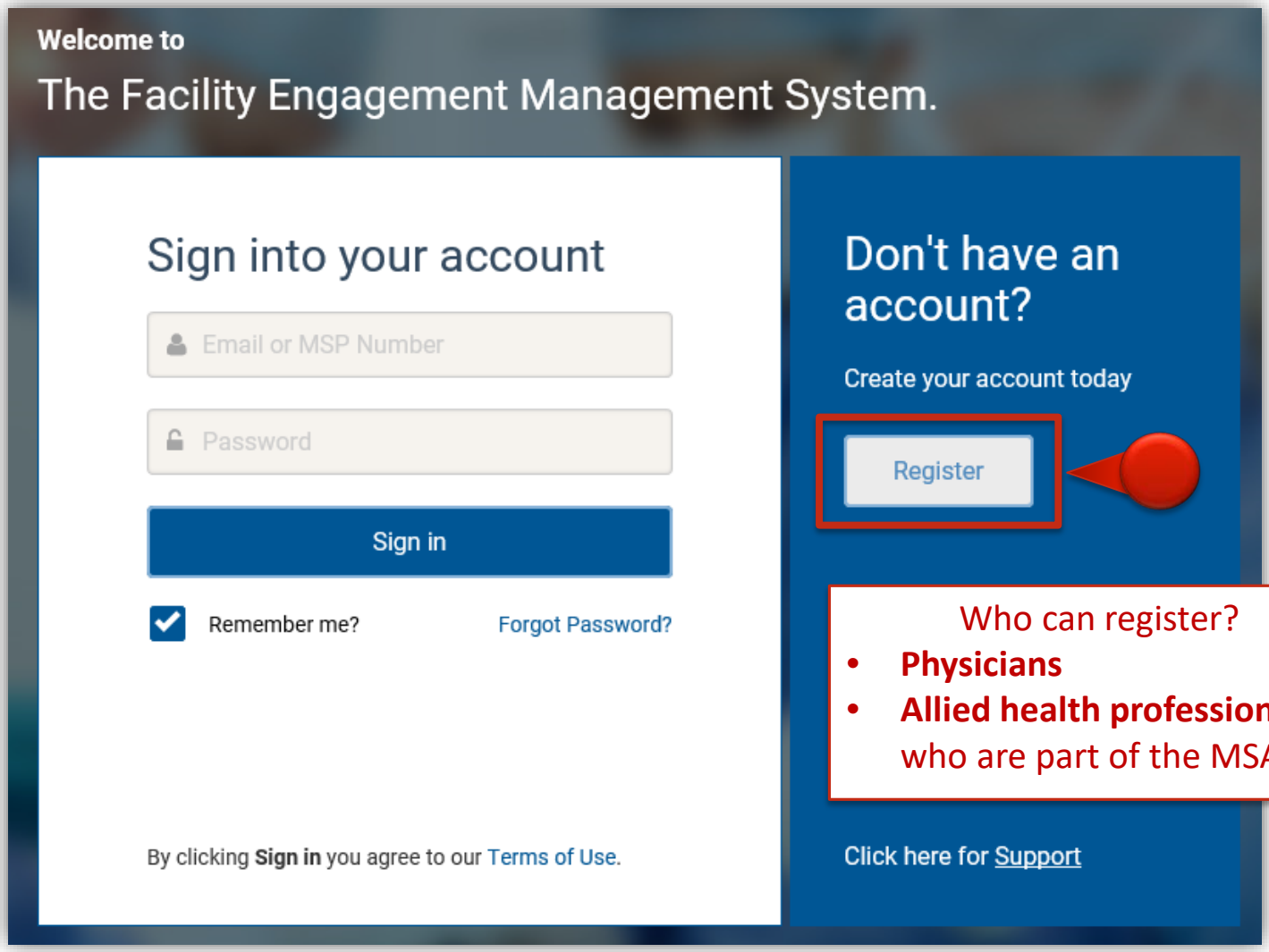
FACILITY ENGAGEMENT
An SSC Initiative

Train Physicians

https://fems.facilityengagement.ca



Who can register?

- **Physicians**
- **Allied health professionals** who are part of the MSA

FACILITY ENGAGEMENT
An SSC Initiative

Train Physicians

Account Registration

Personal | Registration Survey

FACILITY

* Facility

Facility

PROFILE DETAILS

* User Type (Please choose GP or SP based on your College Sub-Class)

Select a User Type

* MSP Number

MSP Number

* Medical Practice Type

Medical Practice Type

* Prefix

Title

* First Name

First Name

* Last Name

Last Name

PROFILE DETAILS

* User Type (Please choose GP or SP based on your College Sub-Class)

Select a User Type

PHYSICIANS

Specialist Physician

General Practitioner

Dentist

ALLIED HEALTH PROFESSIONALS

Clinical Psychologist

Choose based on your **college sub-class**

* Medical Practice Type

Medical Practice Type

Administration (non-medical staff)

Allergy and Immunology

Anesthesiology

Cardiac Surgery

Cardiology

Community and Rural

FACILITY ENGAGEMENT
An SSC Initiative

Train Physicians

SIGN-IN DETAILS

* Password

Password

* Confirm Password

Confirm Password

PAYMENT DETAILS

* Payment Method

Direct Deposit (via VersaPay)

* Settle To

My personal bank account

My company bank account

I'm not a robot

reCAPTCHA
Privacy - Terms

By Clicking "Next" below, you are agreeing to the Terms of Use

Next › Cancel

VersaPay is the Canadian equivalent to **PayPal**

Sign up at https://secure.versapay.com

Direct Deposit (via VersaPay) is set as default for all new FEMS users. Only the **Administrator can change the method of payment** if a physician requests it.

