

FEMS Tip Sheet: FEMS Statuses and Notifications Dashboard Overview

FEMS Status Types

There are several statuses that FEMS claims can occupy throughout the submission, approval, and payment process.

Within the claims tab, please select the Status filter to see each one described below.

The screenshot shows the 'Claims' dashboard with a table of claims. The 'Status' filter dropdown is open, showing a list of statuses: Draft, Submitted, Pending Review, Review Complete, and Approved. The 'Pending Review' status is selected. The table has columns for CLAIM NUMBER, CLAIMANT, ENGAGEMENT ACTIVITY, MSA, SUBMITTED, and ACTIVITY DATE. The first row shows a claim with the status 'Pending Review'.

1. Draft Claims (Requires Action to Move Forward in FEMS)

Claims are considered in draft status until the claimant or submitter completes the process by pressing the submit button at the bottom of the submission window.

NOTE: If the save draft button is used, the claim will remain in draft status until the submit button is used. To read more on how to deal with draft claims, please see [here](#).

*Remember, claims must be submitted within 90 days of the activity date; therefore, it is important to monitor and complete or delete all draft claims regularly.

The screenshot shows the FEMS claim submission form. The 'Date of Activity' is Nov. 05, 2019. The 'Types of work' is LMCI. The 'Description' is LMCI. The 'Hours for today' is 1.25 hour(s). The 'Rate' is \$158.97/hour. The 'Subtotal' is \$198.71. The 'Status' is Draft. The 'CLAIM TOTALS' section shows 'Tax' as \$0.00 and 'Claim Total' as \$198.71. The 'Submit' button is highlighted with a red box, and the 'Save Draft' button is also highlighted with a red box.

2. Submitted Claims (Automatic Status in FEMS)

Submitted is a temporary status that claims pass through once the submit button has been pressed, but before the claim moves to pending review status. A claim can stay in this status for a few minutes to a few hours; however, if it is still in submitted status overnight, please alert femssupport@doctorsofbc.ca. Claimants will receive a system email once a claim is submitted and sent into pending review status.

3. Pending Review Claims (Requires Action to Move Forward in FEMS)

Pending review status is for claims that have been submitted via the website or mobile app and are ready for an administrator or an executive member to approve or decline them, as appropriate. For more on the different types of claims, click [here](#). For more on claim approvals, please see [here](#).

NOTE: Claims that require executive approval (claims over \$3,000, credit card claims, and MSA administrator claims where only one administrator exists) will be marked pending executive approval instead of pending review. The same rules apply to these claims.

X62R4K	Account, Demo	Demo Physician Society IOE 2025/2026	Demo Physician Society	Jul 31, 2025	Feb 28, 2022	\$834.59	\$27.00	\$861.59	Pending Review
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4. Review Complete Claims (Automatic Status in FEMS)

Review complete is a temporary status that claims pass through once they have been approved. The claim usually remains in this status for a few minutes; however, if it is still in review complete status overnight, please alert femssupport@doctorsofbc.ca.

NOTE: If an executive has approved the claim, the status will say second review complete.

5. Approved Claims (Automatic Status in FEMS)

Approved is also a temporary status that claims pass through after review complete status, but before they reach payment-queued status. A claim can stay in this status for a few minutes to a few hours; however, if it is still in submitted status overnight, please alert femssupport@doctorsofbc.ca. Claimants will receive a system email once a claim is approved and sent into payment-queued status.

6. Declined Claims (Automatic Status in FEMS)

Declined status is for claims that were not approved. Once a claim is declined, claimants will receive a system email with the mandatory comment. For more on claim approvals, please see [here](#).

	Aug 22, 2025	Apr 12, 2025	\$528.54	\$0.00	\$528.54	Declined
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7. Payment Queued Claims (Automatic Status in FEMS)

Claims in the payment queue have been approved and are ready to be sent into the payment processing system in FEMS. They will stay in payment queued status until they are ready for payment. Claims in FEMS are bundled and sent to the payment processor on a scheduled basis. For example, for FESC MSAs, claims are sent to the payment processor bi-monthly on the 15th and last day of the month.

