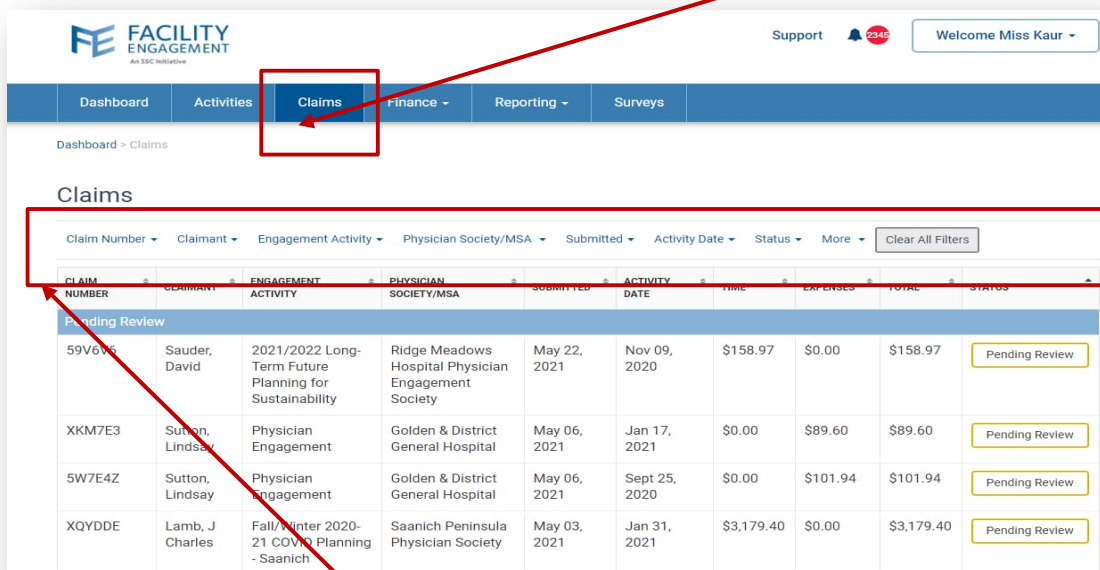


# FEMS Tip Sheet: How to Handle Claim Adjustments

## How to solve it in FEMS

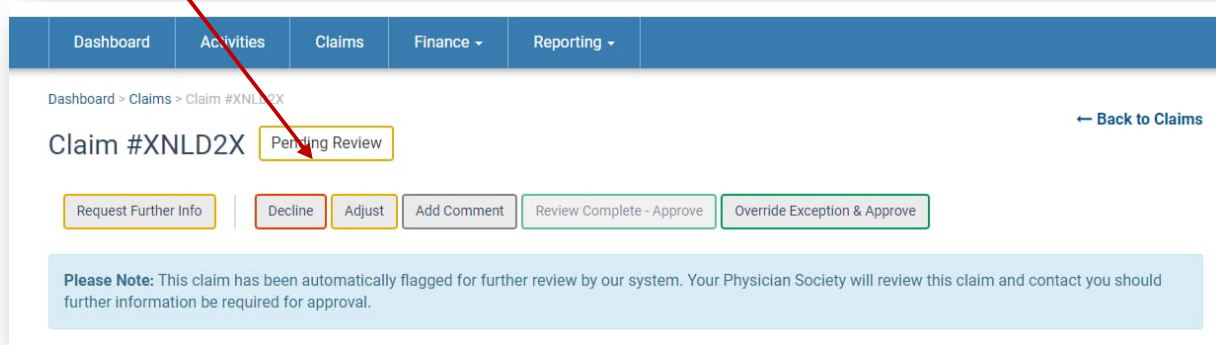
1. Search for the claim using the filters available in the claims grid.



The screenshot shows the FEMS Claims grid. A red box highlights the filter bar at the top of the grid, which includes dropdown menus for Claim Number, Claimant, Engagement Activity, Physician Society/MSA, Submitted, Activity Date, Status, and More, along with a 'Clear All Filters' button. A red arrow points from the 'Claims' tab in the top navigation bar to the filter bar.