PAYMENT DETAILS

* Payment Method

Cheque

Cheque

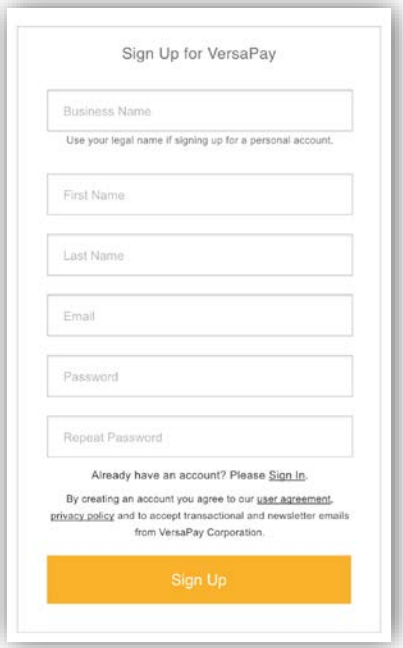
Direct Deposit (via VersaPay)

Email Transfer

FACILITY ENGAGEMENT
An SSC Initiative

Train Physicians

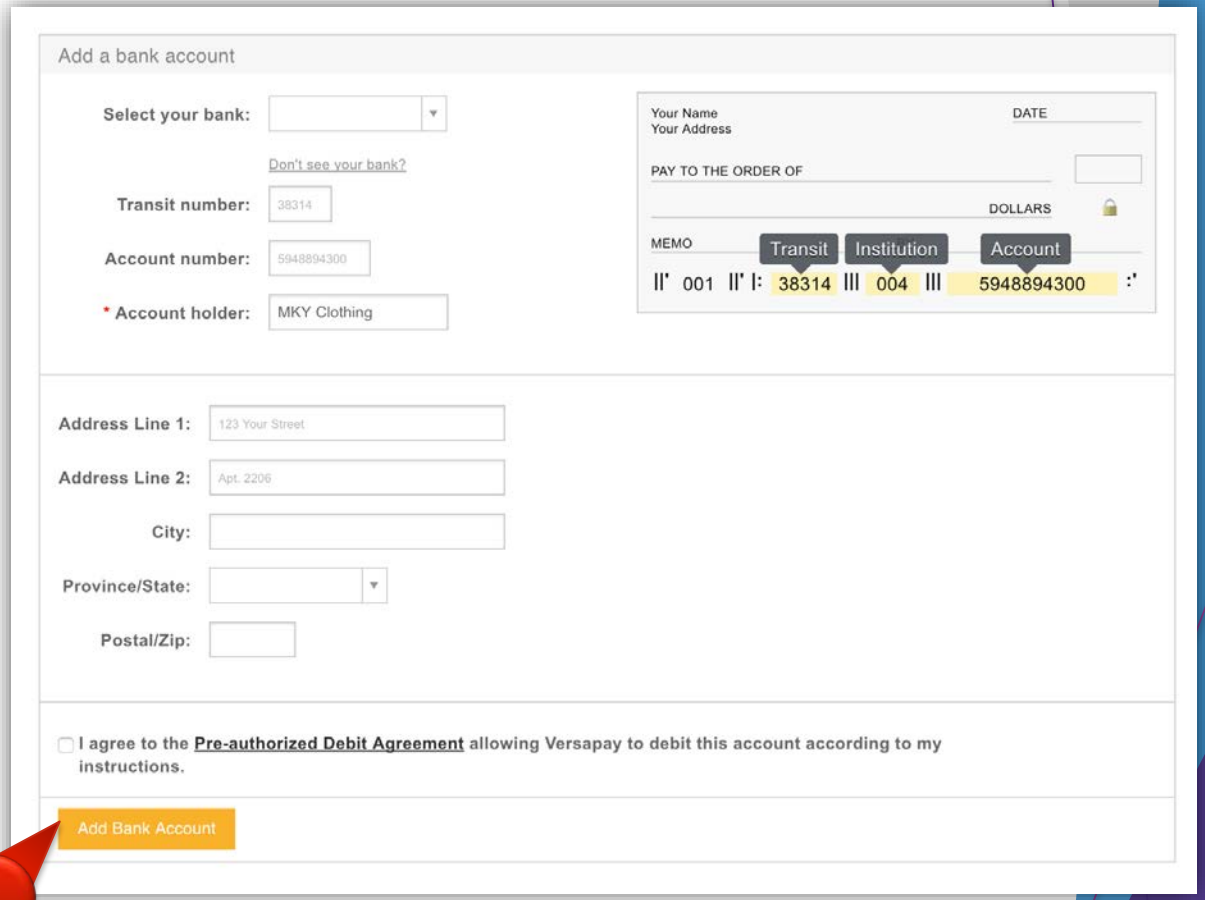
VersaPay https://secure.versapay.com



1

Add personal information requested and submit.

