

FEMS Set Up and Claims

1. 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.

You will be asked to sign up for VoPay, the third-party payment processor for FEMS – please use the [linked guide](#) to sign up. After the initial banking information setup, no further action is required for subsequent claims.

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

Unfortunately, no. All Facility Engagement payments are managed through FEMS. Your MSA's administrator can help with the sign-up process or contact FEMS Support at femssupport@doctorsofbc.ca.

3. 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 you MSA's executives or administrator to add you as a participant of the engagement activity. MSA executives or their administrators are required to approve engagement activities and assign participants in FEMS prior to physicians submitting their claims. For further support, please contact femssupport@doctorsofbc.ca.

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

You will need to contact your MSA executives or administrator to inquire about rejected claims or log in to FEMS and read any comments/requirements that may have been attached to your claim. The MSA executives and administrators are responsible for reviewing and approving claims through FEMS on an as-needed basis. For further support, please contact femssupport@doctorsofbc.ca.

FEMS Settings and Other Information

5. 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 2022 Physician Master Agreement between Doctors of BC and the Provincial Government of British Columbia. Doctors of BC has engaged an evaluation team to conduct the assessment. Any disclosure of your feedback information by Doctors of BC will be anonymized prior to being disclosed.

6. What are the different roles for MSAs and FEMS?

- **Facility Engagement Staff**
 - Maintain and support MSA funding and FEMS system.
 - Work with individual MSAs on engagement work within and among the MSAs.
 - Facilitate regional engagement work among MSAs within a health authority region.
- **Administrators**
 - Manage engagement activities and budgets.
 - Assign members to engagement activities.
 - Submit claims and expenses and assist with member claims and expenses.
 - Assist with registration of new members.
- **Executives**
 - Directors of and involved in governance of the MSA.
 - Approve intake of engagement activities and budgets.
 - Liaison and management of administrators.
 - Representatives of greater MSA membership.
- **Participants**
 - An MSA member assigned to an engagement activity.
 - Can submit sessional claims and expenses against engagement activities.
- **Member**
 - MSA member registered to participate in Facility Engagement work.