CLAIM NUMBER	CLAIMANT	ENGAGEMENT ACTIVITY	PHYSICIAN SOCIETY/MSA	SUBMITTED	ACTIVITY DATE	TIME	EXPENSES	TOTAL	STATUS
Pending Review									
59V6V6	Sauder, David	2021/2022 Long-Term Future Planning for Sustainability	Ridge Meadows Hospital Physician Engagement Society	May 22, 2021	Nov 09, 2020	\$158.97	\$0.00	\$158.97	Pending Review
XKM7E3	Sutton, Lindsay	Physician Engagement	Golden & District General Hospital	May 06, 2021	Jan 17, 2021	\$0.00	\$89.60	\$89.60	Pending Review
5W7E4Z	Sutton, Lindsay	Physician Engagement	Golden & District General Hospital	May 06, 2021	Sept 25, 2020	\$0.00	\$101.94	\$101.94	Pending Review
XQYDDE	Lamb, J Charles	Fall/Winter 2020-21 COVID Planning - Saanich	Saanich Peninsula Physician Society	May 03, 2021	Jan 31, 2021	\$3,179.40	\$0.00	\$3,179.40	Pending Review

2. Click on the claim record to open the claim information page.
3. Click on the "Adjust" button to make any adjustments to the claim.



The screenshot shows the FEMS Claim information page for claim #XNLD2X. The claim status is 'Pending Review'. A red arrow points from the 'Adjust' button in the action bar to the 'Adjust' button. The action bar includes buttons for 'Request Further Info', 'Decline', 'Adjust', 'Add Comment', 'Review Complete - Approve', and 'Override Exception & Approve'. A 'Please Note' message is displayed below the buttons.

Dashboard > Claims > Claim #XNLD2X

Claim #XNLD2X Pending Review

← Back to Claims

Request Further Info Decline Adjust Add Comment Review Complete - Approve Override Exception & Approve

**Please Note:** This claim has been automatically flagged for further review by our system. Your Physician Society will review this claim and contact you should further information be required for approval.

# FEMS Tip Sheet:

## How to Handle Claim Adjustments

#### 4. Once the adjustments are made, click on the “Save” button to save the changes made.

Note: Clicking save and complete review will also approve the claim.

Items that can be adjusted:

- The engagement activity or sub activity
- The date of the activity, as long as it remains within the 90-day submission window
- The number of hours or expense amounts
- The receipts/documents for expenses
- To decline a portion of the claim (i.e., to decline one of the expenses)

The screenshot shows a web form for adjusting a claim. At the top, there are two dropdown menus: 'Physician Society/MSA' with the value 'Friends Physician Society' and 'Engagement Activity' with the value '\* You participated in Engagement Activity' and a sub-menu showing 'Communications'. Below these is another dropdown for 'Sub-Activity' with the value '\* Your sub-activity was' and a sub-menu showing 'Joey's job'. A red arrow points from the 'Save' button at the bottom left to the 'Engagement Activity' dropdown. Below the dropdowns is a section titled 'CLAIM BREAKDOWNS' with a table showing 'Time' as '\$79.49 subtotalled amount (.50 hour(s) @ \$158.97/hour)' and 'Expenses' as '\$0.00'. Below this is a section titled 'CLAIM TOTALS' with a table showing 'Tax' as '\$0.00' and 'Claim Total' as '\$79.49'. At the bottom are three buttons: 'Save', 'Save & Complete Review', and 'Cancel'.

CLAIM BREAKDOWNS	
Time	\$79.49 subtotalled amount (.50 hour(s) @ \$158.97/hour)
Expenses	\$0.00

CLAIM TOTALS	
Tax	\$0.00
Claim Total	\$79.49

Buttons: Save, Save & Complete Review, Cancel

Note: Only FEMS site administrators can adjust claims.