

FEMS Tip Sheet: How to Handle Claim Adjustments

How to solve it in FEMS

1. Search for the claim using the status filter in the approvals grid to search for those pending review.

The screenshot shows the FEMS 'Approvals' grid. The 'Approvals' tab in the top navigation bar is highlighted with a red box. Below the grid, the 'Status' filter dropdown is open, also highlighted with a red box. The dropdown menu shows 'Pending Review' selected with a checkmark. Other options include 'Pending Exec Approval', 'All Statuses', and 'Pending Approval'.

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 'Claim #57LKV3' information page. The 'Adjust' button is highlighted with a red box. Below the buttons, a 'Please Note' message states: '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.'

4. Items that can be adjusted:
 - The engagement activity or sub activity.
 - The date of the activity if 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 the 'CLAIM DETAILS' page for Claim #57LKV3. The 'Adjust' button is highlighted with a red box. The page displays claim information such as 'Claimant', 'Date of Submission', 'Date of Activity' (02-29-2024), 'Physician Society/MSA', and 'Engagement Activity' (Food). Below this, the 'EXPENSES' section shows a list of expenses, including 'Meals (MSA Related)' for \$190.00. The 'Adjust' button is also highlighted in the expenses section.

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5. 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.

The screenshot shows a web form for claim adjustments. At the top, there are two dropdown menus: 'Physician Society/MSA' with the value 'Friends Physician Society' and 'Engagement Activity' with the value 'Communications'. Below these is another dropdown for 'Sub-Activity' with the value 'Joey's job'. A red arrow originates from the 'Save' button at the bottom and points diagonally upwards towards the 'Engagement Activity' dropdown. Below the dropdowns, there are two sections: 'CLAIM BREAKDOWNS' and 'CLAIM TOTALS'. The 'CLAIM BREAKDOWNS' section shows 'Time' as '\$79.49 subtotalled amount (.50 hour(s) @ \$158.97/hour)' and 'Expenses' as '\$0.00'. The 'CLAIM TOTALS' section shows 'Tax' as '\$0.00' and 'Claim Total' as '\$79.49'. At the bottom of the form are three buttons: 'Save', 'Save & Complete Review', and 'Cancel'.

Physician Society/MSA	Friends Physician Society
Engagement Activity	* You participated in Engagement Activity Communications
Sub-Activity	* Your sub-activity was Joey's job

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

Save Save & Complete Review Cancel