

## Sessional and Expense Claims

1. All MSAs (FESC and Physician Societies) must use VoPay to pay physicians and other allied health members for claims and expenses incurred as part of their Facility Engagement work.
2. Suppliers and other vendors are not eligible to pay via VoPay. Your MSA's accountant will pay these claims and expenses via e-transfer or direct deposit using the MSA's bank account or accounting system.
3. All MSA VoPay account settings are held within the main Facility Engagement account. Therefore, MSA administrators can contact [femssupport@doctorsofbc.ca](mailto:femssupport@doctorsofbc.ca) with any questions or issues related to VoPay payments or details.

## Registration Details for Physicians and Allied Health

1. The VoPay Registration Guide, linked here, contains the full steps and details for physicians and allied health professionals who wish to register for VoPay.
2. The mobile app does not allow for sign-up with VoPay; this must be done through the full desktop version.
3. If the option for VoPay is greyed out when trying to sign up, please contact [femssupport@doctorsofbc.ca](mailto:femssupport@doctorsofbc.ca).
4. No banking details are stored within either FEMS or VoPay when signing up. A unique token is created with that information that allows the claims to flow smoothly from one system to another to facilitate the payment to the final bank account.
5. Should you encounter any issues or barriers signing up for VoPay, or should you wish to change the banking details with VoPay, you can email [femssupport@doctorsofbc.ca](mailto:femssupport@doctorsofbc.ca) with either a void cheque or direct deposit form containing the banking information (institution, transit, account). We can ensure the details are changed and any associated claims in FEMS are re-directed.