

# 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.

Dashboard > Approvals

Approvals

Physician Society/MSA Type Date Status Clear All Filters

PHYSICIAN SOCIETY/MSA	NAME	DESCRIPTION	STATUS
??uxvålásu?ilas Heiltsuk Hospital.	Claim #57LKV3	Claim: 57LKV3 for Claimant: Adam Sandell in the amount of \$190.00	Pending Review
100 Mile District General Hospital	Anna Meyers	Supplier: Anna Meyers, Contact: Anna Meyers	Pending Exec Approval
BC Centre for Disease Control	Claim #59JDJE	Claim: 59JDJE for Claimant: Charmaine Wong in the amount of \$529.48	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.

Dashboard > Claims > Claim #57LKV3

Claim #57LKV3 Pending Review

Request Further Info Decline Adjust Add Comment Review Complete - 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.

#### 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.)

CLAIM DETAILS

Claimant Sandell, Adam

Date of Submission Apr. 07, 2024

Date of Activity 02-29-2024

Physician Society/MSA ??uxvålásu?ilas Heiltsuk Hospital.

Engagement Activity \* You participated in Engagement Activity or Sub-Activity  
Food

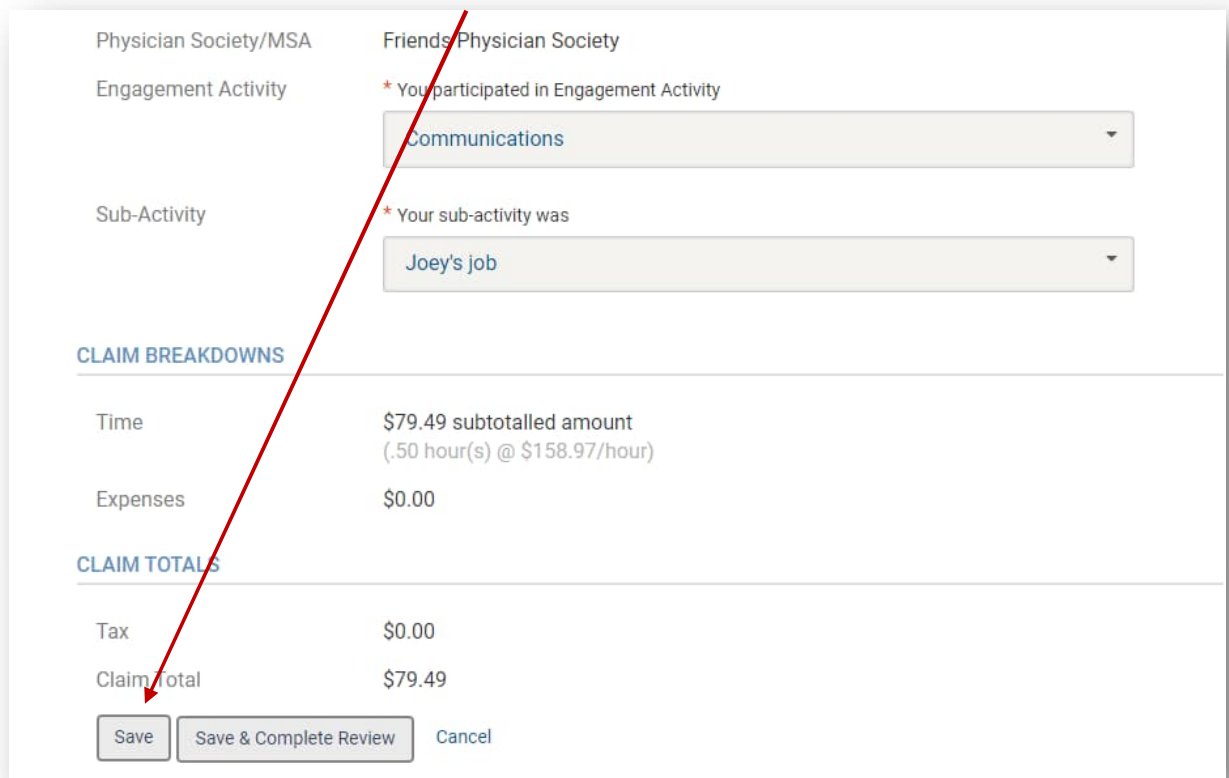
EXPENSES Note: depending on your browser, you may be required to download the receipt in order to view it.

Meals (MSA Related)	\$190.00 (\$190.00 plus \$0.00 GST)
	Edit Decline

CLAIM BREAKDOWNS

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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 points from the 'Save' button at the bottom left towards the 'Engagement Activity' dropdown. The form is divided into 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, there 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
<b>CLAIM BREAKDOWNS</b>	
Time	\$79.49 subtotalled amount (.50 hour(s) @ \$158.97/hour)
Expenses	\$0.00
<b>CLAIM TOTALS</b>	
Tax	\$0.00
Claim Total	\$79.49

Save Save & Complete Review Cancel