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How to file a claim in your online account

This article outlines how to file a claim in your online account to reimburse yourself.



Note: Don't file claims for expenses paid with your WEX benefits card, as this could result in duplicate claim payments.

Additional resources

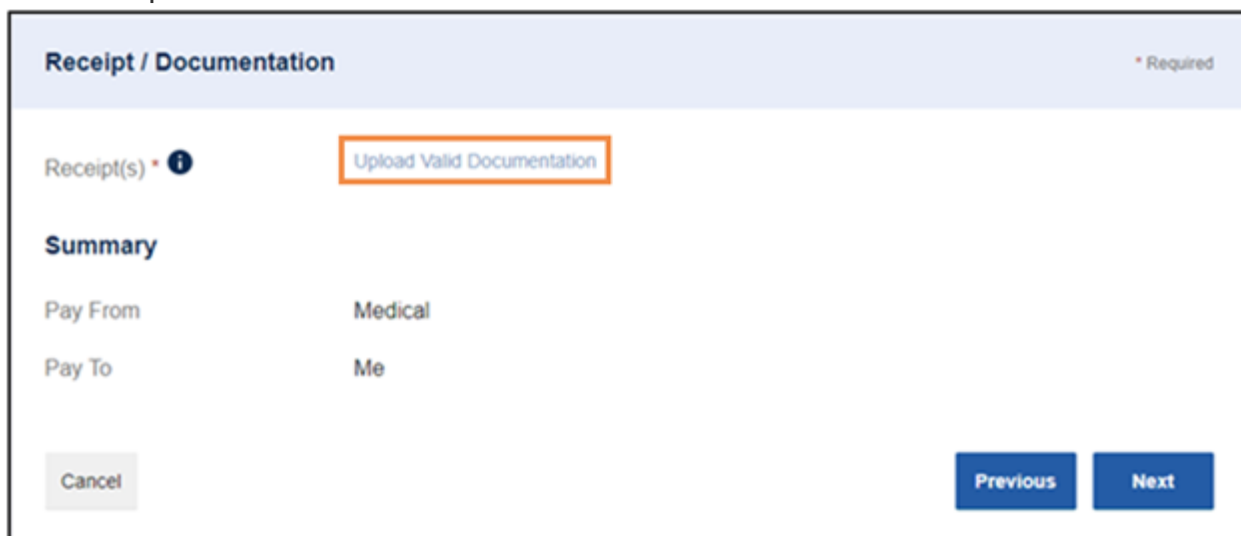
- To watch a video tutorial, click here. 
- To pay a provider instead, see How to send a reimbursement check directly to a provider in your online account.
- You can also use the WEX benefits mobile app to file a claim and upload documentation. See How to file a claim in the WEX benefits mobile app for instructions.

To file a claim in your online account, complete the following steps:


1. Log in to your online account.
2. Navigate to the Home tab and click the applicable option in the I Want To section.

Scenario	Action
You want to reimburse yourself for out-of-pocket expenses.	Click "Reimburse Myself." 
You want to pay a service provider directly.	Click "Send Payment." 

3. Click "Upload Valid Documentation."



Receipt / Documentation * Required

Receipt(s) *  Upload Valid Documentation

Summary

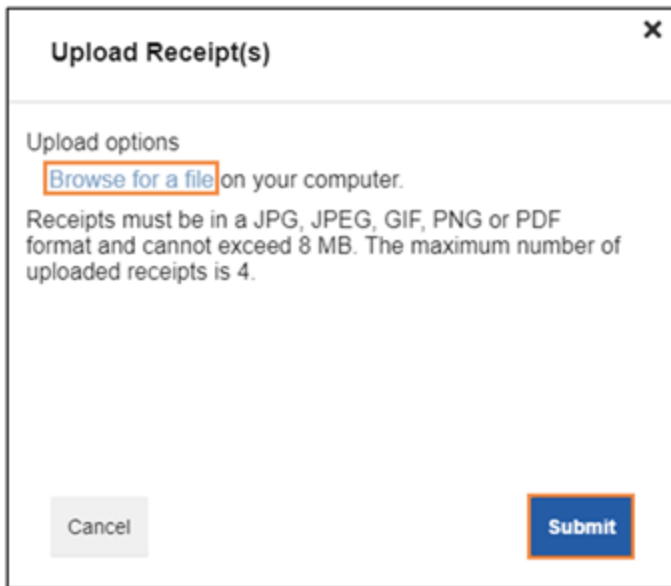
Pay From: Medical

Pay To: Me

Cancel Previous Next

4. Click "Browse for a file," select the file containing your receipt, and click "Open" and then "Submit."


Note: Receipts must be in a JPG, JPEG, GIF, PNG or PDF format and can't exceed 8 MB.




5. Click "Next."

6. Complete the required fields and then click "Next."


Claim Details * Required

Start Date of Service * 

End Date of Service 

Amount * \$

Provider *

Category * 


Type *

Description

If the category is 'Other' or 'Over-the-Counter Drugs', you must provide a description.

Recipient * Scott Johnson

[Add Dependent](#)

Did You Drive To Receive This Product/Service? *  Yes No

Summary

Pay From	Medical
Pay To	Me
Documentation Uploaded	Yes

7. Review your transaction summary. If changes are needed, click "Update." Then click "Submit."

Transaction Summary (1)

FROM	TO	EXPENSE	AMOUNT	APPROVED AMOUNT	
+ Medical FSA 01/01/2021-12/31/2021	Me	Over-the-Counter Products	\$10.00	\$10.00	Remove Update
Total Amount			\$10.00	\$10.00	

Buttons: Cancel, Save for Later, Add Another, **Submit**

Notes

- You'll receive a confirmation message that verifies the claim was successfully submitted. Your documentation will be processed within two business days. If the claim is approved, a reimbursement will be issued via direct deposit on the third business day. If you don't have direct deposit set up, a check will be mailed on the third business day. See How to set up direct deposit in your online account for more information.

Confirmation Print Confirmation

Your claim has been successfully submitted.

Successfully Submitted

FROM	TO	AMOUNT	APPROVED AMOUNT	RECEIPT STATUS
+ Medical FSA 01/01/2021-12/31/2021	Me	\$10.00	\$10.00	Uploaded(1) Upload another Receipt
TOTAL APPROVED AMOUNT			\$10.00	

- You'll be notified if further documentation is needed. If you have an email address on file, you'll be notified via email. Otherwise, you'll be notified by mail.
- Once a claim has been filed, it cannot be canceled.

You can view this article at:

<https://wexbenefitskb.egain.cloud/system/templates/selfservice/dbika/help/agent/locale/en-US/portal/308900000001002/content-version/PROD-2113/PROD-64170/How-to-file-a-claim-in-your-online-account?query=how%20to%20file%20a%20claim>

