is submitting this claim.
On-line	This check box is grayed out and will display as checked. Once you save claim information on the properties tab; select the Refresh button on toolbar, if the check mark disappears then the judge selected is an offline judge.
Indigent	This check box is defaulted as checked indicating client being represented is indigent.
Total	Total dollar amount of claim submitted to Judge or AOC.
Notes:	(Optional) Can enter notes about the claim or note to judge/AOC.

Attorney Fee Claim – Non-Capital Properties Tab

An attorney will use this claim type for indigent representation on non-capital cases (judicial by-pass, probation violation, post-conviction, Juvenile, child support contempt's, etc.).

> *Note: Claims are paid based on the guidelines established under Supreme Court Rule 13, Sections 2 and 4.*

When you first create this claim the system displays the Properties tab. The first field you see is the claim type you selected. The claim is assigned a unique claim number. This number is the best way to track your claim through the process. The claims status is 'New'. The status of 'New' indicates a new claim which has not been submitted either to the judge or the AOC for review; it is considered in your in-basket or active work tab.

ACAP will allow entry of a partial claim for those claimants who like to enter their activities as the case progresses up through disposition. The court demographic information is next and must be entered in a specific order. Then client's (defendant) name, TCA offenses and case numbers are to be entered and saved before you can start entering your activities. You will notice a red asterisk or red outline by those required fields.

The disposition date and judge is not required until you are ready to submit your claim. If you want to enter the judge then the disposition date must be entered. If no date is entered then the Judges drop down menu will be blank.

Example of a Partial Attorney Fee Claim - Non-Capital

Claimant must complete the first four fields in the following order and selections must be made from the drop-down menu options for ACAP to work properly.

Field Name	Description
District	(First) - enter a two digit numeric character (e.g. 01, 02, 10, 13) then select it from the drop-down menu or click on the down arrow then select from the menu. Use the buttons at the bottom of the menu to select next, previous, first or last page to see the other menu options. ▶ **Next Page** ◀ **Previous Page** ⏮ **First Page** ⏭ **Last Page** **Refresh**
County	(Second) - enter the county or part of the name then select county from the drop-down menu or select down arrow then select from the menu.
Court	(Third) - Enter the court or part of the court name then select the court from the drop-down menu or select down arrow then select the court from the menu.
Case Type	(Fourth) - enter the case type or part of the case type name then select the type from the drop-down menu or select down arrow then select case type from the menu.

Complete the following fields to save your partial claim. Closing your claim without saving will save a blank claim.

Field Name	Description
Client Info	Enter clients/defendant's first, middle (optional), and last name.
Primary Offense	The ACAP system will automatically determine the primary offense by selecting the highest offense first from your offense entries.
Offense	Enter a partial 'key word' description and the TCA code offense table will populate with a list of offense codes. Click on column headers to sort data in ascending order. Click header again and it will display data for column in descending order. Select the appropriate TCA code.
Case Number	Enter the case number(s). For entry of multiple case numbers select the plus sign (+). Select the minus sign (-) to remove entries.

The properties tab also preloads claimant information automatically based of the registration record.

Field Name	Description
Last	The system pre-loads claimant last name.
First	The system pre-loads claimant first name.
BPR	The system pre-loads claimant's Board of Professional Responsibility number.
Email	The system pre-loads claimant email.
Role	The system pre-loads claimant's role..

To save the information entered click on the Save button located in the right hand corner of the toolbar above the Properties tab. You can add your service and expense activities by selecting the Claimant Activities tab. Please refer to *Entering Claimant Activities* section of your manual. You can close your claim by selecting the Close button on toolbar to return to the Active Work tab to create another claim.

Completing the Non-Capital Properties tab at Disposition

The case has been disposed and you are ready to submit your claim. Complete the following fields on the property tab and finish entering all your activities on the Claimant Activities tab. Upload your appointment order by selecting the Add Appointment Order button located in the toolbar above the Properties tab.

Field Name	Description
Disposition Date/Last Activity Date	Enter the disposition date. You must enter this date in order for ACAP to display the judges in the Judges drop-down menu. Last Activity date is used for other clam types.
Claim Date	ACAP will display the date the claim is submitted to the Judge or AOC.
Sentence	Enter the sentence given at disposition. If counsel is withdrawn, then no entry is required.
Disposition	Select the disposition type from the drop down menu options.
Conviction Offense	Please enter the conviction offenses at disposition; enter the highest offense first and its description, class and type (Felony, Misdemeanor).
Judge	Select the presiding judge from the drop-down menu options. If the judge is not listed leave blank. When you submit the claim, ACAP will prompt you enter a reason for leaving this field blank; enter the name of Judge and whether they sat special, by interchange or newly appointed. ***Note:*** *The disposition date must be entered before you can see the judges in then drop-down menu.*
Complex	Click in the check box to insert checkmark if this claim is complex. ACAP will prompt you to upload the complex order. If you do not upload the order, the system will remove check mark.
Seal	Click in the check box to insert checkmark if this claim is to be sealed. ACAP will prompt you to upload the seal order from the judge making the claim not for public record. If you do not upload the order the system will remove check mark.
Motions	Click in the check box to insert checkmark if you have a separate motion for complex. ACAP will prompt you to upload the complex motion. If you do not upload the motion, the system will remove check mark.
Co-Counsel	Click in the check box to insert checkmark if you are the co-counsel where the notice to seek the death penalty is withdrawn on a capital case. Co-counsel will be compensated non-capital rates for services rendered after the date the notice is withdrawn.
On-line	This check box is grayed out and will display as checked. Once you save claim information on the properties tab; select the Refresh button on toolbar, if the check mark disappears then the judge selected is an offline judge.
Indigent	This check box is defaulted as checked indicating client being represented is indigent.
Total	Total dollar amount of claim submitted to Judge or AOC.
Notes:	(Optional) Can enter notes about the claim or note to judge/AOC.

Judicial Hospitalization Claim Properties Tab

This claim type should be used for attorneys and/or guardians ad litem appointed in proceedings brought by a superintendent of a state mental health facility pursuant to Title 34, Guardianship Law. See T.C.A. 33-3-503.

> *Note: Supreme Court Rule 15 "prescribes the nature of costs for which reimbursement may be allowed in judicial proceedings relating to indigent persons under Title 33, Mental Health and Development Disabilities. This rule does not apply to those costs incurred in criminal proceedings, including hearings to determine competency to stand trial, which are regulated under other Supreme Court Rules and statutes."*

When you first create this claim the system displays the Properties tab. The first field you see is the claim type you selected. The claim is assigned a unique claim number. This number is the best way to track your claim through the process. The claims status is 'New'. The status of 'New' indicates a new claim which has not been submitted either to the judge or the AOC for review; it is considered in your in-basket or active work tab.

