

Facility Engagement Management System (FEMS)

Backgrounder

? What is the Facility Engagement Management System?

The Facility Engagement Management System (FEMS) is a web-based information system that provides overall business management support and functions for the Facility Engagement Initiative at both the site and provincial levels. All physician societies with full funding status will use FEMS, at no cost to them, to support their facility engagement work.

? What does FEMS do?

- **For all physicians and allied health professionals:** Processes and tracks sessional claims for facility engagement activities, and collects feedback for evaluation purposes.
- **For physician society executives and staff:** Supports the management, tracking and reporting of engagement activities and fund usage, and imports financial transactions into its accounting system.

? Who can use FEMS?

Physicians

Allied Health Professionals

Physician Society Staff

? Why is FEMS being used?

At the individual physician level, sessional claims can be paid electronically allowing for faster processing times. For ease, claims can also be submitted and viewed through the mobile application of FEMS.

At the facility level, FEMS will reduce the physician society's administrative burden related to the processing of claims, and assist in the management of engagement activities and funds.

For the Ministry of Health and Doctors of BC, FEMS allows for standardized electronic reporting at several levels, and tracking of physician feedback against engagement activities.

Comparative, aggregated analyses for the Facility Engagement Initiative will be possible using the data captured by FEMS.

? What does FEMS not do?

- Does not process claims for time spent on work outside of facility engagement (e.g., Doctors of BC committee work, other Doctors of BC-Ministry of Health initiatives).
- Does not capture the administrative costs of the physician society (e.g., contractors, rent, phones, computers, etc.)

? How can I access FEMS?

FEMS can be accessed through a desktop/laptop at: fems.facilityengagement.ca or through a mobile device by downloading the application from either Google Play or the Apple App store on any device by searching for **'Facility Engagement'**

The mobile application of FEMS will support registration, and claim submission and tracking. Full features are available on the desktop version.

? When can I begin using FEMS?

FEMS is accessible to physicians and other providers after their facility has been approved for full funding by the Specialist Services Committee. To find out the funding status of your facility or to inquire about the process for obtaining full funding, please contact your local Facility Engagement Liaison or email us at: engagement@doctorsofbc.ca

? Where can I find instructions for using FEMS?

Instructions for using FEMS will be on the Facility Engagement Initiative website shortly. In the interim, please contact dtoapplicationsupport@doctorsofbc.ca for copies of the step guides.

PHYSICIAN SOCIETY MEMBER READINESS CHECKLIST

Facility Engagement Management System (FEMS)

By ensuring that all of the following are completed, you will be able to submit a claim using FEMS and receive payment through electronic fund transfer.

- Decide which **ONE** email account you will use to register for FEMS and VersaPay (third-party payment processor).

Email: _____

- Sign up for FEMS (refer to **How to Register** user guide).

Online: <https://fems.facilityengagement.ca>

Mobile: Search 'Facility Engagement' in your app store

- Check email and junk mail for a confirmation email from **no-reply@fems.facilityengagement.ca**

- Sign up for VersaPay (refer to **How to sign up with VersaPay** user guide).

Online: www.versapay.com

- Check email and junk mail for a confirmation email from VersaPay.

- Provide and verify bank account information as directed (will take 1-3 business days).

Congratulations! You are now ready to submit claims and receive payment for your participation in the Facility Engagement Initiative!

Need Help?

604 638 4869

1 800 665 2262

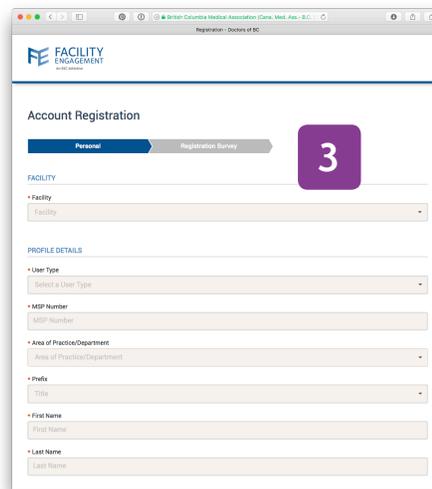
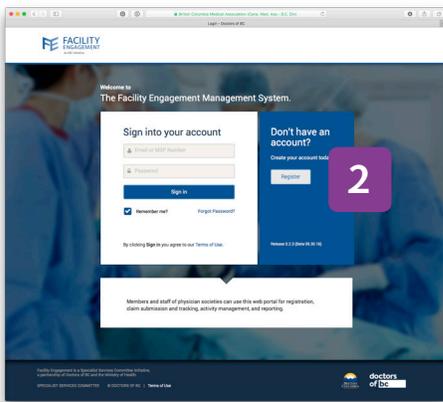
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M-F 9am to 4pm

