

Article ID: PROD-2113

## 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:** Do not file claims for expenses paid with your WEX benefits card, as this could result in duplicate claim payments.

### Additional resources

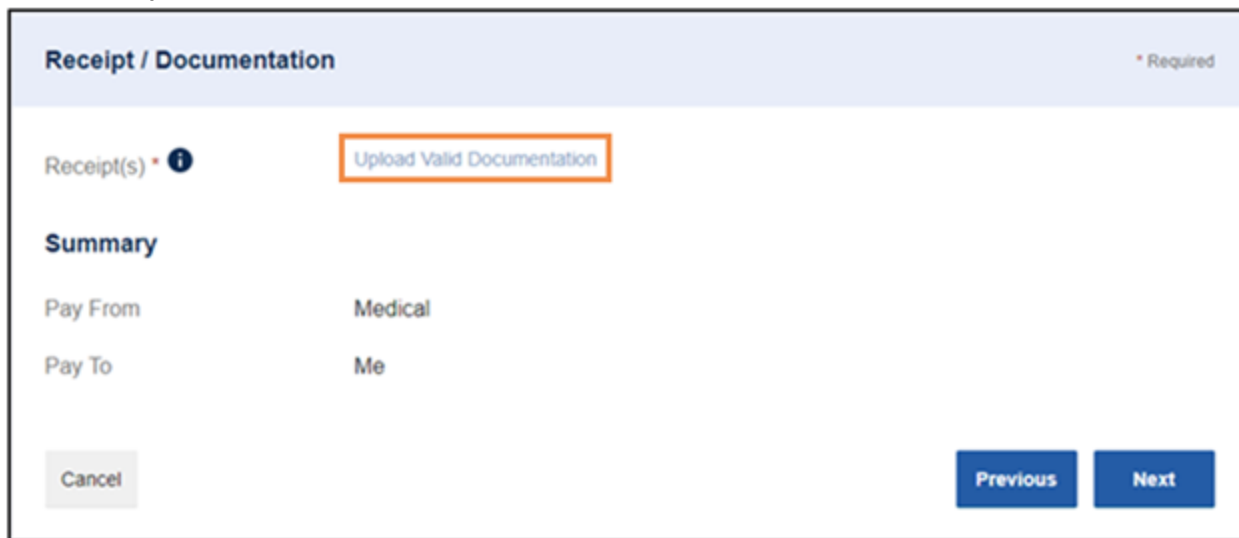
- To watch a video tutorial, click here. [▶](#)
- To pay a provider instead, see How to send a reimbursement check directly to a provider in your online account.
- You can also use the WEX benefits mobile app to file a claim and upload documentation. See How to file a claim in the WEX benefits mobile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



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 cannot exceed 8 MB.

**Upload Receipt(s)** ✕

Upload options

[Browse for a file](#) on your computer.

Receipts must be in a JPG, JPEG, GIF, PNG or PDF format and cannot exceed 8 MB. The maximum number of uploaded receipts is 4.

Cancel


Submit

5. Click "Next."


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

**Claim Details** \* Required

Start Date of Service \*

mm/dd/yyyy  



End Date of Service


mm/dd/yyyy  


Amount \*


\$

Provider \*

Category \* 

Select a category... 

Type \*

Select a 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

Cancel

Previous

Next

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 <b>Update</b>
Total Amount			\$10.00	\$10.00	

Cancel
Save for Later
Add Another
**Submit**

### Notes

- You will receive a confirmation message that verifies the claim was successfully submitted.

**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	

- Your documentation will be processed within two business days.

Scenario	Resolution
The claim is approved.	A reimbursement will be issued via direct deposit on the third business day.
You do not have direct deposit set up.	<p>A check will be mailed on the third business day if the reimbursement amount is \$25 or more.</p> <p>If the reimbursement amount is \$24.99 or less, your reimbursement will be issued after you submit additional claims to bring your total to at least \$25 or at the end of the month. See How to set up direct deposit in your online account for more information.</p> <p> This claim will not be paid until the sum of your claims pending reimbursement reaches a minimum of \$25.00. If the minimum amount has not been reached by 12/30/2022, the claim will be reimbursed at that time.</p>

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

You can view this article at:

<https://wexbenefitskb.egain.cloud/kb/BPO-agent/content-version/PROD-2113/PROD-82217/How-to-file-a-claim-in-your-online-account?query=how%20to%20file>