

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 function to the FEMS Initiative at both the site and provincial level. All sites with full funding status will use FEMS to support their facility engagement work.

What does FEMS do?

- **For physicians and allied health professionals,** FEMS processes and tracks sessional claims for facility engagement activities, and collects feedback for evaluation purposes.
- **For physician society executives and staff,** FEMS supports the management, tracking, and reporting of engagement activities and fund usage, and exports financial transactions to the sites.

FEMS 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).
- Serve as a substitute for project management or financial management systems (such as forecasting, budgeting, and accounting tools).

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 site 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 Specialist Services Committee (SSC): FEMS allows for standardized electronic reporting at several levels, and supports the provincial program evaluation.

How can I access FEMS?

Physicians and allied health professionals can access FEMS at <https://fems.facilityengagement.ca> after their facility has been approved for full funding by the SSC.

To find out the funding status of your facility or to inquire full funding, please email your Engagement Partner at femssupport@doctorsofbc.ca.

Need Help?

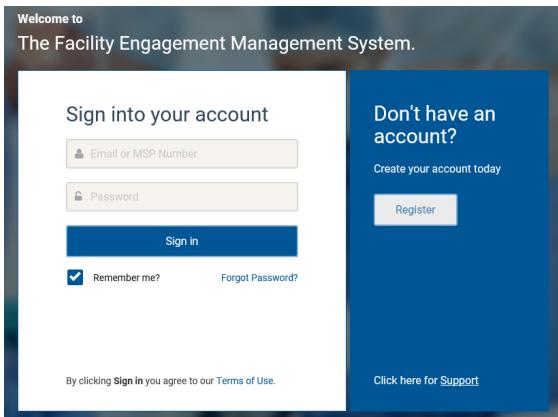
604 638 4869 or 1 800 665 2262

femssupport@doctorsofbc.ca

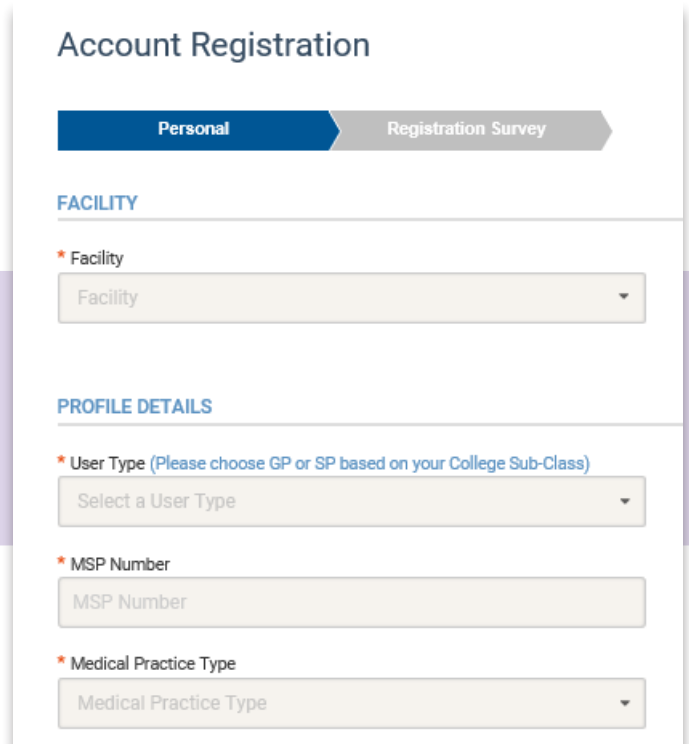
M-F 9am to 4pm

HOW TO REGISTER IN FEMS VIA DESKTOP

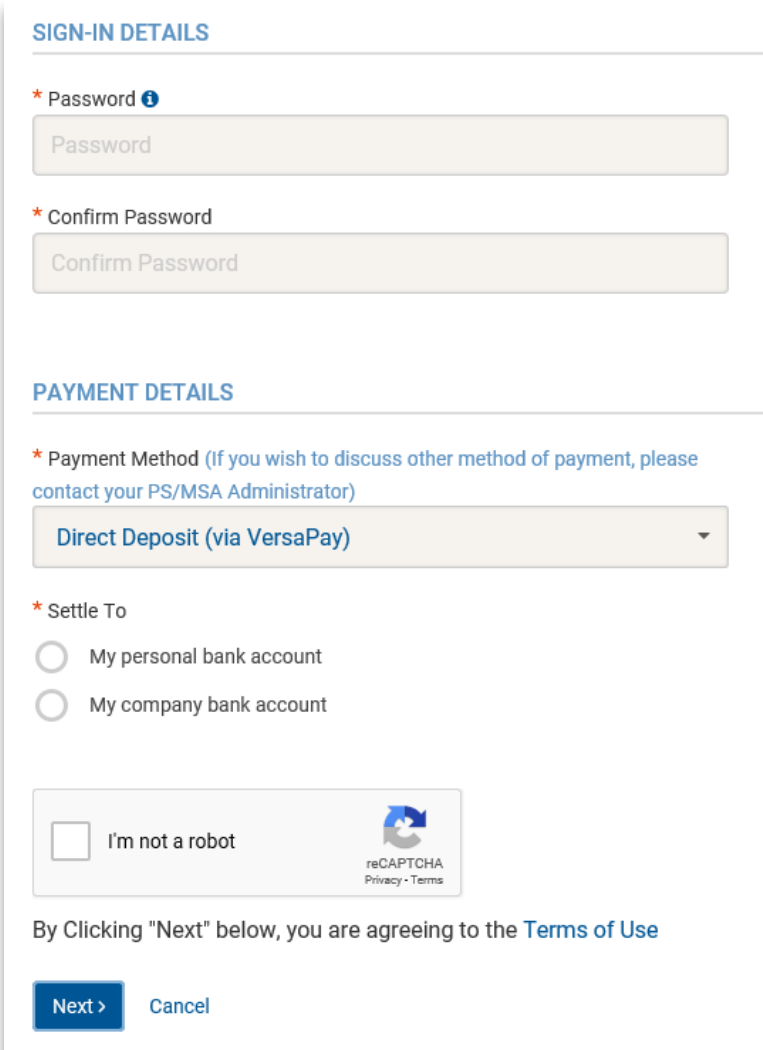
1. Log in to <https://fems.facilityengagement.ca>.
2. Click **Register**.



3. Select the facility (or facilities) where you work, add your profile information, and create a password. Your password must have at least eight characters, contain at least one uppercase letter, one lowercase letter, a number, and a special character. Example: **UserDoc12#**



4. Select where you want your claim payments directed, either to your company or your personal bank account.
5. Click **Next** and complete the registration survey.
6. A confirmation email will be sent to you to verify your email address. Click the link in your email within 7 days to activate your FEMS account.
7. Set up a VersaPay account for your payments (see step guide "How to Sign Up for VersaPay").
8. You are now ready to submit claims in FEMS.



Need Help?