NOTE: Use the **same personal email address** for FEMS and VersaPay.



2

You must add your bank account to the VersaPay account. Click on **Add Bank Account** under the **Quick Links** menu.

FACILITY ENGAGEMENT
An SSC Initiative

COWICHAN DISTRICT MEDICAL SOCIETY

Added VersaPay Setup Step as of April 2022

VersaPay Registration Process

It is recommend that you use the same e-mail address for VersaPay and FEMS.

1. Sign up for a Versapay account as outlined in the previous page (https://secure.versapay.com).

2. Continue the set up to the point of "Add bank account". Once you reach this stage, a message will pop up that you must call **1-866-999-8729** to complete the process.

   NOTE: Versapay customer service hours are 8:00am – 8:00pm ET (**5:00am – 5:00pm Pacific Time**

3. VersaPay customer service will request your email address that is attached to your FEMS account.

   - If a FEMS claim has already been submitted to Versapay (i.e. if you submitted a claim in FEMS before completing this portion of the payment setup), the customer support agent will be able to see the claim and verify it using the email provided.

   - If there has not yet been a FEMS claim (either no claim at all, or FEMS has not submitted the claim to Versapay), **the customer service agent may ask who the payor is to further verify you are a legitimate customer.** If so, provide the name of our MSA as the payor:

     Cowichan District Medical Society

4. Once verified, Versapay customer service will turn on the toggle that will allow you to add the bank information. You can then go back into Versapay in your browser, and continue to add your banking information.

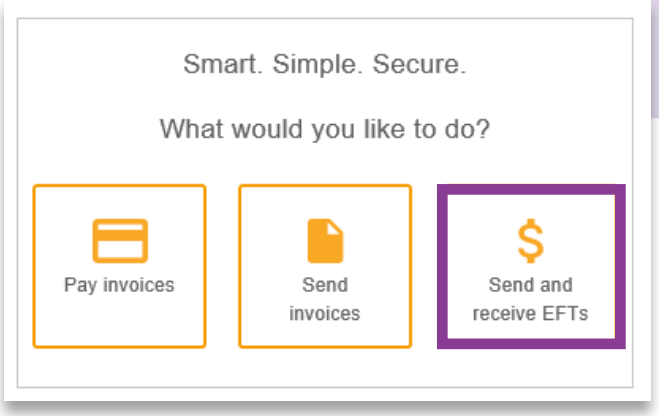
At no time will Versapay ask for personal information (i.e., SIN, bank account, etc.)

Continue on the with the remainder of the VersaPay steps in the pages that follow.

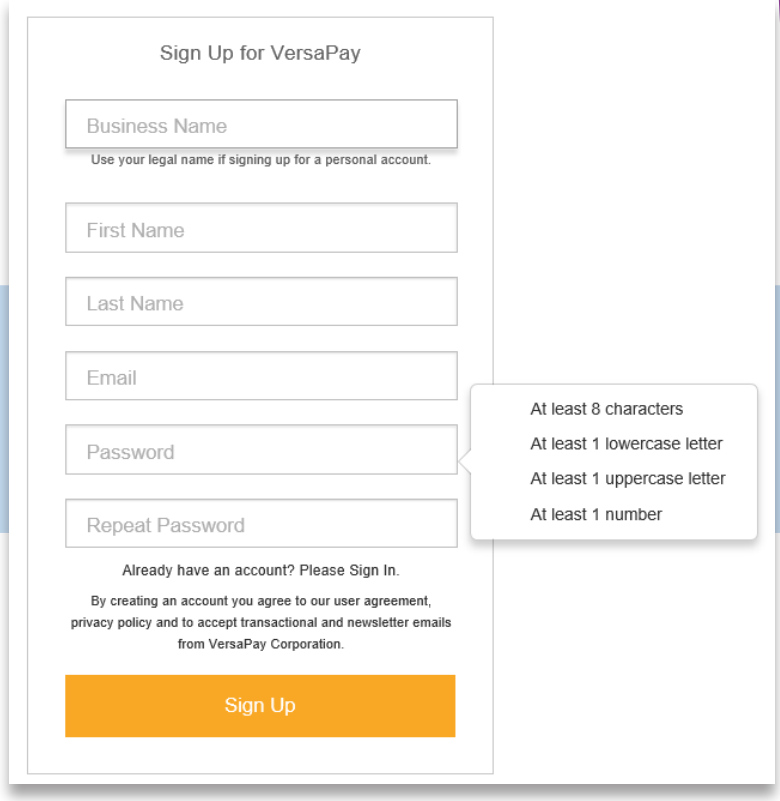
FACILITY ENGAGEMENT
An SSC Initiative

HOW TO SIGN UP FOR VERSAPAY

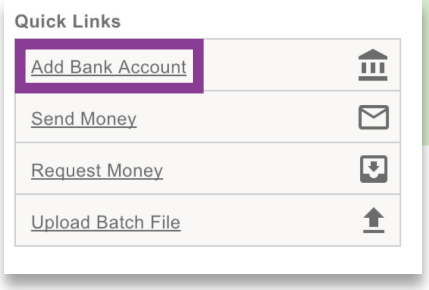
VersaPay is the Canadian equivalent to PayPal. As a payment processor, it administers electronic fund transfers (EFTs) of your claims.



