

Facility Engagement Management System (FEMS)

Frequently Asked Questions

?

1. Can I submit a paper sessional claim instead of using FEMS?

Yes. Paper sessional claims can be submitted through FEMS by an executive of your physician society or their administrative staff on your behalf.

Please note: you must still register with FEMS online, even if you choose to submit paper claims.

?

2. What is the registration process?

To use FEMS, you will need to sign up and create a user account at:

fems.facilityengagement.ca. You can register via a PC/tablet or via the app on a mobile device (app is available by searching 'Facility Engagement' in your app store).

Registration will involve specifying your MSP practitioner number, setting a password, providing baseline user profile information, and specifying preferences and consent. You can update your profile information at any time.

?

3. How will I be paid for sessional claims?

You will be paid electronically by Electronic Fund Transfer via VersaPay, a third party payment processor.

?

4. How do I get paid electronically when submitting my first sessional claim?

If you have already registered and confirmed your account with VersaPay, you will receive an email notification of the deposit.

If you have not yet registered with VersaPay, you will receive an email invitation from them after submitting your first claim. Click on the link in the email to sign a pre-authorized debit agreement and to provide your banking information. VersaPay will then issue a micro-deposit to verify your bank account information. You will receive a subsequent email from VersaPay requesting your confirmation of the micro-deposit issued to your bank account. Once verified, your sessional claim will be processed and deposited into your bank account. After the initial banking information setup, no further action is required by the physician for subsequent claims.

VersaPay's pre-authorized debit agreement has been vetted by Doctors of BC's general counsel.

? 5. How do I know if my sessional claim has been submitted/approved/paid or not?

You can track your claim status on the desktop and mobile versions of FEMS. Please login and click on 'Claims' to see a list of all claims and their current status. You can filter by status to see where your claims are in the submission, approval, and payment process.

? 6. I would like to submit a claim, but my name is assigned to the wrong Engagement Activity or my Engagement Activity is missing.

You will need to contact one of the executives or the administrative staff of your physician society to add you as a participant of the Engagement Activity. Physician society executives and/or their administrative staff are required to approve Engagement Activities and assign participants in FEMS prior to physicians submitting their claims.

? 7. Can I create a new Engagement Activity for my site in FEMS?

Yes, any member of a physician society can create an Engagement Activity; however, these are not automatically approved. The request will be reviewed by the physician society executives.

? 8. Why am I obligated to provide feedback on facility engagement activities?

Your feedback on facility engagement activities is necessary for evaluating the effectiveness of the Facility Engagement Initiative, as required by the 2014 Physician Master Agreement between Doctors of BC and the Provincial Government of British Columbia. Doctors of BC has engaged an evaluation team at the University of British Columbia to conduct the assessment. Any disclosure of your feedback information by Doctors of BC to UBC will be anonymized prior to being disclosed.

? 9. I received an email notification that my sessional claim submission was rejected. Who do I speak to?

You need to contact your physician society executives and/or administrative staff to inquire about rejected claims or log in to FEMS and read any comments/requirements that may have been attached to your claim. The physician society executives are responsible for reviewing and approving claims through FEMS on an as-needed basis.

Support

? Who do I contact if I need support on using/understanding the chart of accounts and the import/export functions in FEMS?

You can contact the Doctors of BC help desk support team at femssupport@doctorsofbc.ca or 604 638 4869 from Monday to Friday, 9am to 4pm, with basic questions.

? Who do I contact if I need support on using the accounting software?

For more advanced or accounting-specific enquiries, please contact the support team at Sage50 or QuickBooks, or your physician society's finance administrator (bookkeeper or accountant).

? Who do I contact to request support on using FEMS, or provide feedback on the mobile or desktop application?

You can contact the Doctors of BC help desk support team at femssupport@doctorsofbc.ca or 604 638 4869 from Monday to Friday, 9am to 4pm.

? How do I get more information about the Facility Engagement Initiative?

Additional information, including user instructions for FEMS, are available on the Facility Engagement website: www.facilityengagement.ca