

Claim filing



The best form of documentation when submitting a claim is either an **explanation of benefits (EOB)** from your carrier, or an **itemized receipt** from your provider

Any documentation provided must contain the following information:

- **When** the service was received
- **Where** the service was received
- **What service** was received
- **The amount/cost** of the service received
- **Who** received the service

Claim filing options



Mobile app, online account or manual claims

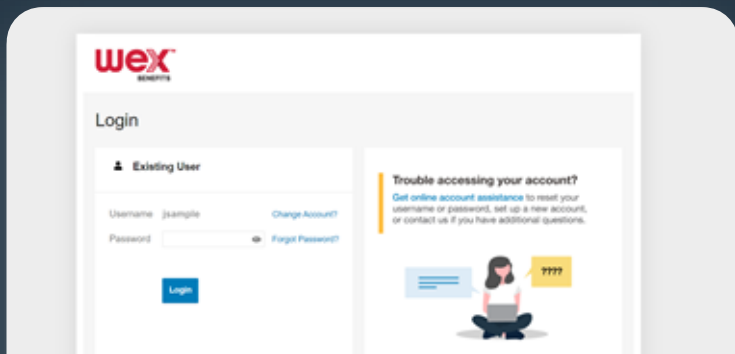
Processed within two business days



Choose direct deposit or paper check

Direct deposit – FREE
\$25 minimum reimbursement
for paper checks

Account Access



Online account



Mobile app



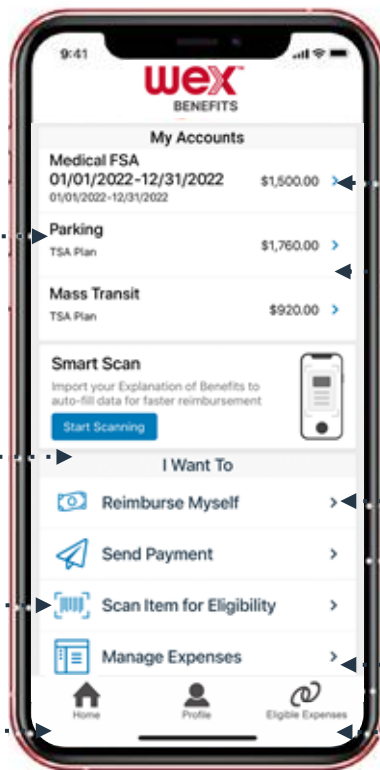
With our mobile app you can:

Get instant notifications on the status of your claims.

File a claim and upload documentation in seconds using your phone's camera.

Scan an item's barcode with your phone's camera to determine if it is an **IRS code 213(D) eligible expense**.

Report a card as lost or stolen.



Check your balance and **view** your activity.

Easily move funds from your HSA into your bank account to cover eligible expenses.

View current HSA investments balance, recent activity, and rate of return.

Reset login credentials.

Login with your Face ID.

Security on the go



Our mobile app uses secure encryption and won't store pictures on your phone, keeping your documentation safe and secure. Login is protected by a four digit passcode of your choosing. You can also log in with your thumbprint on Apple devices.

Download the app for free on Apple and Android smartphones and tablets.



Contact Participant Services

Our Participant Services team is available Monday through Friday, from 6 a.m. to 9 p.m. CT, except holidays.



Live Chat

Log into your online account



Website

www.wexinc.com



Phone

Current WEX participants:

866-451-3399

New to WEX:

844-561-1337