1. **Sign up** at **https://secure.versapay.com** and choose **Send and Receive EFTs.**



2. Use the **same** email address for VersaPay that you used to register in FEMS. Click **Confirm Account** in the confirmation email.

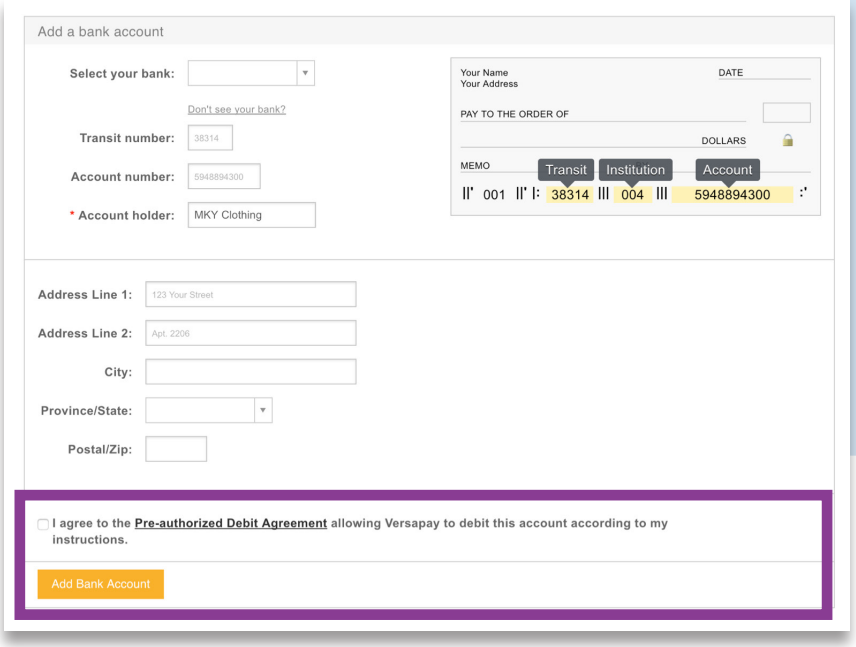


3. Click **Add Bank Account** under the **Quick Links Menu** to fill in the fields with your banking information.

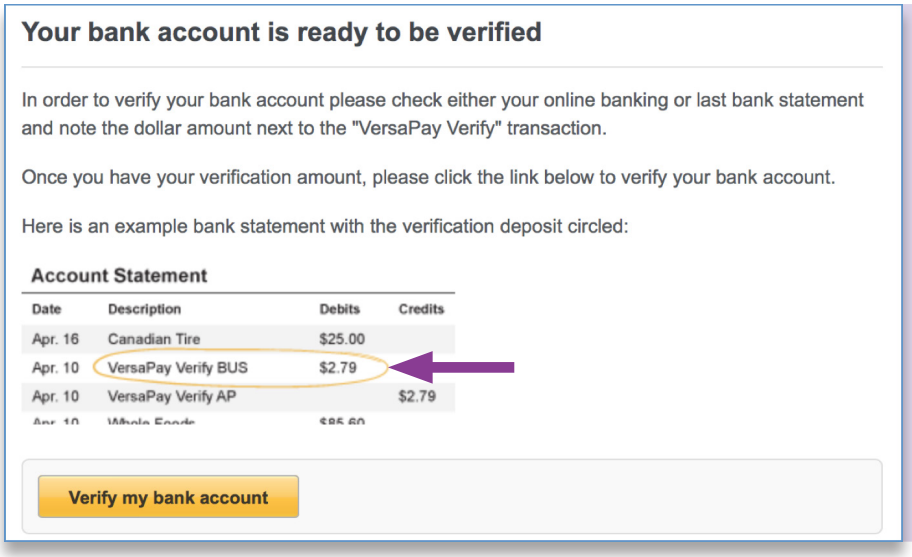
Need Help?

604 638 4869 or 1 800 665 2262
femssupport@doctorsofbc.ca
M-F 9am to 4pm

FACILITY ENGAGEMENT
An SSC Initiative



4. Check the box indicating you **Agree to the Pre-Authorized Debit Agreement** and click **Add Bank Account**.
5. Review the details you have entered and click **Confirm Bank Account** or go **Back** to edit your information.



6. Within 2 to 3 business days of adding the bank account, a verification micro deposit from VersaPay will appear on your bank statement.
7. You will also receive an email reminder from VersaPay to verify your bank account. Click **Verify my Bank Account** to redirect you to VersaPay and sign in to continue.

8. Enter the deposit amount that you observed in your bank account in the field provided and click **Verify Bank Account**. Once your account is verified, the deposit will be reversed. VersaPay is now ready to take your claims.

Need Help?

