

FEMS Tip Sheet:

How to Handle Information Required Claims

How to solve it in FEMS

1. Ask the claimant to find the claim and add a “comment” as shown in the screenshot below:

The screenshot displays the FEMS interface for a specific claim. At the top, the breadcrumb trail reads 'Dashboard > Claims > Claim #5RYKPW'. The claim title 'Claim #5RYKPW' is followed by a red-bordered box containing the text 'Information Required'. To the right of this is a link that says '← Back to Claims'. Below the claim title, there are two buttons: 'Update Claim' and 'Add Comment'. A mouse cursor is hovering over the 'Add Comment' button. A notice banner states: 'Notice: Further information is required from you before this claim can be approved. Please review the comments below. Please contact your Physician Society if you require further assistance.' Below the notice, there is a section titled 'CLAIM DETAILS' which contains a table with the following information:

Claimant	Roux, D
Date of Submission	Apr. 21
Date of Activity	Apr. 16
Hours for the day	.50 hou
Physician Society/MSA	Vernon
Engagement Activity	2021/2
Description	Depart
	teleconference

Below the 'CLAIM DETAILS' section is a heading for 'CLAIM BREAKDOWNS'. Overlaid on the right side of the page is a modal window titled 'Add Comment'. It contains a text area labeled '* Note' and two buttons at the bottom: 'Save' and 'Cancel'.

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2. Ask the claimant to click on the “Update claim” button as shown in the screenshot below:

Dashboard > Claims > Claim #5RYKPW

Claim #5RYKPW Information Required [← Back to Claims](#)

Success! Claim note successfully created.

Notice: Further information is required from you before this claim can be approved. Please review the comments below. Please contact your Physician Society if you require further assistance.

CLAIM DETAILS

Claimant	Roux, Daniel
Date of Submission	Apr. 21, 2021
Date of Activity	Apr. 16, 2021
Hours for the day	.50 hour(s) @ \$158.97/hour
Physician Society/MSA	Vernon Jubilee Hospital Physician Society
Engagement Activity	2021/22 Uncompensated Committee Work

3. Ask the claimant to click “Next” button on the claim as shown below:

* You participated in Engagement Activity

2021/22 Uncompensated Committee Work

* Date of Activity

04-16-2021

TIME

* Hours Quantity

0.50

Description (optional)

Department head - out of contract hours. ICU teleconference

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4. The claimant can then review the claim and click the “Submit” button as shown below.

The claim will then return to “Pending Status” for approval.

Engagement Activity 2021/22 Uncompensated Committee Work

Claimant Daniel Roux

Date of Activity Apr. 16, 2021

Types of work

Description Department head - out of contract hours. ICU teleconference

Hours for today .50 hour(s)

Rate \$158.97/hour

Subtotal \$79.49

Status Information Required

Edit

CLAIM TOTALS

Tax \$0.00

Claim Total \$79.49

Submit >

< Back

Save Draft

Claims

Success! Claim successfully submitted.

Submit a Claim

Submit an Expense

Claim Number ▾ Claimant ▾ Engagement Activity ▾ Physician Society/MSA ▾ Submitted ▾ Activity Date ▾ Status ▾ More ▾ Clear All Filters

CLAIM NUMBER	CLAIMANT	ENGAGEMENT ACTIVITY	PHYSICIAN SOCIETY/MSA	SUBMITTED	ACTIVITY DATE	TIME	EXPENSES	TOTAL	STATUS
Pending Review									
5RYKPW	Roux, Daniel	2021/22 Uncompensated Committee Work	Vernon Jubilee Hospital Physician Society	Apr 21, 2021	Apr 16, 2021	\$79.49	\$0.00	\$79.49	Pending Review