ACAP will allow entry of a partial claim for those claimants who like to enter their activities as the case progresses up through disposition. The court demographic information is next and must be entered in a specific order. Then client's (defendant) name and case numbers are to be entered and saved before you can start entering your activities. You will notice a red asterisk or red outline by those required fields.

The disposition date and judge is not required until you are ready to submit your claim. If you want to enter the judge then the disposition date must be entered. If no date is entered then the Judges drop down menu will be blank.

Example of a Partial Judicial Hospitalization Fee Claim

Claimant must complete the first four fields in the following order and selections must be made from the drop-down menu options for ACAP to work properly.

Field Name	Description
District	(First) - enter a two digit numeric character (e.g. 01, 02, 10, 13) then select it from the drop-down menu or click on the down arrow then select from the menu. Use the buttons at the bottom of the menu to select next, previous, first or last page to see the other menu options. ▶ **Next Page** ◀ **Previous Page** ◀ **First Page** ▶ **Last Page** **Refresh**
County	(Second) - enter the county or part of the name then select county from the drop-down menu or select down arrow then select from the menu.
Court	(Third) - Enter the court or part of the court name then select the court from the drop-down menu or select down arrow then select the court from the menu.
Case Type	(Fourth) - enter the case type or part of the case type name then select the type from the drop-down menu or select down arrow then select case type from the menu.

Complete the following fields to save your partial claim. Closing your claim without saving will save a blank claim.

Field Name	Description
Client Info	Enter clients/defendant's first, middle (optional), and last name.
Primary Offense	Not applicable for Judicial Hospitalization. The ACAP system will default the value ACAP – 001 No Offense Required.
Offense	Not applicable for Judicial Hospitalization. The ACAP system will default the value ACAP – 001 No Offense Required.
Case Number	Enter the case number(s). For entry of multiple case numbers select the plus sign (+). Select the minus sign (-) to remove entries.

The properties tab also preloads claimant information automatically based of the registration record.

Field Name	Description
Last	The system pre-loads claimant last name.
First	The system pre-loads claimant first name.
BPR	The system pre-loads claimant's Board of Professional Responsibility number.
Email	The system pre-loads claimant email.
Role	The system pre-loads claimant's role..

To save the information entered click on the Save button located in the right hand corner of the toolbar above the Properties tab. You can add your service and expense activities by selecting the Claimant Activities tab. Please refer to *Entering Claimant Activities* section of your manual. You can close your claim by selecting the Close button on toolbar to return to the Active Work tab to create another claim.

Completing the Judicial Hospitalization Properties tab at Disposition

The case has been disposed and you are ready to submit your claim. Complete the following fields on the property tab and finish entering all your activities on the Claimant Activities tab. Upload your appointment order by selecting the Add Appointment Order button located in the toolbar above the Properties tab.

Field Name	Description
Disposition Date/Last Activity Date	Enter the disposition date. You must enter this date in order for ACAP to display the judges in the Judges drop-down menu. Last Activity date is used for other clam types.
Claim Date	ACAP will display the date the claim is submitted to the Judge or AOC.
Sentence	Not applicable for Judicial Hospitalization.
Disposition	Not applicable for Judicial Hospitalization.
Conviction Offense	Not applicable for Judicial Hospitalization.
Judge	Select the presiding judge from the drop-down menu options. If the judge is not listed leave blank. When you submit the claim, ACAP will prompt you enter a reason for leaving this field blank; enter the name of Judge and whether they sat special, by interchange or newly appointed. **Note:** *The disposition date must be entered before you can see the judges in then drop-down menu.*
Complex	Click in the check box to insert checkmark if this claim is complex. ACAP will prompt you to upload the complex order. If you do not upload the order, the system will remove check mark.
Seal	Click in the check box to insert checkmark if this claim is to be sealed. ACAP will prompt you to upload the seal order from the judge making the claim not for public record. If you do not upload the order the system will remove check mark.
Motions	Click in the check box to insert checkmark if you have a separate motion for complex. ACAP will prompt you to upload the complex motion. If you do not upload the motion, the system will remove check mark.
Co-Counsel	Click in the check box to insert checkmark if you are the co-counsel where the notice to seek the death penalty is withdrawn on a capital case. Co-counsel will be compensated non-capital rates for services rendered after the date the notice is withdrawn.
On-line	This check box is grayed out and will display as checked. Once you save claim information on the properties tab; select the Refresh button on toolbar, if the check mark disappears then the judge selected is an offline judge.
Indigent	This check box is defaulted as checked indicating client being represented is indigent.
Total	Total dollar amount of claim submitted to Judge or AOC.
Notes:	(Optional) Can enter notes about the claim or note to judge/AOC.

Dependency & Neglect Claim Properties Tab

An attorney or guardian ad litem will use this claim type for cases that involve Dependency & Neglect, Termination of Parental Rights, D & N Phase I/Phase II, and Intervening petitions.

> *Note: Rules governing attorney and guardian ad litem reimbursement claims in Dependency & Neglect / TPR (Termination of Parental Rights) proceedings are found under supreme court Rule 13, Sections 2 (D)(5) and Sections 4.*

Dependency & Neglect case types will sometimes end up in court again after disposition and/or adjudication. Attorneys or guardian ad litems may need to file a second claim: Dependency & Neglect Phase II. ACAP provides a feature Continue Claim to facilitate filling that Phase II claim. Please refer to the section on Continue Claim.

When you first create this claim the system displays the Properties tab. The first field you see is the claim type you selected. The claim is assigned a unique claim number. This number is the best way to track your claim through the process. The claims status is 'New'. The status of 'New' indicates a new claim which has not been submitted either to the judge or the AOC for review; it is considered in your in-basket or active work tab.

ACAP will allow entry of a partial claim for those claimants who like to enter their activities as the case progresses up through disposition. The court demographic information is next and must be entered in a specific order. Then client's (defendant) name(s), birth dates, case numbers are to be entered and saved before you can start entering your activities. You will notice a red asterisk or red outline by those required fields.

The disposition date/last activity date and judge is not required until you are ready to submit your claim. If you want to enter the judge then the disposition date/ last activity date must be entered. If no date is entered then the Judges drop down menu will be blank.

Example of a Partial Dependency & Neglect Fee Claim

Claimant must complete the first four fields in the following order and selections must be made from the drop-down menu options for ACAP to work properly.

Field Name	Description
District	(First) - enter a two digit numeric character (e.g. 01, 02, 10, 13) then select it from the drop-down menu or click on the down arrow then select from the menu. Use the buttons at the bottom of the menu to select next, previous, first or last page to see the other menu options. ▶ **Next Page** ◀ **Previous Page** ⏮ **First Page** ⏭ **Last Page** **Refresh**
County	(Second) - enter the county or part of the name then select county from the drop-down menu or select down arrow then select from the menu.
Court	(Third) - Enter the court or part of the court name then select the court from the drop-down menu or select down arrow then select the court from the menu.
Case Type	(Fourth) - enter the case type or part of the case type name then select the type from the drop-down menu or select down arrow then select case type from the menu.