NOTE: If a claim has been in payment-queued status for over a month, please contact femssupport@doctorsofbc.ca.

*Claims in payment-queued status can still be adjusted. For more information, please see [here](#).

	Sept 03, 2025	Sept 02, 2025	\$176.18	\$0.00	\$176.18	Payment Queued
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8. Payment Initiated Claims (Automatic Status in FEMS)

For claims in payment-initiated status, the bundled claims from payment-queued status have now been sent to the various payment platforms.

NOTE: Once claims go into payment-initiated status, they can no longer be adjusted or changed.

For physician payments, these are sent to VoPay, a third-party payment processor that electronically disburses the payments directly to their bank accounts. Payments take 5 business days to process with VoPay and then 1-3 business days to arrive in the physician's bank account.

For supplier payments, these are manually paid by the MSA's accountant/bookkeeper, usually by e-transfer or direct deposit.

Governance payments are also manually paid by the MSA's accountant/bookkeeper once payroll taxes are deducted.

NOTE: Some claims in payment-initiated status may also say processing.

[illegible]

9. Paid Claims (Automatic Status in FEMS)

Claims enter paid status once they have been completed and payment has reached the claimant. While claims via VoPay will move to this status automatically, the bookkeeper/accountant will mark the manual payments for suppliers and governance.

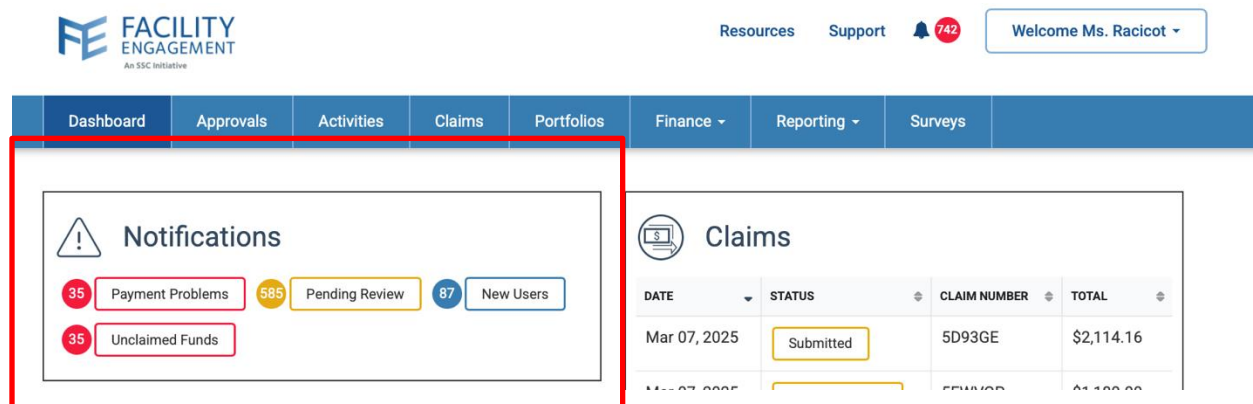
	Jul 23, 2025	Apr 11, 2025	\$0.00	\$181.80	\$181.80	Paid
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10. The remaining claim status is payment problem. This is discussed in depth on the following page.

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Notifications Dashboard

The top left corner of the FEMS home page has a notifications dashboard. Here, FEMS administrators can find a set of notifications on the different statuses of claims for the MSA that they manage. By clicking each item, more information is provided on the different statuses.



The screenshot shows the FEMS home page. The top navigation bar includes the Facility Engagement logo, a user welcome message "Welcome Ms. Racicot", and links for Resources, Support, and a notification bell icon with 742 alerts. Below the navigation bar is a secondary menu with tabs: Dashboard, Approvals, Activities, Claims, Portfolios, Finance, Reporting, and Surveys. The main content area is divided into two sections. The left section, titled "Notifications", is highlighted with a red border and contains four items: "Payment Problems" (35), "Pending Review" (585), "New Users" (87), and "Unclaimed Funds" (35). The right section, titled "Claims", shows a table with columns: DATE, STATUS, CLAIM NUMBER, and TOTAL. The table displays one row with the date "Mar 07, 2025", status "Submitted", claim number "5D93GE", and total "\$2,114.16".