604 638 4869 or 1 800 665 2262
femssupport@doctorsofbc.ca

M-F 9am to 4pm



Doctors of BC

Facility Engagement Management System

VoPay Payment Processor

Physician On-Boarding

FINAL

Version 4

November 18, 2022

1. Steps Involved

Facility Engagement is transitioning to a new payment processor option in FEMS. For Direct Deposit via Electronic Funds Transfer we have added a new Vancouver-based payment processor called “VoPay”. The existing payment processor, VersaPay, will continue to operate for a while but we recommend physicians transfer over to the new VoPay option soon, as it provides streamlined registration and more responsive customer service. In most cases, your MSA will also save money via VoPay’s lower per transaction cost.

The steps to make the change are simple and the sign-up process to VoPay straightforward, and takes less than 3 minutes to complete.

Please have the following information on hand before you start:

- Your usual access to FEMS
- Your usual bank account credentials (personal account or business account – it should correlate to your choice specified in your FEMS profile page for Settlement Account).

You do not need the bank account number – you will just select the account you want to use.

- Note that the VoPay sign-up can only be completed using the **FEMS Desktop version** (not via the mobile option).

2. Change the Payment Method to Direct Deposit (via VoPay)

1. Sign in to FEMS as usual.
2. Select the button in the top right corner Welcome (your name).
3. Select the My Account” option.

The screenshot shows the FEMS desktop interface. At the top left is the Facility Engagement logo. A purple 'Test Environment' banner is visible. In the top right corner, there is a 'Support' link and a 'Welcome Dr. Physician' dropdown menu. A yellow callout box with an arrow points to the 'Welcome Dr. Physician' dropdown, with the text '1. Click on the "Welcome" button.'. Below this, another yellow callout box with an arrow points to the 'My Account' option in the dropdown menu, with the text '2. Select My Account'. The main navigation bar includes 'Dashboard', 'Activities', and 'Claims'. Below the navigation bar, there are two main sections: 'Engagement Activities' and 'Claims'. The 'Engagement Activities' section has a 'Create Engagement Activity' button and a table with columns for NAME and BUDGET. The 'Claims' section has 'Submit a Claim' and 'Submit an Expense' buttons and a table with columns for DATE, STATUS, CLAIM NUMBER, and TOTAL.