Complete the following fields to save your partial claim. Closing your claim without saving will save a blank claim.

Field Name	Description
Client Info - Name	Enter the children's first, middle (optional) and last names. Children's names are entered first since case files are entered by child's name in court. For entry of multiple children/parent names select the plus sign (+). Select the minus sign (-) to remove entries.
Client Info – DOB	Enter the children's date of birth (DOB) using this format MM/DD/YYYY. Enter this DOB for parents (01/01/1900). ACAP requires birthdates to be entered.
Client Info - Relationship	Select the relationship of the client from drop down menu options.
Primary Offense	Not applicable for Dependency & Neglect claim type. The ACAP system will default the value ACAP – 001 No Offense Required.
Offense	Not applicable for Dependency & Neglect claim type. The ACAP system will default the value ACAP – 001 No Offense Required.
Case Number	Enter the case number(s). For entry of multiple case numbers select the plus sign (+). Select the minus sign (-) to remove entries.

The properties tab also preloads claimant information automatically based of the registration record except for one field- 'Represent' which is the type of representation for this claim type.

Field Name	Description
Last	The system pre-loads claimant last name.
First	The system pre-loads claimant first name.
BPR	The system pre-loads claimant's Board of Professional Responsibility number.
Email	The system pre-loads claimant email.
Role	The system pre-loads claimant's role.
Represent	Enter type of representation you are providing for this client: Parents Attorney, Guardian Ad Litem or Attorney Ad Litem (Rule 40).

To save the information entered click on the Save button located in the right hand corner of the toolbar above the Properties tab. You can add your service and expense activities by selecting the Claimant Activities tab. Please refer to _Entering Claimant Activities_ section of your manual. You can close your claim by selecting the Close button on toolbar to return to the Active Work tab to create another claim.

Completing the Dependency & Neglect Properties tab at Disposition

The case has been disposed and you are ready to submit your claim. Complete the following fields on the property tab and finish entering all your activities on the Claimant Activities tab. Upload your appointment order by selecting the Add Appointment Order button located in the toolbar above the Properties tab.

Field Name	Description
Disposition Date/Last Activity Date	Enter the disposition date/last activity date. You must enter this date in order for ACAP to display the judges in the Judges drop-down menu. Last Activity date is used for other clam types.
Claim Date	ACAP will display the date the claim is submitted to the Judge or AOC.
Sentence	Not applicable for Dependency & Neglect claim type.
Disposition	Not applicable for Dependency & Neglect claim type.
Conviction Offense	Not applicable for Dependency & Neglect claim type.
Judge	Select the presiding judge from the drop-down menu options. If the judge is not listed leave blank. When you submit the claim, ACAP will prompt you enter a reason for leaving this field blank; enter the name of Judge and whether they sat special, by interchange or newly appointed. **Note:** _The disposition date must be entered before you can see the judges in then drop-down menu._
Complex	Click in the check box to insert checkmark if this claim is complex. ACAP will prompt you to upload the complex order. If you do not upload the order, the system will remove check mark.
Seal	Click in the check box to insert checkmark if this claim is to be sealed. ACAP will prompt you to upload the seal order from the judge making the claim not for public record. If you do not upload the order the system will remove check mark.
Motions	Click in the check box to insert checkmark if you have a separate motion for complex. ACAP will prompt you to upload the complex motion. If you do not upload the motion, the system will remove check mark.
Co-Counsel	Click in the check box to insert checkmark if you are the co-counsel where the notice to seek the death penalty is withdrawn on a capital case. Co-counsel will be compensated non-capital rates for services rendered after the date the notice is withdrawn.
On-line	This check box is grayed out and will display as checked. Once you save claim information on the properties tab; select the Refresh button on toolbar, if the check mark disappears then the judge selected is an offline judge.
Indigent	This check box is defaulted as checked indicating client being represented is indigent.
Total	Total dollar amount of claim submitted to Judge or AOC.
Notes:	(Optional) Can enter notes about the claim or note to judge/AOC.

Parole Revocation Claim Properties Tab

An attorney will use this claim type for cases that involve revocation of parole proceedings.

> **Note: Rules governing attorney reimbursement claims in revocation of parole proceedings are found under T.C.A. 40-28-122, Supreme Court Rule 13 and Supreme Court Rule 16.**

When you first create this claim the system displays the Properties tab. The first field you see is the claim type you selected. The claim is assigned a unique claim number. This number is the best way to track your claim through the process. The claims status is 'New'. The status of 'New' indicates a new claim which has not been submitted either to the judge or the AOC for review; it is considered in your in-basket or active work tab.

ACAP will allow entry of a partial claim for those claimants who like to enter their activities as the case progresses up through disposition. The court demographic information is next and must be entered in a specific order. Then client's (defendant) name, TCA offenses and case numbers are to be entered and saved before you can start entering your activities. You will notice a red asterisk or red outline by those required fields.

The disposition date and judge (Parole Board Chairman) is not required until you are ready to submit your claim. If you want to enter the judge then the disposition date must be entered. If no date is entered then the Judges drop down menu will be blank.

Claimant must complete the first four fields in the following order and selections must be made from the drop-down menu options for ACAP to work properly.

Field Name	Description
District	(First) - enter a two digit numeric character (e.g. 01, 02, 10, 13) then select it from the drop-down menu or click on the down arrow then select from the menu. Use the buttons at the bottom of the menu to select next, previous, first or last page to see the other menu options. ▶ **Next Page** ◀ **Previous Page** ◀ **First Page** ▶ **Last Page** **Refresh**
County	(Second) - enter the county or part of the name then select county from the drop-down menu or select down arrow then select from the menu.
Court	(Third) - For this claim type use Parole Board for court. Enter the court or part of the court name then select the court from the drop-down menu or select down arrow then select the court from the menu.
Case Type	(Fourth) - enter the case type or part of the case type name then select the type from the drop-down menu or select down arrow then select case type from the menu.

Complete the following fields to save your partial claim. Closing your claim without saving will save a blank claim.

Field Name	Description
Client Info	Enter clients/defendant's first, middle (optional), and last name.
Primary Offense	The ACAP system will automatically determine the primary offense by selecting the highest offense first from your offense entries.
Offense (Were criminal charges brought against client?)	Enter a partial 'key word' description and the TCA code offense table will populate with a list of offense codes. Click on column headers to sort data in ascending order. Click header again and it will display data for column in descending order. Select the appropriate TCA code. If no charges were brought against the client then enter ('no offense' as key description then select: ACAP – 001 No Offense Required.
Case Number	Enter the case number(s). For entry of multiple case numbers select the plus sign (+). Select the minus sign (-) to remove entries.

The properties tab also preloads claimant information automatically based of the registration record except for one field- 'Represent' which is the type of representation for this claim type.