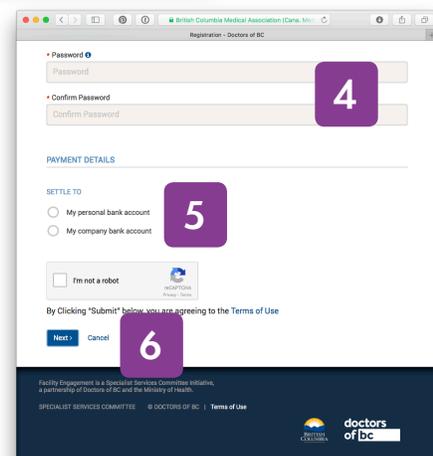
HOW TO: REGISTER

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1. Log in to: <https://fems.facilityengagement.ca> or launch the **FEMS mobile app**.
To download the APP: search 'Facility Engagement' in your App store.
2. Click on **Register** or **Sign Up** on the mobile apps.
3. Select the facility (or facilities) where you work, add your profile information, and create a password. Use the **same personal** email for FEMS and VersaPay.



4. Password must have at least eight characters, include a capital letter, number(s) **and** a symbol.
e.g. Userpass12#
5. Select where you want your claim payments directed, either to your company or your personal bank account.
If a company bank account, provide additional information requested.
6. Click **Next** and complete the registration survey.
7. A confirmation email will be sent to you with a link requesting you verify your email address.
8. **Click the link in your email and now you're DONE!**
Your FEMS account is now activated.



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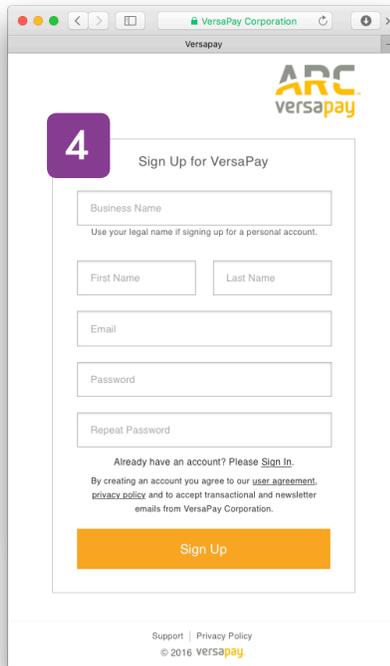
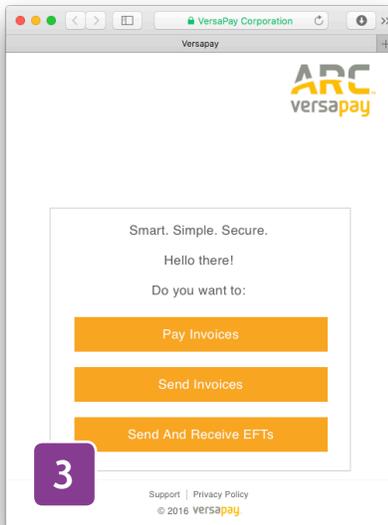
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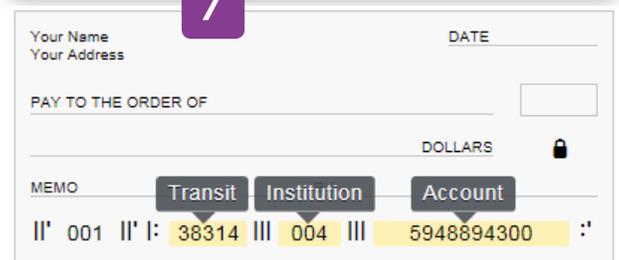
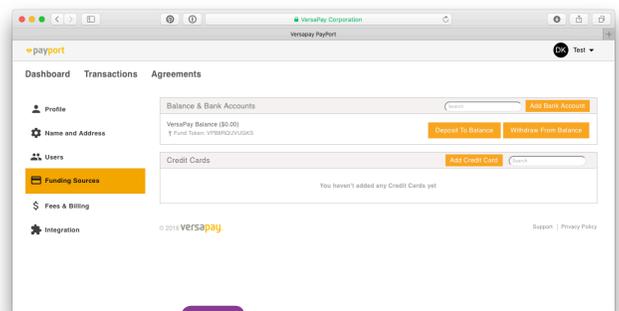
HOW TO: SIGN UP FOR VERSAPAY

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1. Log in to www.versapay.com.
2. Click on **+SIGN UP** at top right of web page.