604 638 4869 or 1 800 665 2262
femssupport@doctorsofbc.ca
M-F 9am to 4pm

FACILITY ENGAGEMENT
An SSC Initiative

COWICHAN DISTRICT MEDICAL SOCIETY

VersaPay Change Bank Account Process (as of April 2022):

1. While you are logged in to your VersaPay account, call VersaPay customer support at **1-866-999-8729**.

   NOTE: Versapay customer service hours are 8:00am – 8:00pm ET (**5:00am – 5:00pm Pacific Time**

2. VersaPay customer service will request your email address that is attached to an existing payment or transaction that has been processed in FEMS, or will request the name of a payor. In the latter case, provide the name of our MSA: **Cowichan District Medical Society**.

3. Once verified, VersaPay customer service will turn on the toggle that will allow you to add/change the banking information. You can then go back into VersaPay and make the change in your account.

At no time will Versapay ask for personal information (i.e., SIN, bank account, etc.)

If you have any further questions, please email engagement@doctorsofbc.ca

FACILITY ENGAGEMENT
An SSC Initiative

Train Physicians

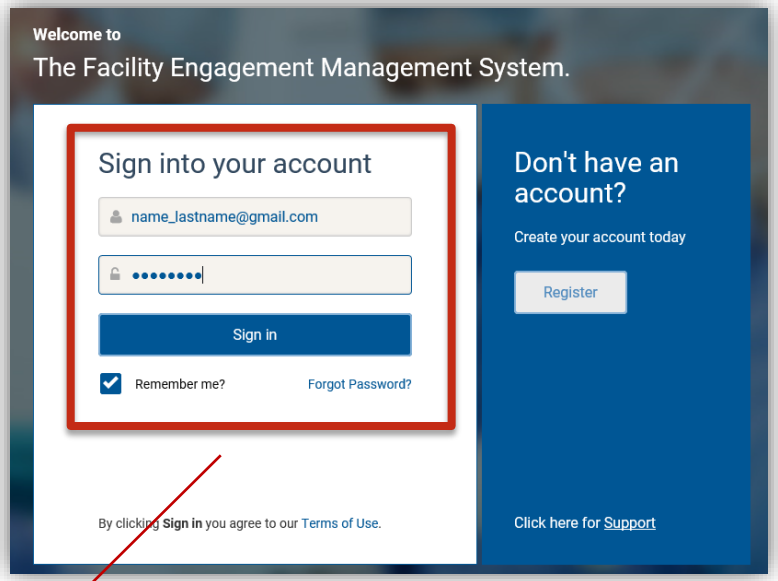
Submit a Claim

When can I submit a claim?
When you claim your **attendance time** in an engagement activity. Any expenses incurred can be submitted with the claim.

Example:

- Attend a meeting for an hour
- Submit a claim in FEMS
- Get paid via VersaPay

FACILITY ENGAGEMENT
An SSC Initiative



Train Physicians

FACILITY ENGAGEMENT
An SSC Initiative

Support | Welcome Dr. Black TEST

Dashboard | Activities | Claims | Finance | Reporting

Dashboard > Claims

Claims

Submit a Claim | Submit an Expense

Click on **Submit a Claim**

Claim Number | Submitted | Activity Date | Status | More

CLAIM NUMBER	CLAIMANT	ENGAGEMENT ACTIVITY	PHYSICIAN SOCIETY/MSA	SUBMITTED	ACTIVITY DATE	TIME	EXPENSES	TOTAL	STATUS
Draft									
5ZRR95	Black TEST, Richard	Weekly Meeting - Test	Medical Staff Association (Test)	Aug 14, 2018	Aug 14, 2018	$148.31	$10.00	$158.31	Draft

FACILITY ENGAGEMENT
An SSC Initiative

Submit a Claim

Train Physicians

Submit a Claim

Time | Expenses and Mileage | Review

CLAIM DETAILS

* Claimant
Geller, Ross

* You participated in Engagement Activity
--- Select an Engagement Activity ---

* Date of Activity
07-23-2018

TIME

* Hours Quantity
15 min increments (ie for 2 hours 30 min, enter '2.5')

Description (optional)

Indicate the **Number of Hours** you have participated in an engagement activity

* You participated in Engagement Activity
--- Select an Engagement Activity ---
Anesthesia ERAS Project
Familiar Faces Project
Governance
Helipad
Mental Health Teenage Pregnancy
OR Project

If you DON'T see your Engagement Activity please contact your **MSA administrator**

Next > | Save Draft | Cancel

FACILITY ENGAGEMENT
An SSC Initiative

Submit a Claim

Train Physicians

Submit a Claim

Time | Expenses | Review

EXPENSES

If submitting for **expenses only**, please select the expense type, amount, and attach a receipt.
Please "Skip Expenses" if there are none.

