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CSA Information Required - Contact Caseworker

The purpose of this summary is to provide a high level overview of the CSA Information Required - Contact Caseworker process. This process will be dealt with by the CMS (CSA rules reassessment team) caseworkers.

If a query is received about a CSA case following the end of CSA liability but before financial transition has been completed this should be re-routed to CSA caseworkers. For more information refer to [Call - Overview](#).

When financial transition to CMS has been completed, but there is a complaint or appeal received on CMS that will require CSA action or information, the CMS (CSA rules reassessment team) caseworker may need to contact the CSA caseworker to discuss the CSA scheme case if the information is not available following interrogation of legacy systems. If the required information cannot be found in CSA systems the CMS (CSA rules reassessment team) caseworker will firstly need to identify the appropriate CSA caseworker by checking the CSA systems i.e. CSCS, CS2 and the clerical case database (CCD). Once the CSA caseworker has been identified, the CMS (CSA rules reassessment team) caseworker will need to call the CSA caseworker to provide the required information.

Where the CSA case was held on CCD and is now closed, the case must not be referred back to Bolton. Instead the 1993/2003 Rules Reassessment Team caseworkers have the same access to CCD case data as Bolton and can respond to requests for information.

A review date will need to be set to remind the CMS caseworker to request updates, if this information cannot be provided during the initial call.

If the case needs to be moved to another segment as a result of any CMS work completed, then the CMS caseworker will need to create the appropriate service request (SR) to move the case to this segment e.g. complaints resolution/review, independent case examiner (ICE), appeals.

For more information on Case Closure refer to the Policy, Law and Decision Making Guidance: 

[Client Contact Overview](#)

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