| NAME | BUDGET |
|-------------------------------------|------------|
| ARHCC Dobic Managed EA - FEMSPRO-66 | \$2,342.19 |
| Bring the Tri-cities together | \$1,977.96 |
| Coquitlam Shark Test | \$2,000.00 |
| DoBC Managed EA - Kelth 2 | \$0.00 |

| DATE | STATUS | CLAIM NUMBER | TOTAL |
|--------------|-----------------|--------------|------------|
| Jun 18, 2020 | Pending Review | 5WLEKX | \$6,269.54 |
| May 07, 2019 | Payment Problem | 5D6DJ5 | \$33.69 |
| Mar 28, 2019 | Payment Problem | 54Z2L5 | \$5.30 |
| Mar 27, 2019 | Paid | XPY6J5 | \$136.77 |

- On the My Account page, verify that the email address specified is active and can receive emails. Update the email address as needed by clicking on the Pencil Edit icon.
- Scroll down to the Payment Details section and click on the Pencil Edit icon.

My Account page

MSP Number: 1234A

Email Address: tshum.bayleaf+TestPhysician@gmail.com

Profession: General Practitioner

Medical Practice Type: Cardiac Surgery

Facility: Abbotsford Regional Hospital & Cancer Centre
Michelle's Test Facility

CONTACT DETAILS

Address: 10 Main, Vancouver, BC V6J 5A4, Canada

SIGN-IN DETAILS

Password: *****

PAYMENT DETAILS

Payment Method: VersaPay

Settle to: My personal bank account

1. Confirm this is your correct email address.

2. Scroll down to the Payment Details section.

3. Click on the Edit icon.



- The Payment Details pop-up shows and indicates your current payment choice (this will most likely be Direct Deposit (via VersaPay)). **PLEASE NOTE: IF THIS OPTION IS GRAYED OUT, IT IS BECAUSE A PHYSICIAN SOCIETY OF WHICH YOU ARE A MEMBER HAS NOT YET MADE THIS OPTION AVAILABLE TO THEIR MEMBERS. PLEASE CONTACT YOUR PHYSICIAN SOCIETY ADMINISTRATOR FOR MORE INFORMATION.**
- Change the Payment Method to Direct Deposit (via VoPay) and click Save.

1. Payment Details section

Abbotsford Regional Hospital & Cancer Centre

2. Current payment method

Payment Details

* Payment Method (If you wish to discuss other method of payment, please contact your PS/MSA Administrator)

Direct Deposit (via VersaPay)

Direct Deposit (via VersaPay)

Direct Deposit (via VoPay)

My company bank account

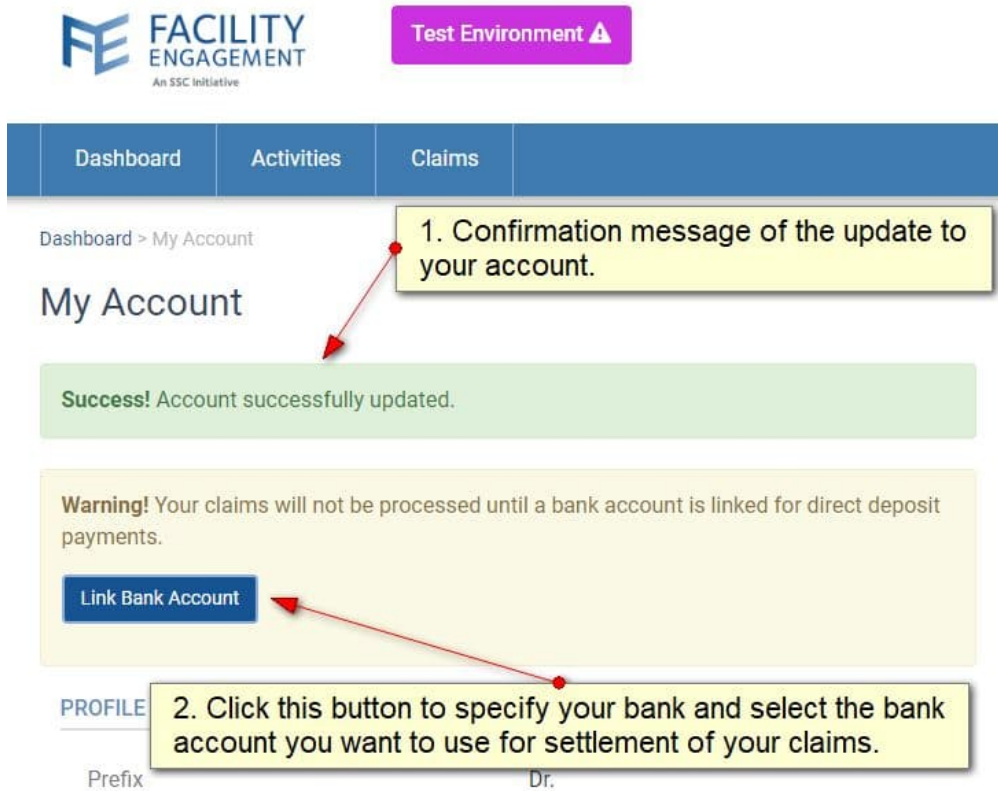
3. Select "Direct Deposit (VoPay)"