Skip Expenses ›

* Expense/Mileage

Parking

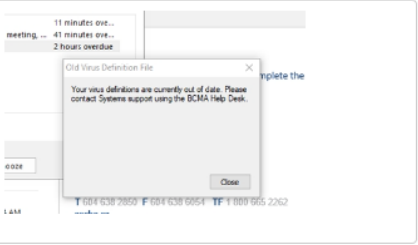
Remove Expense

* Total Amount (incl. taxes)

$ 10.00

Amount Claimed
$ 10.00

* Receipt



Upload File

Next ›

‹ Back | Save Draft | Add Expense

Indicate the **Total Amount** for any expenses incurred and upload the **Receipt**

FACILITY ENGAGEMENT
An SSC Initiative

Submit a Claim

Train Physicians

Submit a Claim

Time | Expenses | Review

CLAIM DETAILS

Engagement Activity	**Weekly Meeting - Test**
Claimant	Richard Black TEST
Date of Activity	Aug. 14, 2018
Types of work	
Hours for today	1.00 hour(s)
Rate	$148.31/hour
Subtotal	**$148.31**
Status	Draft

Edit

EXPENSES/MILEAGE

Parking	$10.00
Subtotal	**$10.00**

Edit

CLAIM TOTALS

Tax	$0.00
Claim Total	$158.31

Submit › ‹ Back Save Draft

Review the **Number of Hours** you have participated in an engagement activity and **Expenses**

FACILITY ENGAGEMENT
An SSC Initiative

Train Physicians

Evaluation

The provincial evaluation of the FEI is being conducted by UBC researchers and examines:

- How the initiative is being implemented
- Whether the initiative is meeting its target objectives

Dashboard | Activities | Claims | Finance

Submit feedback

Success! Claim successfully updated.

Time | Expenses | Review | Feedback

Your feedback is important and will help evaluate the effectiveness of the provincial Facility Engagement Initiative by a third party evaluator. Disclosure of this information will be anonymized and feedback will be aggregated. Thank you for your participation.

MEETING / ACTIVITY RATING

1) This engagement activity is proceeding as intended:

Strongly agree | Agree | Disagree | Strongly disagree

2) In my opinion, this session contributed to increasing physician engagement:

Strongly agree | Agree | Disagree | Strongly disagree

3) Add Comment (optional):

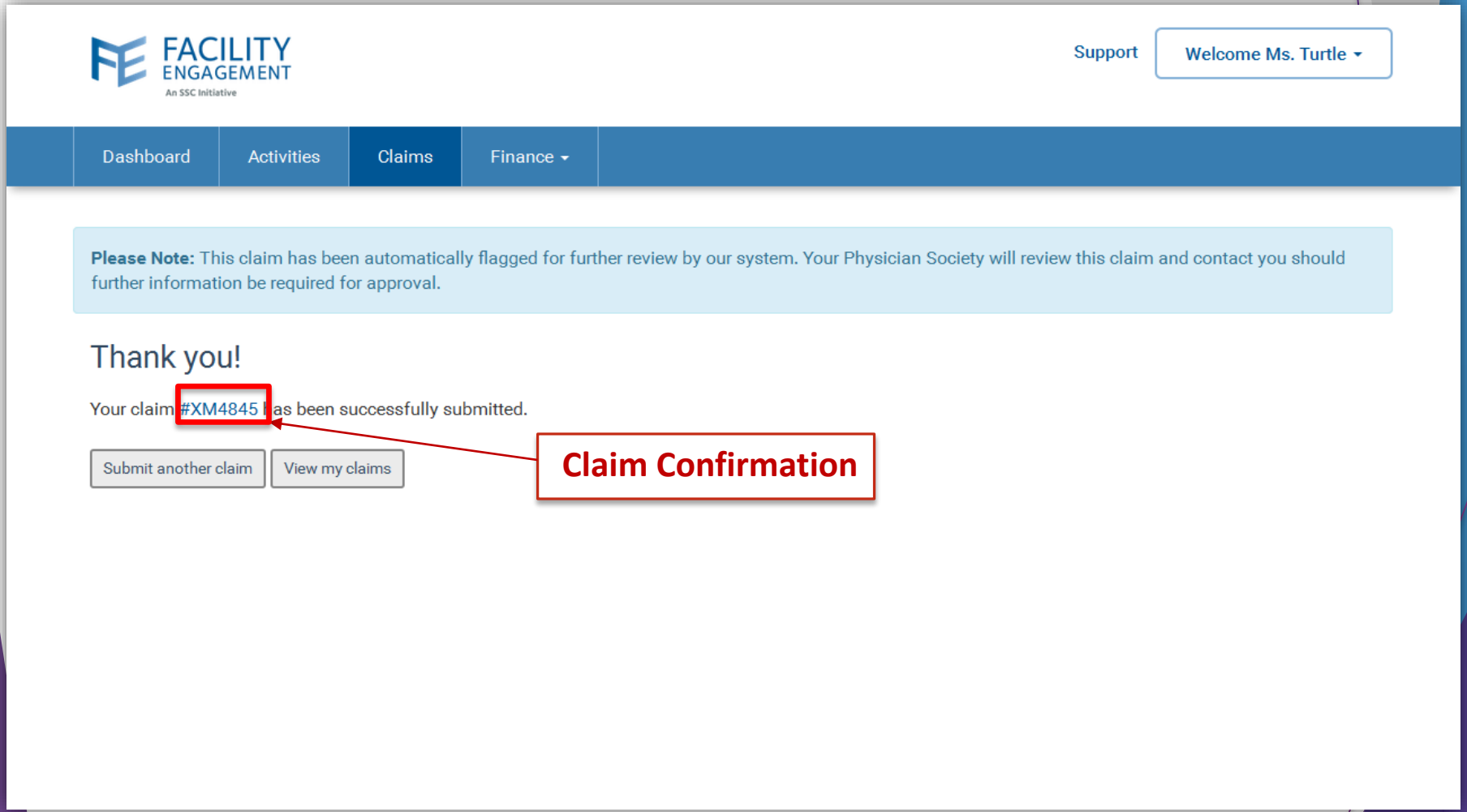
NOTE: if you navigate away from this page, this claim will be on **draft status** until you submit the claim and the questions to the evaluation