Field Name	Description
Last	The system pre-loads claimant last name.
First	The system pre-loads claimant first name.
BPR	The system pre-loads claimant's Board of Professional Responsibility number.
Email	The system pre-loads claimant email.
Role	The system pre-loads claimant's role.

To save the information entered click on the Save button located in the right hand corner of the toolbar above the Properties tab. You can add your service and expense activities by selecting the Claimant Activities tab. Please refer to *Entering Claimant Activities* section of your manual. You can close your claim by selecting the Close button on toolbar to return to the Active Work tab to create another claim.

Completing the Parole Revocation Properties tab at Disposition

The case has been disposed and you are ready to submit your claim. Complete the following fields on the property tab and finish entering all your activities on the Claimant Activities tab. Upload your appointment order by selecting the Add Appointment Order button located in the toolbar above the Properties tab.

Field Name	Description
Disposition Date/Last Activity Date	Enter the disposition date. You must enter this date in order for ACAP to display the judges in the Judges drop-down menu. Last Activity date is used for other clam types.
Claim Date	ACAP will display the date the claim is submitted to the Judge or AOC.
Sentence (Hearing Determination)	Here you will enter one of the following: Probable Cause, No Probable Cause, Parole Revoked or Parole Rescheduled.
Disposition	Not applicable for Parole Revocation claim type.
Conviction Offense	Not applicable for Parole Revocation claim type.
Judge	Select 'Parle Board Chairman' from the drop-down menu options. ***Note:*** *The disposition date must be entered before you can see the judges in the drop-down menu.* This claim type will be printed and taken to the Parole Board for review and approval. Follow the instructions for <u>Submitting the Claim: Print for Judicial Review</u> section.
Complex	Click in the check box to insert checkmark if this claim is complex. ACAP will prompt you to upload the complex order. If you do not upload the order, the system will remove check mark.
Seal	Click in the check box to insert checkmark if this claim is to be sealed. ACAP will prompt you to upload the seal order from the judge making the claim not for public record. If you do not upload the order the system will remove check mark.
Motions	Click in the check box to insert checkmark if you have a separate motion for complex. ACAP will prompt you to upload the complex motion. If you do not upload the motion, the system will remove check mark.
Co-Counsel	Click in the check box to insert checkmark if you are the co-counsel where the notice to seek the death penalty is withdrawn on a capital case. Co-counsel will be compensated non-capital rates for services rendered after the date the notice is withdrawn.
On-line	This check box is grayed out and will display as checked. Once you save claim information on the properties tab; select the Refresh button on toolbar, if the check mark disappears then the judge selected is an offline judge.
Indigent	This check box is defaulted as checked indicating client being represented is indigent.
Total	Total dollar amount of claim submitted to Judge or AOC.
Notes:	(Optional) Can enter notes about the claim or note to judge/AOC.

Interpreter Fee Claim – Properties Tab

An Interpreter will use this claim type for cases or work where an interpreter provides interpretation services for persons regardless of whether the person is indigent or not.

> **Note: The appointment of interpreters and/or translators, and the compensation by the AOC for costs associated with an interpreter's and/or translator's services, are governed by Rule 42, Rules of the Tennessee Supreme Court**.

When you first create this claim the system displays the Properties tab. The first field you see is the claim type you selected. The claim is assigned a unique claim number. This number is the best way to track your claim through the process. The claims status is 'New'. The status of 'New' indicates a new claim which has not been submitted either to the judge or the AOC for review; it is considered in your in-basket or active work tab.

ACAP will allow entry of a partial claim for those claimants who like to start their claim and finish it later. The court demographic information is next and must be entered in a specific order. Then client's (defendant) name, TCA offenses and case numbers are to be entered and saved before you can start entering your activities. You will notice a red asterisk or red outline by those required fields.

The disposition date/last activity date and judge is not required until you are ready to submit your claim. If you want to enter the judge then the disposition date/last activity date must be entered. This date will be the date service was provided. If no date is entered then the Judges drop down menu will be blank.

Example of a Partial Interpreter Claim

Claimant must complete the first four fields in the following order and selections must be made from the drop-down menu options for ACAP to work properly.

Field Name	Description
District	(First) - enter a two digit numeric character (e.g. 01, 02, 10, 13) then select it from the drop-down menu or click on the down arrow then select from the menu. Use the buttons at the bottom of the menu to select next, previous, first or last page to see the other menu options. ▶ **Next Page** ◀ **Previous Page** ⏮ **First Page** ⏭ **Last Page** **Refresh**
County	(Second) - enter the county or part of the name then select county from the drop-down menu or select down arrow then select from the menu.
Court	(Third) - Enter the court or part of the court name then select the court from the drop-down menu or select down arrow then select the court from the menu.
Case Type	(Fourth) - enter the case type or part of the case type name then select the type from the drop-down menu or select down arrow then select case type from the menu. The case type will be your certification status: Non-Credential, Registered, or Certified.

Complete the following four fields to save your partial claim. Closing your claim without saving will save a blank claim.

Field Name	Description
Client Info	Enter clients/defendant's first, middle (optional), and last name.
Primary Offense	The ACAP system will automatically determine the primary offense by selecting the highest offense first from your offense entries.
Offense	Enter a partial 'key word' description and the TCA code offense table will populate with a list of offense codes. Click on column headers to sort data in ascending order. Click header again and it will display data for column in descending order. Select the appropriate TCA code.
Case Number	Enter the case number(s). For entry of multiple case numbers select the plus sign (+). Select the minus sign (-) to remove entries.

To save the information entered click on the Save button located in the right hand corner of the toolbar above the Properties tab.

Continue completing the Properties tab information.

Field Name	Description
Disposition Date/Last Activity Date	Enter the date you provided the service in the disposition date/last activity date field. You must enter this date in order for ACAP to display the judges in the Judges drop-down menu.
Claim Date	ACAP will display the date the claim is submitted to the Judge or AOC.
Sentence	Not Applicable for Interpreter claim types.
Disposition	Not Applicable for Interpreter claim types.
Conviction Offense	Not Applicable for Interpreter claim types.

Field Name	Description
Judge	Select the presiding judge from the drop-down menu options. If the judge is not listed leave blank. When you submit the claim, ACAP will prompt you enter a reason for leaving this field blank; enter the name of Judge and whether they sat special, by interchange or newly appointed. ***Note:*** *The disposition date/last activity field must have the date of service before you can see the judges in then drop-down menu.*
Complex	Not Applicable for Interpreter claim types.
Seal	Not Applicable for Interpreter claim types.
Motions	Click in the check box to insert checkmark if you have a separate motion (prior pre-approval) when Interpreter expenses exceeds $5000 per client per case. ACAP will prompt you to upload the motion. If you do not upload the motion, the system will remove check mark.
Co-Counsel	Not Applicable for Interpreter claim types.
On-line	This check box is grayed out and will display as checked. Once you save claim information on the properties tab; select the Refresh button on toolbar, if the check mark disappears then the judge selected is an offline judge.
Indigent	This check box is defaulted as checked indicating client is indigent. If client is not indigent then click in check box to remove check mark.
Total	Total dollar amount of claim submitted to Judge or AOC.
Notes:	(Optional) Can enter notes about the claim or note to judge/AOC.