Save Cancel

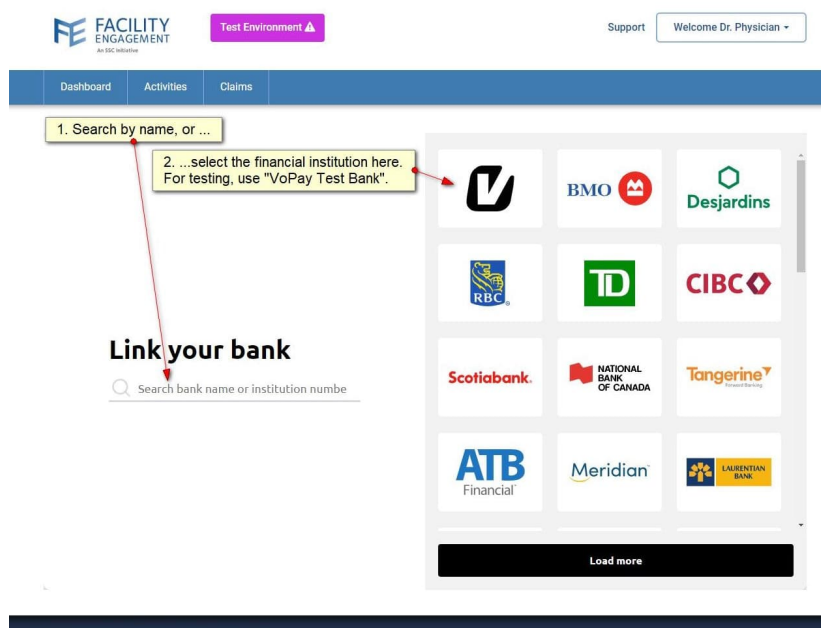
Payment Method: VersaPay

Settle to: My personal bank account

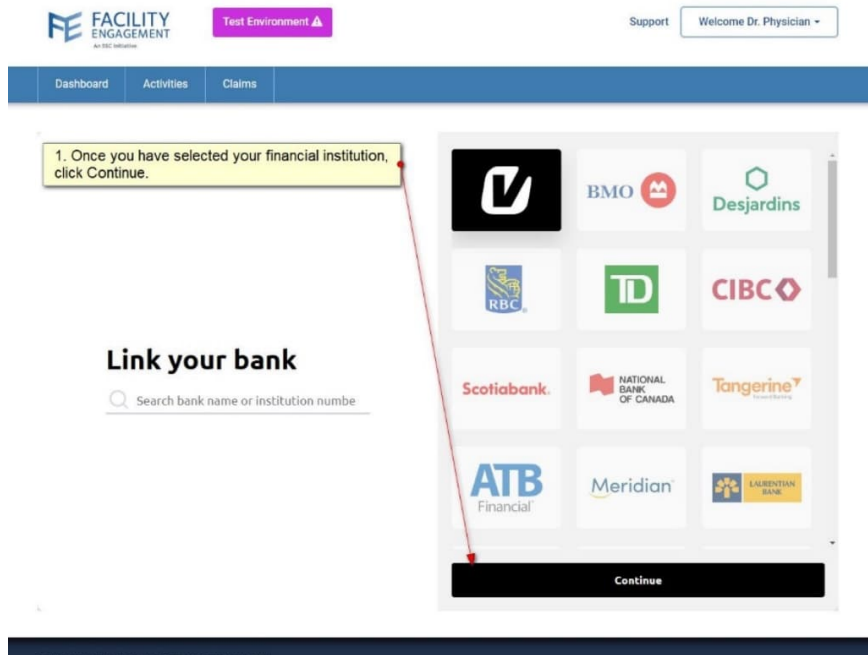
- There will be a confirmation message of the change and a warning message indicating that you still need to create the link to your financial institution and specific bank account. Click on the button “Link Bank Account”.