1. Payment Problems

A claim with Payment Problem as a status is one that has been sent to VoPay for payment but has been returned due to an error either with the claimant's FEMS account or their VoPay account. By clicking on the status, the claims tab will be opened, and all claims currently in payment problem will be filtered for viewing.

Claims

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	
				Feb 25, 2025	Feb 24, 2025	\$352.36	\$56.70	\$409.06	Payment Problem	
				Feb 07, 2025	Feb 06, 2025	\$308.32	\$0.00	\$308.32	Payment Problem	
				Jan 25, 2025	Jan 24, 2025	\$176.18	\$0.00	\$176.18	Payment Problem	

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You can open the claim by clicking on it, and then you can click on the payment request number to determine the issue.

CLAIM DETAILS

Claimant

Date of Submission

Date of Activity

Hours for the day

Physician Society/MSA

Engagement Activity Wellness Strategy Implementation 2024-2025

Sub-Activity Evening of Wellness 2024-2025

CLAIM PAYMENT

Payment Request Number PRK3GRW9

Date Payment Initiated Feb. 01, 2025

EXPENSES

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

The payment request tab will open, and scrolling down will show the error.

Date Payment Initiated	03/01/2025
Amount	\$805.47
Payment Method	VoPay
Reference Number	
Status	Failed
Error Message	Exception: The RecipientClientAccountID is not valid. Please

Payment History

DATE	STATUS
No payment history records found	

Showing 0 to 0 of 0 entries | Show 15 entries | < Previous Next >

Send this information to femssupport@doctorsofbc.ca to rectify the error and return the claim to payment.

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2. Pending Review

A claim with Pending Review as a status is one that has not yet been approved. By clicking on the status, the claims tab will be opened with all claims currently in pending review filtered for viewing.

Claims

Claim Number	Claimant	Engagement Activity	Physician Society/MSA	Submitted	Activity Date	Time	Expenses	Total	Status
				Mar 07, 2025	Feb 28, 2025	\$2,114.16	\$0.00	\$2,114.16	Pending Review
				Mar 07, 2025	Mar 06, 2025	\$0.00	\$1,180.00	\$1,180.00	Pending Review
				Mar 07, 2025	Mar 05, 2025	\$352.36	\$0.00	\$352.36	Pending Review
				Mar 07, 2025	Mar 07, 2025	\$264.27	\$0.00	\$264.27	Pending Review

There are 5 options when approving claims:

1. **Request Further Information** will open a dialogue box to put in a comment to the claimant if there are questions that need to be answered before approval.
2. **Decline** is used if the claim is invalid and should not be paid – a dialogue box will open to put in a comment explaining why it was declined.
3. **Adjust** can be used to correct some common misinformation, like the date, time, or activity.
4. **Add Comment** opens a dialogue box to add an optional comment to the claim.
5. If you wish to approve the individual claim, you can choose the **Review Complete—Approve option**.

Claim #52ELRJ

Pending Review

Request Further Info

Decline

Adjust

Add Comment

Review Complete - Approve

Reminder: The system will automatically approve all claims below \$150, and any claims above \$3,000 will require a second approval by a member of the MSA executive.

3. New Users

The New Users notification will open the User Management tab and filter it for all the new users associated with your MSA. This is a useful tool for determining new physicians for the MSA who need to be added to their respective activities. For more on user management, please see the [FEMS Advanced](#) section of the FE website.

4. Unclaimed Funds

The Unclaimed Funds notification will open the Payment Requests tab and filter it for all the payments associated with your MSA that have been sent to VoPay but are stuck in processing. This is similar to the Payment Problem status but has likely resulted from a physician not yet linking their bank account to VoPay. [FEMS support](#) can help the physician complete this step.

5. SEAT Update Required

This status appears once the most recent SEAT deadline has passed (either in April or October each year) and remains until the SEAT status is updated for each relevant engagement activity for the MSA. Should you have any questions, please contact [SEAT support](#).