The properties tab also preloads claimant information automatically based of the registration record.

Field Name	Description
Last	The system pre-loads claimant last name.
First	The system pre-loads claimant first name.
BPR	Not Applicable for interpreters.
Email	The system pre-loads claimant email.
Role	The system pre-loads claimant's role..
Language	The system pre-loads claimant's language.
Certification	The system pre-loads claimant's certification.

To save the information entered click on the Save button located in the right hand corner of the toolbar above the Properties tab. You can add your service and expense activities by selecting the Claimant Activities tab. Please refer to *Entering Claimant Activities* section of your manual. You can close your claim by selecting the Close button on toolbar to return to the Active Work tab to create another claim.

Entering Claimant Activities

Claimant will select the Claimant Activities tab to enter expenses and hourly activities for reimbursement. Below this tab ACAP displays a toolbar with three buttons:

- Add will add and save your expense or hourly activities record.
- Delete is grayed out until you check mark the expense or hourly activities record you want to delete.
- Upload Receipt will populate the Add Document screen so you can browse your computer and upload your signed appointment order.
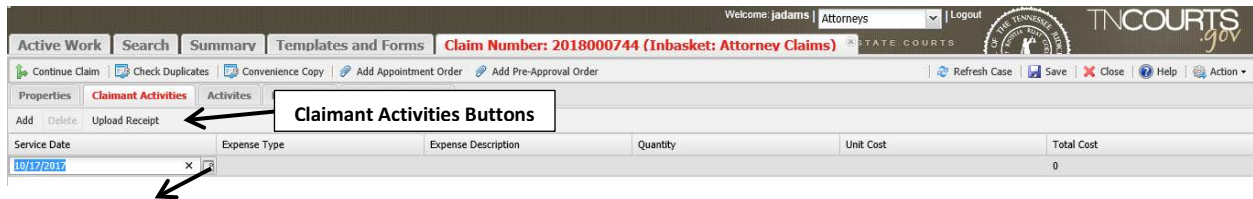
Add an expense or hourly activities entry by mouse clicking below the Service Date title. ACAP will display a service date field. Enter the calendar date using this format: MM/DD/YYYY. Or select the calendar located at the end of the field. ACAP will open the calendar. On the calendar select the ◄ previous, ► next buttons to change months. Use the ▼(down arrow) by the year to change month and years.

Tab or mouse click to the Expense Type field. ACAP places both hourly activities and expenses in one menu. ACAP will display several 'Out-Of-Court' expense types to choose from the menu. This is new feature and necessary for claimants to enter multiple activities on the same date. Select the appropriate option from the menu then tab or mouse click to the Expense Description. The Expense Description is where you will enter the service activity or expense description for the expense type selected. Please follow the established billing guidelines for your service activity. ACAP will allow multiple lines of data to be entered in one text box, by selecting the enter key at the end of your sentence, it will take you to the next line so you can continue your entry. Once finished either tab or mouse click to the Quantity field to enter the hours quantity (calculations in tenths) or expense quantity (e.g. 130 for miles on mileage expense). ACAP will display the rate when applicable and calculate the total.

Expense Type	Expense Description	QTY	Rate	Total
Out of Court Hours - Research & Review	Researched drug cases on westlaw (1 hr); review file with client (0.5)	1.5	40	60
Out of Court Hours - Interviews/Meetings	interviewed client about plea (1.2) hrs; in...	2.5	40	100

Some expenses will require you to enter the unit cost, for example: Parking. For these types of expenses ACAP will populate the quantity of 1 and you enter unit cost. The description can describe if there were multiples (e.g. 2 parking receipts @ $8.00, then unit cost would be $16.00). Lastly, for most expenses you are required to have receipts. Click the 'Add Receipt' button to upload your receipts.

Example of Expenses:

				Subtotal: $130.20	
Expense Type	Expense Description	Quantity	Unit Cost	Total Cost	
				Subtotal: $122.20, Maximum Compensation: $0.00	
Mileage	travel to Loudon from Knoxville round trip	130	0.47	61.1	
Mileage	travel to Loudon from Knoxville round trip	130	0.47	61.1	
				Subtotal: $8.00, Maximum Compensation: $0.00	
Parking	Parking	1	8	8	

The hourly activities and expenses sections will display separate subtotals. ACAP will display the maximum compensations per Rule 13 for this claim type with or without complex. The claim total amount for reimbursement will display in the bottom right hand side of the screen. Please refer to *Rule 13: Appointment, Qualifications, and Compensation of Counsel for Indigent Defense* regarding indigency representation and payment.

Full Screen View of Claimant Activities:

Upload Receipt and/or Add Appointment Order

Select the Upload Receipt and/or Add Appointment Order buttons. ACAP will populate the Add Document screen.
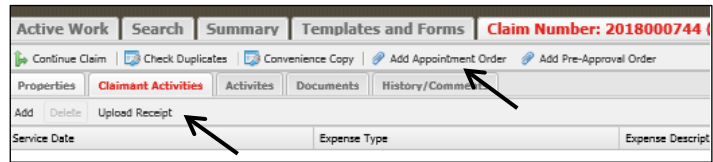
At the document content field select the browse button located at the end of the field ●●●. Locate the receipt or appointment order you saved as a PDF document on your computer. Select your PDF document then select the Open button or you can double click on selected PDF document. ACAP will return to the Add Document screen with the document file name showing in the 'Document content' field. Next enter the document title then click the Add button to upload your document. Or select the Close button to close out of the Add Document screen.

Note: Make sure to scan and save all your documents in PDF file format (.pdf) before uploading onto ACAP.
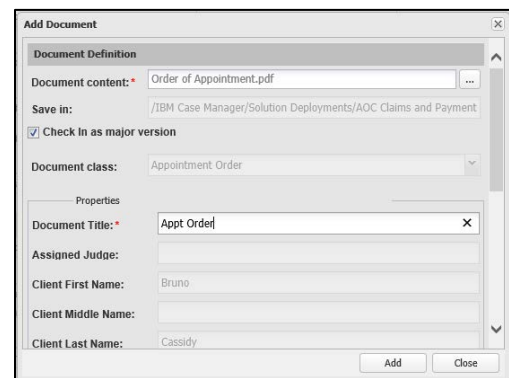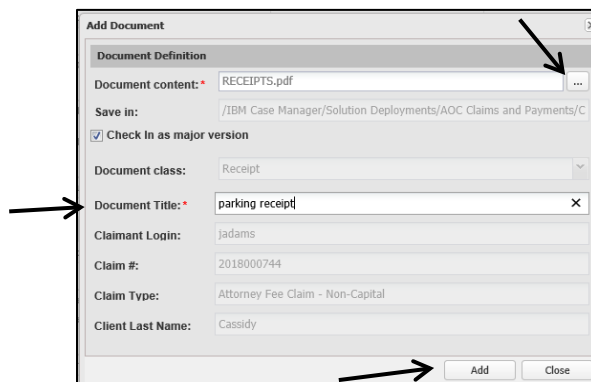
Delete Claimant Activity Record

Delete a record by clicking on the checkbox by the expense record which will insert checkmark. Once selected then click the Delete button on the Claimant Activities tool bar. The subtotal and claim totals will recalculate.