- A list of banks will show, or you can use the search box to find your specific financial institution.

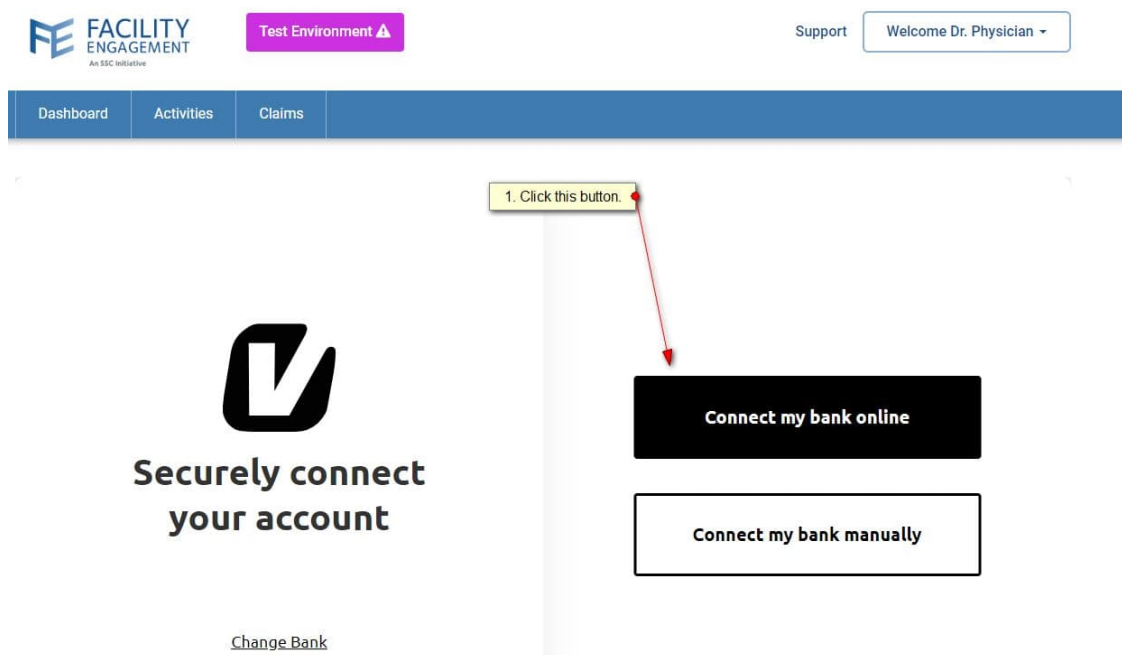


10. Select the financial institution and click Continue.



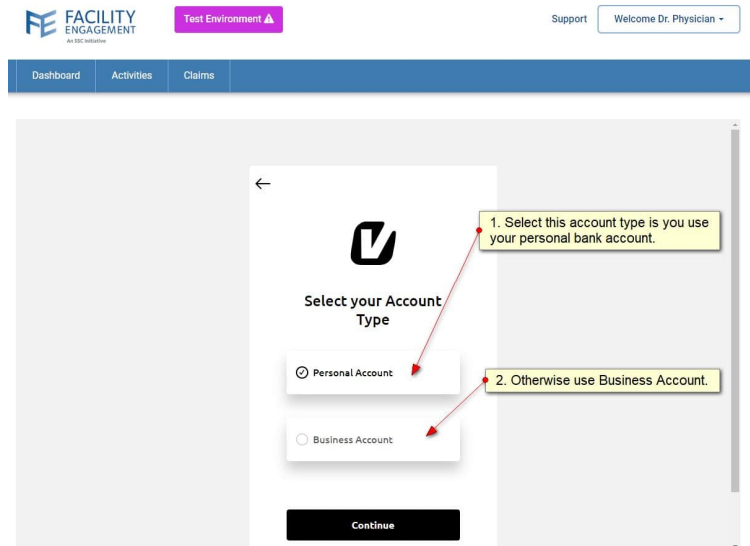
11. Click the option Connect my bank online.

- a. **Alternatively:** if you select Option 2 “Connect my bank manually”, you will need to enter your financial institution’s transit number and your account number manually. No sign-in to your financial institution is needed.



