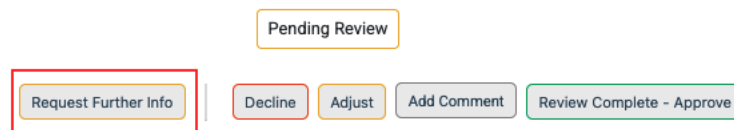


FEMS Tip Sheet:

How to Handle Information Required Claims

How to solve it in FEMS

1. During the claim approval process, questions may arise regarding the claim. The Request Further Info option allows the claim reviewer to pose these questions to the claimant.



2. When using this button, a dialogue box will appear to enter a comment, which will go to the claimant.

The 'Information Required' dialogue box contains a text area for a note, a 'Visibility Type' section with radio buttons for 'Admin Only' and 'Visible' (where 'Visible' is selected), and 'Save' and 'Cancel' buttons at the bottom.

3. Once the claimant receives the email, please ask them to find the claim and click Add Comment. They should add a comment on what information is required.

The screenshot shows the 'Claim #5RYKPW' details page. The 'Information Required' button is highlighted with a red box. An 'Add Comment' dialogue box is open in the foreground, showing a text area for a note and 'Save' and 'Cancel' buttons. The background shows claim details like Claimant, Date of Submission, Date of Activity, Hours for the day, Physician Society/MSA, Engagement Activity, and Description.

FEMS Tip Sheet:

How to Handle Information Required Claims

4. Ask the claimant to then click on the Update Claim button and update the relevant information.

Dashboard > Claims > Claim #5RYKPV

Claim # 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	
Date of Submission	
Date of Activity	
Hours for the day	
Physician Society/MSA	
Engagement Activity	

5. Ask the claimant to click Next button on the claim.

* You participated in Engagement Activity

* Date of Activity

TIME

* Hours Quantity

Description (optional)

FEMS Tip Sheet:

How to Handle Information Required Claims

6. The claimant can then review the claim and click the Submit button. The claim will then return to Pending Status for approval.

Engagement Activity

Claimant

Date of Activity

Types of work

Description

Hours for today

Rate

Subtotal

Status

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									
Pending Review									