Submitting the Claim

The ACAP system provides a way for you to submit your claim based on whether the judge is online or offline. An online judge uses ACAP to review and approve claims electronically. An offline judge does not use ACAP. The claimant will have several additional steps and tasks to complete the claim for an offline judge to be able to send it to the AOC.

Also, ACAP will provide several validations up front so claimant can correct the claim prior to submission. The system may request a reason when claimant submits the claim without making some corrections. On the toolbar far right select the Action button the select one of following three actions listed below. Refer to *Appendix I Understanding Claim Statuses* should you see different status after submission.

Submit for Judicial Review (Online Judge)

- If claim is **less than $200** for online then claim will route to the AOC for Review.
- If claim is **greater than $200** then claim will route electronically to the judge for review. He will be notified by email that there are pending claims awaiting judge approval.

Print for Judicial Review (Offline Judge)

- If claim is **less than $200** then you will do the following. After selecting this option the system returns you to the Active Work tab. Click the Refresh button at least two times. This will retrieve any new claims that you will need to complete.
    1. The claim you just submitted will have a new status: Awaiting Judge Signature.
    2. Double –click on this claim to open.
    3. Claimant will select the Action button found on the tool bar then select 'Printed Claim Added'. This will route your claim to the AOC. Since the claim is under $200 then you will not have to take it to the judge for review and signature.
- If claim is **greater than $200** then you will do the following. After selecting this option the system returns you to the Active Work tab. Click the Refresh button at least two times. This will retrieve any new claims that you will need to complete.
    1. The claim you just submitted will have a new status: Awaiting Judge Signature.
    2. Double –click on this claim to open.
    3. Claimant will need to go to the claim's Document tab and click on the Home folder. System will display PDF with claim ID number (e.g. 2018000792).
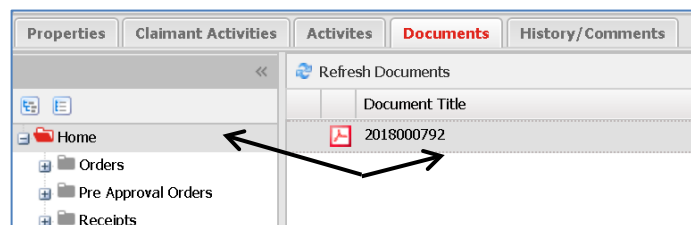

4. Claimant will mouse right click on the claim PDF document. Then select 'check out' from menu options. System will prompt you to open, save, or cancel the PDF document. Open the claim PDF document and save onto your desktop.
5. Print PDF document and take to judge for review and signature. Judge will need to return the claim back to you so
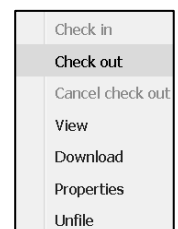
you can then upload it to the ACAP claim**.**

Note: Parole Revocation Claim types will follow these instructions with the exception that they will print the PDF copy and take to the Parole Board for review and approval instead of a judge.

6. Claimant has signed claim, and it is scanned and saved on claimants desktop.
7. Claimant will log back into ACAP. Locate claim in your active work tab. Claim will have status: Awaiting Judges Signature.
8. Open the claim and select the Documents tab. Click on the Home folder. System will display PDF with claim ID.
9. Claimant will mouse right click on the PDF document and select the menu option of 'check in'. System will display the Check In Content screen.
10. Claimant will select the browse button to browse his/her computer for signed copy of PDF claim to upload. Select the signed PDF and select open or double click the pdf file will place PDF file in field. Lastly, select the 'Check In' button.
11. Claimant will select the Action button found on toolbar then from the menu select: Printed Claim Added. This will route claim to the AOC for Review with signed copy uploaded.
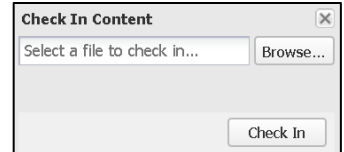
Remove Claim

- Claimant selects this action; the system will prompt you for a reason for removing the claim. Select OK to continue the process. Click Cancel to cancel the removal process. Clicking OK will remove claim from claimant's active work tab (similar to doing a delete claim). If claimant later decides he/she wants to bring back removed claim then refer to the Reactivate Claim section.

Reactivate Claim

Select the Search Claim tab. Search for claims with a Removed status. Use the filter panel on left side to filter claim by different criteria (e.g. Claim status is equal to and enter 'removed') or see all claims by selecting the Apply button.

Locate claim in the result list on the right side of the screen. Double click to open claim. Select the Reactivate button just above the properties tab. The system populates the Status message: Reactivate claim request has been submitted. Click the OK button. Select the Close button to close claim.
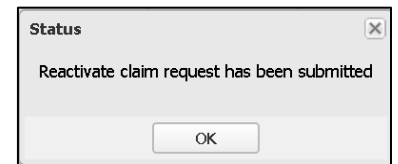
You cannot process claims in Search mode. Select the Active Work tab and select the Return Claims tab. This is where you will find the reactivated claim and you can continue to process the claim from here.

Continue Claim

Attorneys filling Dependency & Neglect claims as well as those attorneys filing Capital claims on the same case/defendant may use the Continue Claim feature. The first claim filed must have a status of 'Paid' before you can use this feature.

Log into ACAP then select the Search tab. Next using the Query panel locate your phase I or previous claim submitted. Select record by clicking the checkbox by the record to insert checkmark then double click record. This will open this record.

With the previous claim opened, select the Continue Claim button. This will create a new claim with the properties tab already preloaded with the information from your previous claim. Select the Add button found on the tool bar to the right.

Example of new claim pre-loaded with information:

New Claim Tab

After you have selected the Add button then select the Close button. Remember you are in the Search tab and you will not be able to modify or work the claim from there.

Select the Active Work tab and your new claim will be listed there. Open your claim and verify the information on the Properties tab. You will need to modify the Disposition/Last Activity date and any information that was pre-loaded and is different for this claim. Then select the save button. Continue by selecting the Claimant Activities tab to enter your activities and expenses. Complete your claim as usual.

Understanding the Activities Tab

The activities tab will display the expenses and hourly activities entered by claimant showing the quantity, unit cost and total cost requested. After judges review, the claimant can view the quantity and/or hours adjustments made by the judge (e.g. reducing hourly total to cap amount for claim type). After AOC review you can view quantity and/or hours adjustments made by the AOC. Please refer to the History/Comments tab for details on changes.