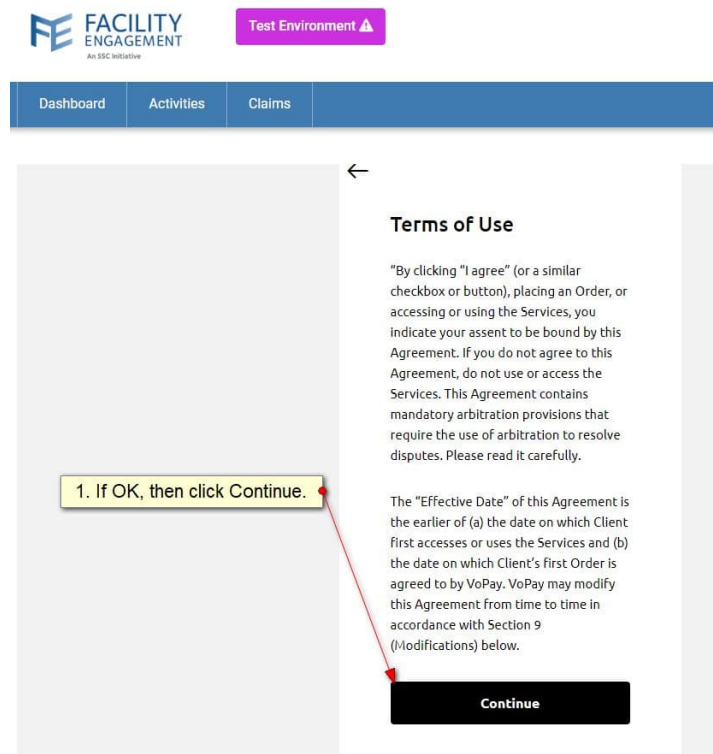
12. Choose the type of bank account that you will use for settlement and click continue.

- for **most** physicians, the type will be Personal Account.
- if you use an incorporated company and an associated bank account, then please select Business Account.