Submit ›

‹ Back

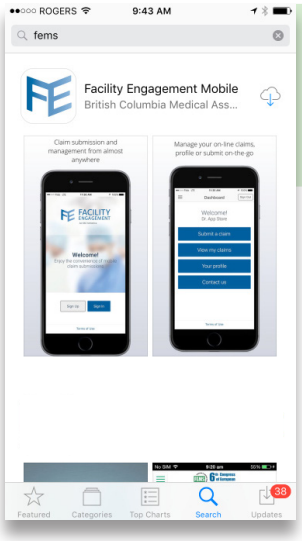
FACILITY ENGAGEMENT
An SSC Initiative

Submit Expenses

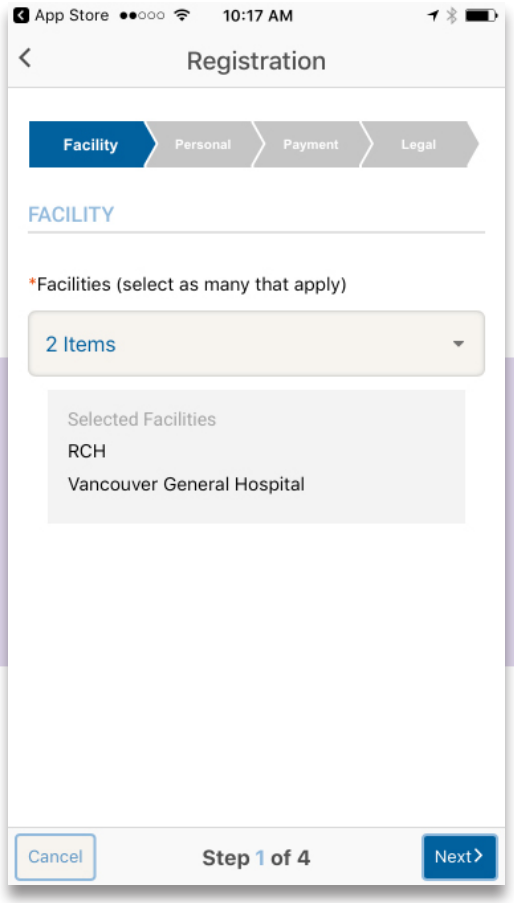


FACILITY ENGAGEMENT
An SSC Initiative

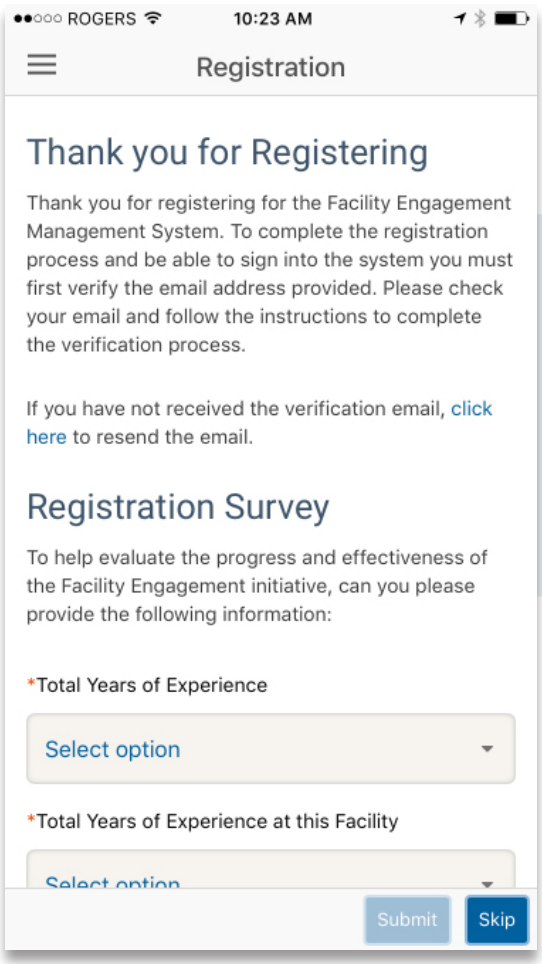
HOW TO DOWNLOAD AND REGISTER FOR THE FEMS MOBILE APP



1. Open the Google Play or Apple App Store on any mobile device and search "**Facility Engagement**". Select, download, and open the FEMS mobile app to **Sign Up**.