Understanding the Documents Tab

This tab will display the PDF documents uploaded by the claimant. Click on the orders folder located on the filter panel. ACAP will change the folder to red and display the appointment order PDF. Click on the receipts folder and ACAP will change folder to red and display receipt PDF document. . If claimant does not see a document listed under the Document Title header then document was not uploaded. Claimant can upload the appointment order by selecting the Add Appointment Order button. Claimant will need to go back to Claimant Activities to upload the receipt using the Add Receipt button.
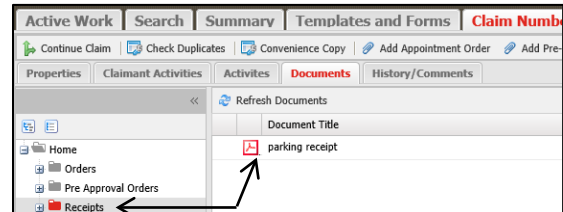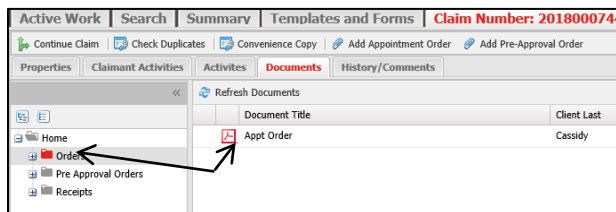

The claimant has two buttons above the Home folder. These are the collapse and expand buttons for the home folder. The expanded view is what you see in the examples above and you can see all folders found in the Home folder. The collapse view would be the home folder by itself and folder displays closed instead of open.
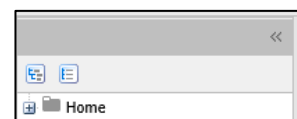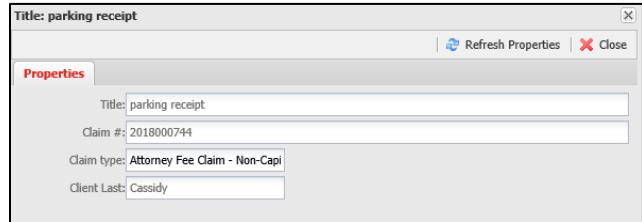
Mouse right click on the PDF document will display some menu options. Selecting 'Properties' will display the properties of the document such as the document title, claim #, claim type, and client last name associated with document.
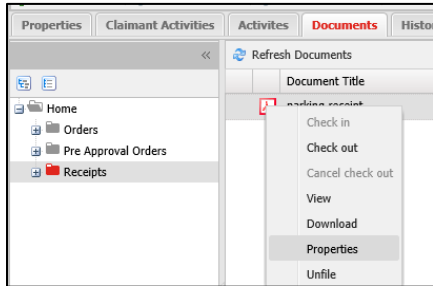
Menu Options   Document Properties

Selecting 'Download' will enable claimant to download the PDF document. The system will prompt you if you want to open, save or cancel the process of downloading. Make a selection.

Selecting 'Unfile' will remove the PDF document from the claim. The menu options 'Check out', 'Check in' and 'Cancel check out' will be discussed in the manual section Submitting Claim for an Offline Judge.

Printing a Copy of the Claim

ACAP allows you to print a copy of the claim. Open the claim then select the Convenience Copy button located on the toolbar. The system will prompt you to open, save or cancel PDF copy. Select open. Once the PDF copy is opened you can print by selecting File then Print. This document will be a copy of what you submitted to the AOC or judge and does not reflect what may be paid.
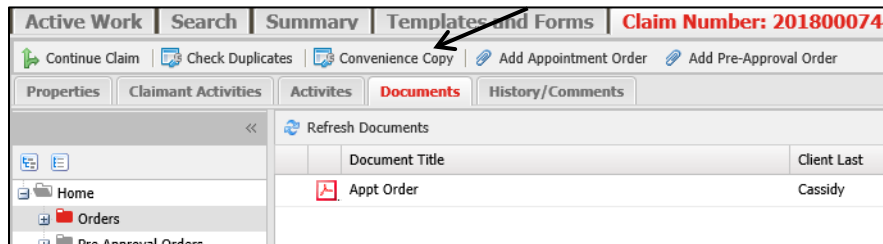
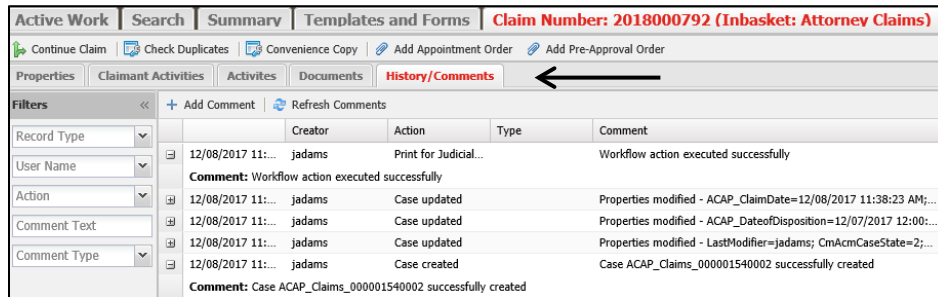## Reviewing and Using the History/Comments Tab

ACAP provides the history of the claim as it moves through the system until payment is received. This is also where you can add and view comments.

Select the History/Comments tab. ACAP display a list of historical actions, comments, creator of those comments or actions and date each occurred. ACAP provides a way to search for specific comments based on certain criteria such as record type, user name, action type, and comment text or type.

- Click on the filter panel buttons (>>) to expand the panel.
- Enter criteria.
- Select Apply to perform filter search or Cancel to cancel filter search.
- Click on the (<<) button again to collapse panel.
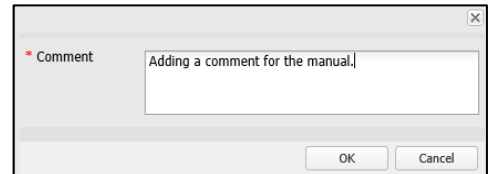
Each comment has a + by the comment. Clicking on the plus sign will expand the comment and display all information relating to comment/action. Click on the minus sign ‐ will collapse the comment. Another way to expand the comment is to enlarge the column header. Go to the end of the column header until you see the two arrows ←‖→ then click and drag to the right.

Adding Comments
Select the Add Comment button on the History/Comments toolbar.
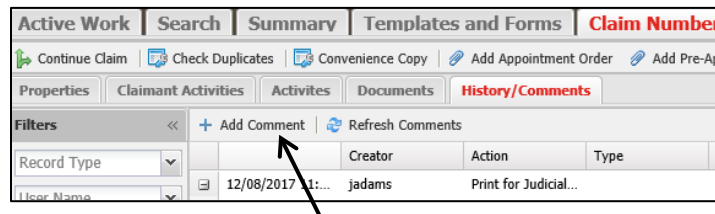
The comments text box displays.
- Enter a comment in the text box provided.
- Then select the OK button to add the comment. Or select the Cancel button to cancel the comment.
- View comment added in the History/Comments screen.