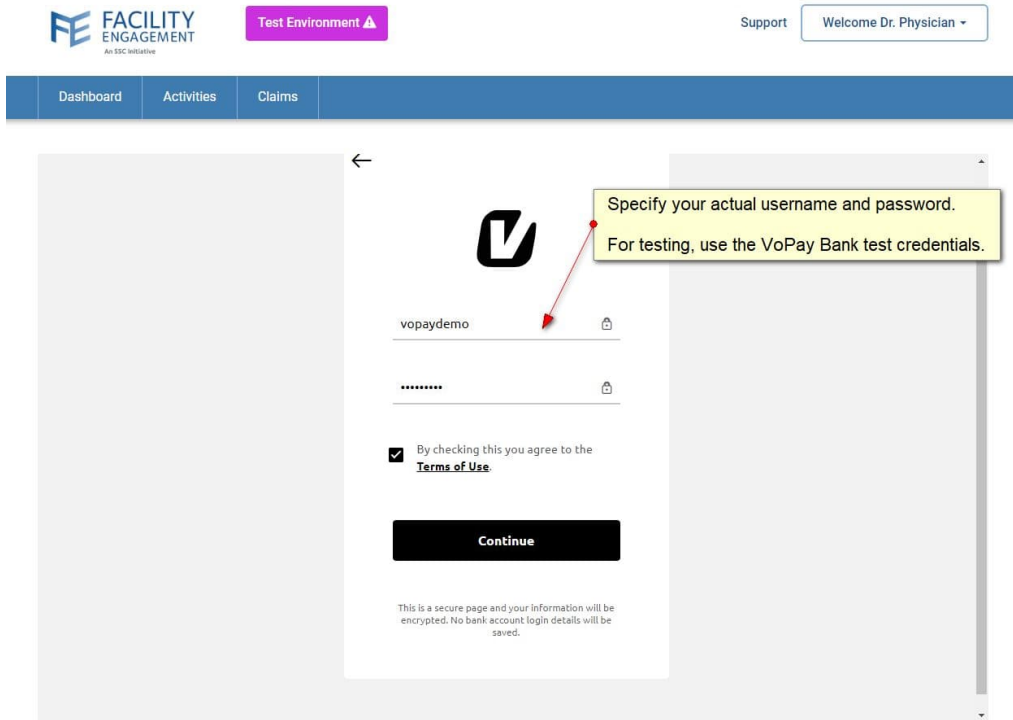


13. The Terms of Use are displayed. If OK, click Continue.

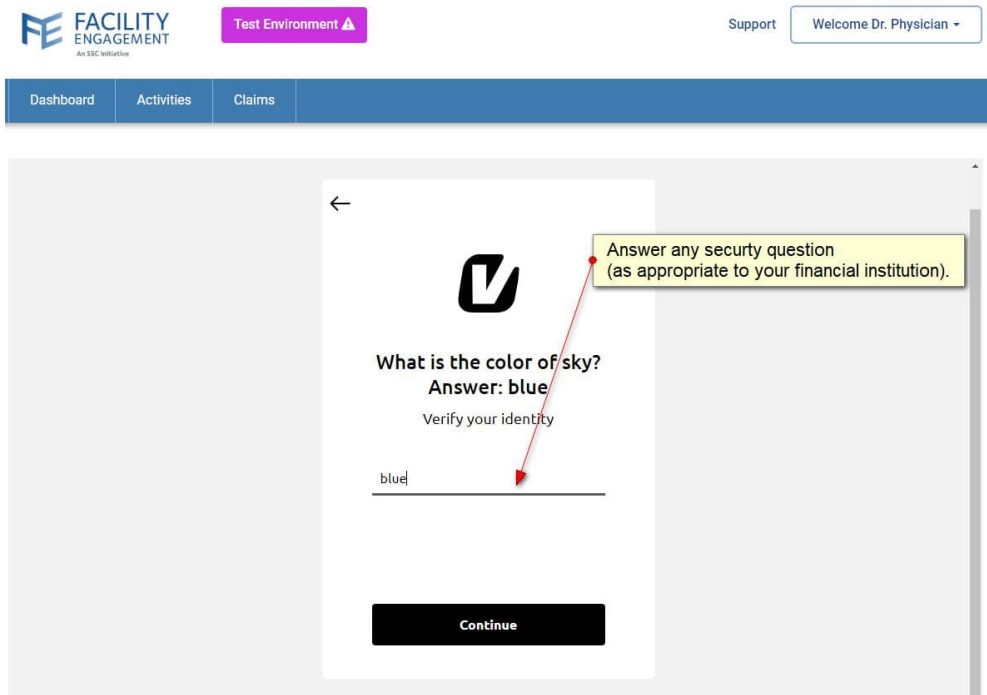
- a. **If you selected Option 2** "Connect my bank manually", then please skip to Section 2.1.



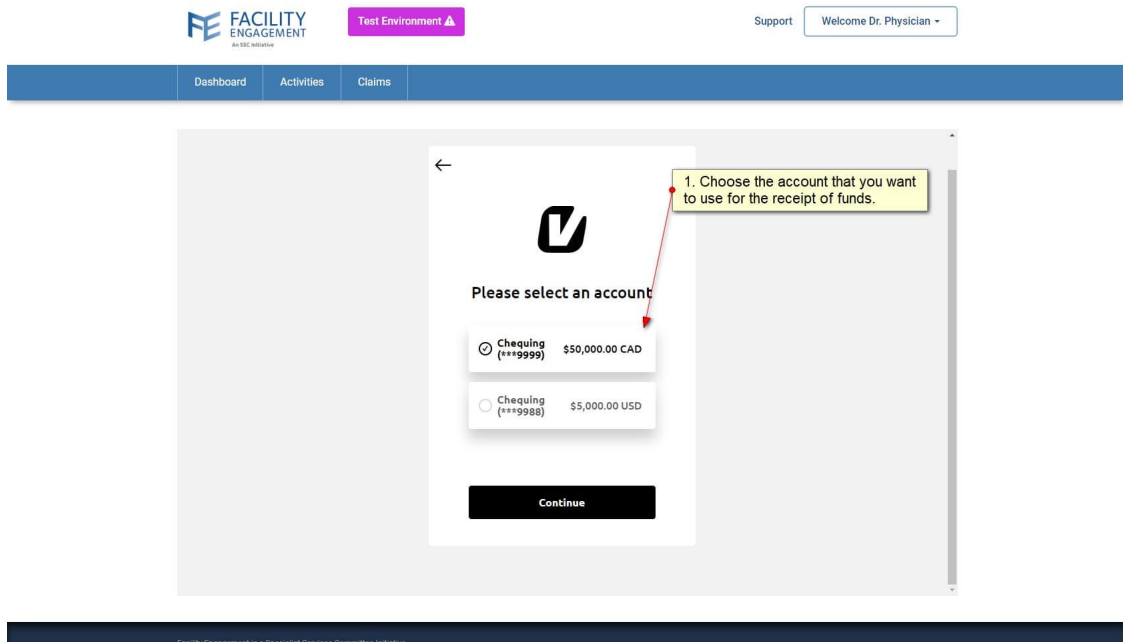
14. Sign-in to the selected financial institution using the appropriate username and password credentials for online banking.