2. Select the facility (or facilities) where you work, add your profile information, and create a password. The password must contain at least one uppercase letter, one lowercase letter, a number, a special character, and be at least eight characters long. Example: **UserDoc12#**



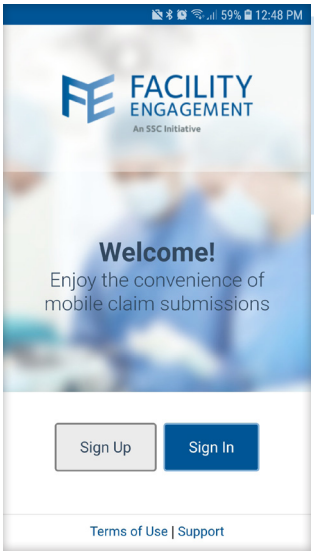
3. Select where you want your claim payments directed, either to your company or your personal bank account.
4. Click **Next** to complete the registration survey.
5. A confirmation email will be sent to you to verify your email address.
6. Click the link in your email within 7 days to activate your FEMS account.

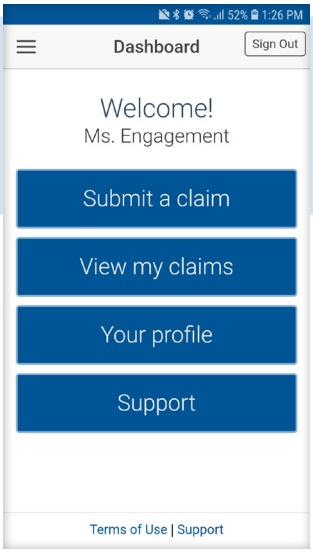
Need Help?

604 638 4869 or 1 800 665 2262
femssupport@doctorsofbc.ca
M-F 9am to 4pm

FACILITY ENGAGEMENT
An SSC Initiative

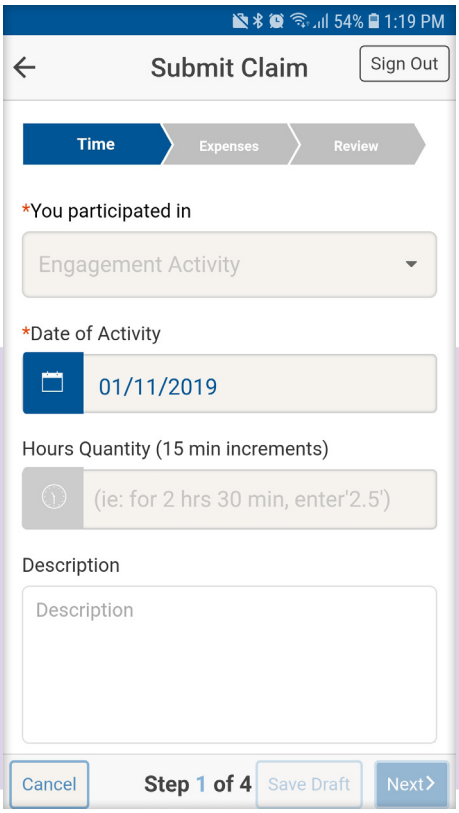
HOW TO SUBMIT A CLAIM WITH THE FEMS MOBILE APP

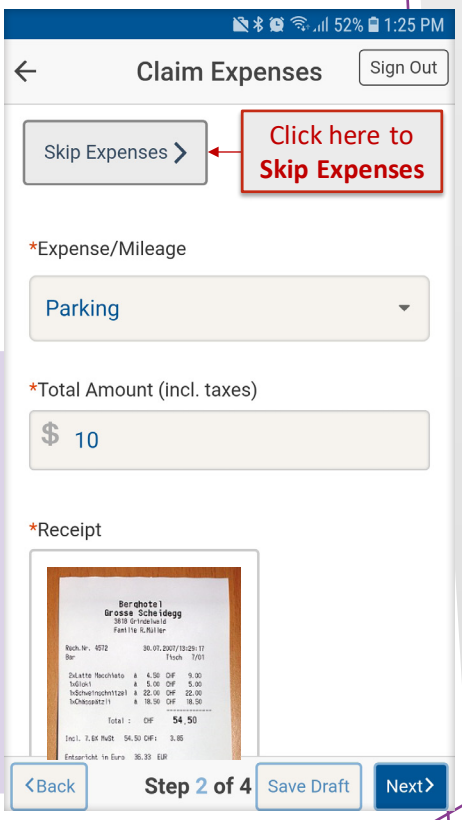




1. **Sign In** and click **Submit a Claim**.

NOTE: The FEMS mobile app is only available for members to submit and review a claim.





2. Enter the requested information and click **Next**.
3. Add **Expenses** (if applicable), select the expense type and amount, attach a receipt, and click **Next**.
4. Review the claim in the next section. If satisfied with the details you have entered, click **Submit.**

Need Help?

604 638 4869 or 1 800 665 2262
femssupport@doctorsofbc.ca
M-F 9am to 4pm

FACILITY ENGAGEMENT
An SSC Initiative

Contact FEMS Support

femssupport@doctorsofbc.ca

604-638-4869 or 1-800-665-2262

www.fems.facilityengagement.ca