If you do not see your comments then select the Refresh Comments button on toolbar. This will refresh the system and bring in any new comments that may have been added.
> **Note: The ACAP system does not send out emails when comment is entered.**

Appendix I Understanding Claim Statuses

Status/Actions	Description
New	Claimant created new claim which **is not submitted** will be in the claimant's Active Work tab (In-basket).
Submit for Judicial Review	Condition 1: If claim is greater than $200 then claim will route to online judge for review. Condition 2: If claim is less than $200 for online judge then claim will route to auditor.
Print for Judicial Review	Condition 1: If claim is greater than $200 for offline judge then select Print for Judicial Review the claim will route back to the claimant's Active Work tab with new status: Awaiting Judges Signature. Claimant will have to print the PDF to have the offline judge review and approve. Refer to the Awaiting Judges Signature. (Interpreters please refer to your Offline process). Condition 2: If claim is less than $200 for offline judge then select Print for Judicial Review the claim will route back to the claimant's Active Work tab with new status: Awaiting Judges Signature. Open the claim and select the action: Printed Claim Added. This will route your claim to the auditor. No signature is required when under $200.
Awaiting Judges Signature (greater than $200)	• Claimant will need to go to the claim's Document tab and select the Home folder. System will display PDF with claim ID number. Claimant will mouse right click on the PDF document and select 'check out' (to save the PDF claim on desktop) then print PDF document to take to judge for review and signature. • Claimant has signed PDF copy from judge, scanned and saved on desktop. Claimant will need to go to the claim's Document tab and select the Home folder. System will display PDF with claim ID. Claimant will mouse right click on the PDF document and select 'check in' and system will display the Check In screen. Claimant will select the browse button to browse claimant's computer for signed copy of PDF claim to upload. Claimant then selects the Check In button. This process updates the unsigned copy with signed copy. Lastly, claimant will select 'Printed Claim Added' from actions menu and this claim will route to the AOC.
Submit for AOC Review	Condition 1: Claim is in auditor's Active Work tab if it is not a complex claim. Condition 2: If claim has complex check marked on the claim it is routed to General Counsel for approval of complex. Once approved it will route to Auditor.

Status/Actions	Description
Submit for Judicial Review - Overdue	The ACAP system will notify judge by email he has a pending claim which is waiting review that is overdue. • The AOC will research to see if judge is on medical leave, is using a different email therefore not receiving his notifications, etc.
Returned by Judge	The judge has returned the claim to claimant. Claimant will need to check the History/Comments tab for the judge's comment.
Returned by AOC	Claim is returned by the AOC for correction or other issue. . Check the History/Comments tab for comment from AOC.
Removed	Claimant selected the 'Remove Claim' action instead of submitting the claim for payment.
Reopened	This status displays when claimant reactivates a removed claim. ACAP system provides a way for claimant to reactivate a removed claim. Search for claim with remove status. Open claim and select the Reactivate button on toolbar. Go to your Active Work tab then select the Return Claims tab to complete the reopened claim.
Deny Claim	ACAP will displays this status when: • AOC may deny a claim based on the 180 day rule per Rule 13. • Judge denies claim based on the 180 day rule per Rule 13. • Judge may deny the claim for other reasons. Check the History/Comments tab for denial reason.
Approved by GC	Claim which has a complex order approved by General Counsel.
Potential Duplicate	This will be the status of the claim when it appears to be a possible duplicate of a claim that has already been submitted. This status is for the auditor to review claim to see whether it is a duplicate or not. ***Note: Claimant can check to see if a claim is a possible duplicate prior to submitting claim by selecting the Check Duplicates button on toolbar.***
Overclaim	The ACAP system will warn the claimant that he/she has exceeded the number of hours worked in a day. It is up to the claimant to correct entry or leave it as is. Claimant can enter a comment as to why he/she may have exceeded the hours in a day. When the claim is submitted and correction not made then the claim status is Overclaim. The AOC auditor will research and resolve issue with claimant. Online judges may see this status on claims pending their review and approval. Review claim as usual. The overclaim issue will be researched and resolved by AOC auditor.
Submit for Final Approval	Claim is processing for final review and approval of payment.
Submit to Edison	File sent to Edison for payment processing.
Payment Accepted	File is received by Edison for payment processing.
Payment Rejected	File sent to Edison failed for system error. AOC will resubmit file.
Paid	The direct deposit or check payment is issued. Allow at least 24 hours for direct deposit to be at Financial Institution. Check payment allow for mail to be delivered 3 to 4 days.
Late Claim	A claim must be submitted before or on the 180 day limit per Rule 13.

Appendix II Calculations in Tenths

Use this table to help you when entering your time for your activities when billing an indigent claim.

Minutes	Calculation in Tenths
6 – 8 (up to 8)	0.10
9 - 14	0.20
15 – 20	0.30
21 – 26	0.40
27 - 32	0.50
33 - 38	0.60
39 - 44	0.70
45 – 50	0.80
51 – 56	0.90
57 - 62	1.0

Appendix II Counties and Judicial Districts

County	District	County	District	County	District
Anderson	7	Hamilton	11	Morgan	9
Bedford	17	Hancock	3	Obion	27
Benton	24	Hardeman	25	Overton	13
Bledsoe	12	Hardin	24	Perry	21
Blount	5	Hawkins	3	Pickett	13
Bradley	10	Haywood	28	Polk	10
Campbell	8	Henderson	26	Putnam	13
Cannon	16	Henry	24	Rhea	12
Carroll	24	Hickman	21	Roane	9
Carter	1	Houston	23	Robertson	19
Cheatham	23	Humphreys	23	Rutherford	16
Chester	26	Jackson	15	Scott	8
Claiborne	8	Jefferson	4	Sequatchie	12
Clay	13	Johnson	1	Sevier	4
Cocke	4	Knox	6	Shelby	30
Coffee	14	Lake	29	Smith	15
Crockett	28	Lauderdale	25	Stewart	23
Cumberland	13	Lawrence	22	Sullivan	2
Davidson	20	Lewis	21	Sumner	18
Decatur	24	Lincoln	17	Tipton	25
DeKalb	13	Loudon	9	Trousdale	15
Dickson	23	McMinn	10	Unicoi	1
Dyer	29	McNairy	25	Union	8
Fayette	25	Macon	15	Van Buren	31
Fentress	8	Madison	26	Warren	31
Franklin	12	Marion	12	Washington	1
Gibson	28	Marshall	17	Wayne	22
Giles	22	Maury	22	Weakley	27
Grainger	4	Meigs	9	White	13
Greene	3	Monroe	10	Williamson	21
Grundy	12	Montgomery	19	Wilson	15
Hamblen	3	Moore	17		