15. Answer the security question (if applicable to your financial institution).

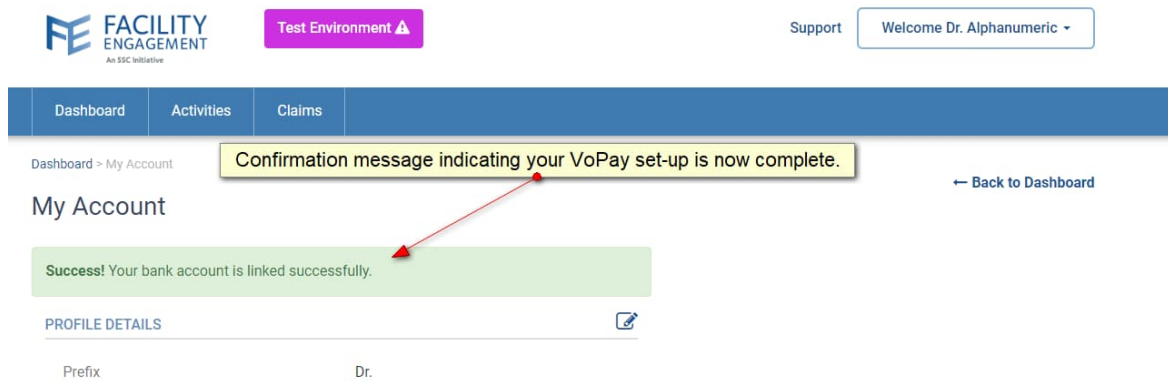


16. The list of your bank accounts available will show. Select the bank account you wish to use.



17. When you click the button Continue above, an encrypted link is created which enables FEMS to reference your selected bank account. This link is only a reference to the account – it does not include any account number details.

18. A confirmation message will display indicating that the set-up is complete. All your future claims will now settle to your bank account via the VoPay payment processor.



That's it! You are now all set up to enable settlements via VoPay as the payment processor.

Thank you for making this change.

----- ***** -----

2.1 Option 2 “Connect my bank manually”

These steps only apply if you chose Option 2 “Connect my bank manually” where you provide the transit number and account number manually. This option does not require sign-in to your financial institution.

19. Please provide the transit number and account number information for the account you wish to use to receive funds for your claims.

The screenshot shows the 'Manual Connect option' interface. At the top, there is a navigation bar with 'Dashboard', 'Activities', and 'Claims'. A 'Test Environment' badge is visible. The main content area contains a form with the following elements:

- A back arrow icon at the top left of the form.
- A logo placeholder with the text '1. Your financial institution's logo' pointing to it.
- The text 'Institution Number: 9999' below the logo.
- A 'CAD' input field.
- A 'Transit Number' input field with a help icon (?) and a lock icon.
- An 'Account Number' input field with a help icon (?) and a lock icon.
- A green rectangular box is positioned over the Transit Number field, with an annotation '2. Provide the transit number and account number. Click the "?" icon for further info.' pointing to the help icon.
- A 'Continue' button at the bottom of the form.
- A security notice at the bottom: 'This is a secure page and your information will be encrypted. No bank account login details will be'.

20. Provide your first name and last name as specified on your bank account. If you chose “Business account”, then provide the company name.

The screenshot shows the Facility Engagement web application interface. At the top left is the logo for Facility Engagement, an SSC Initiative. To its right is a purple button labeled "Test Environment" with a warning icon. Further right is a "Support" link. Below this is a blue navigation bar with "Dashboard", "Activities", and "Claims" tabs. The main content area is a registration form with a back arrow at the top left. The form contains the following fields and elements:

- A yellow callout box with the text "1. Specify this if you are using a company account" has a red arrow pointing to the "Company name" input field.
- A yellow callout box with the text "2. Otherwise provide your first and last name as it appears on your bank account" has a red arrow pointing to a green vertical bar that highlights the "First Name" and "Last Name" input fields.
- A yellow callout box with the text "3. Click Continue" has a red arrow pointing to the "Continue" button.
- Other fields include "Phone (Optional)" and a link for "Add my Address (Optional)".

21. You will then be transferred back to FEMS and receive the confirmation as pictured in step 18.

Your VoPay set-up is complete.

----- ***** -----