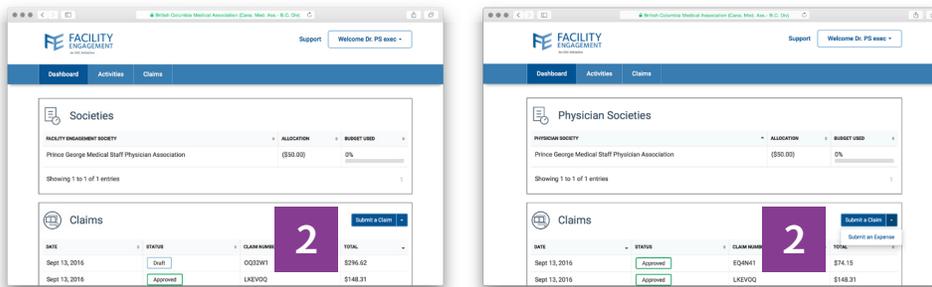
3. Click on **Send and Receive EFTs**.
4. Add personal information requested and submit. Use the **same personal** email for FEMS and VersaPay. An email will be sent to the address you provided.
5. Log into the email account you provided and review verification email sent to you from VersaPay.
**If it's not in your inbox, check your 'junk' folder.*
6. Click on **Confirm Account if the information is correct**.
7. Click on **Quick Links Add Bank Account**. Add banking information requested - include both transit and branch number that can be found on the bottom of your cheques.
**call your branch for clarification if needed*
8. Make sure all information on the pages is filled out completely.



HOW TO: SUBMIT A CLAIM

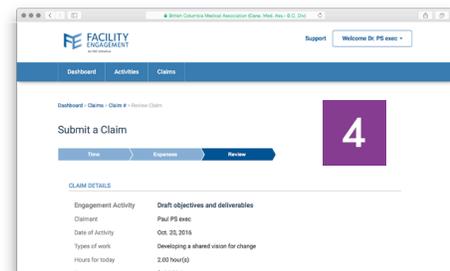
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1. Log in to: <https://fems.facilityengagement.ca> or launch the **FEMS mobile app**.
To download the APP: search 'Facility Engagement' in your App store.
2. Click **Submit a Claim**. Enter the requested information and click **Next**.
If only submitting an expense, go directly to **Submit an Expense**.



3. In the section labeled **Expenses**, select the expense type, amount, and attach a receipt as needed. There will be a prompt to attach one if required for the selected expense type.
To attach a receipt: take a picture of it with a phone or scan a copy of the receipt to a computer. Once this is done, click **Upload File**, search and select the appropriate file to add it to the claim.
**If there are no expenses, click Skip Expenses.*
4. View and edit the claim in the next section. Up to this point the claim is a draft, if satisfied with the entered details click **Submit**.

Once the claim is submitted a confirmation will be sent via email.



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9. Check the box indicating you **Agree to VersaPay terms and conditions.**
VersaPay's terms and conditions have been vetted by Doctors of BC's general counsel.
10. Ensure your correct banking branch is chosen and click **Add Bank Account.**
11. Verify information and click **Confirm.**

Congratulations, you have now created your VersaPay account!

Confirmation information

1. The first time logging into your VersaPay account you will be asked to set up two security questions. Once you are done click **Complete Sign Up.**
2. Within two business days a small credit and debit transaction of equal value from VersaPay will appear in your bank account (verify via online or telephone banking). This is needed to verify your bank account and is in lieu of providing a void cheque.
3. Within two business days you will receive an email reminder from **no-reply@versapay.com** requesting verification of your bank account. If the information is correct, click **Verify my Bank Account.**
**If it's not in your inbox, check your 'junk' folder.*
4. You will be requested to enter the amount debited *and* credited by VersaPay from your account. After doing so, click **Verify Bank Account.***
**NOTE: You won't need to add this information each time, just for the initial set up.*

The funds for sessional claims and expenses will now be sent to the verified bank account.

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