

# 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

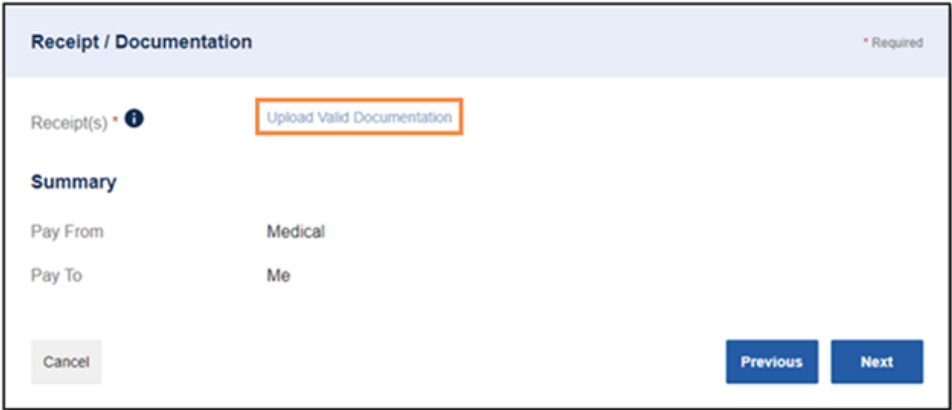
- To watch a video tutorial, [click here](#). 📺
- To pay a provider instead, see [How to send a reimbursement check directly to a provider in your online account](#).
- You can also use the WEX benefits mobile app to file a claim and upload documentation. See [How to file a claim in the WEX benefits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

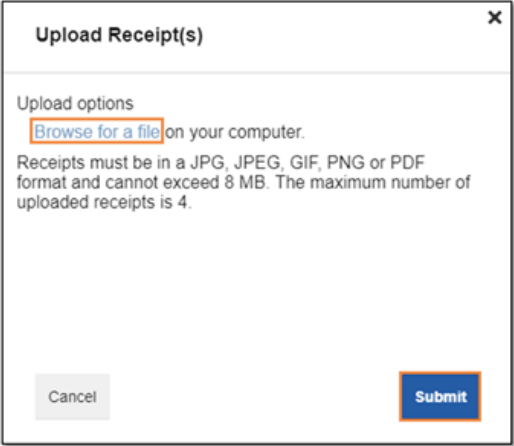
Scenario	Action
You want to reimburse yourself for out-of-pocket expenses.	Click "Reimburse Myself." 
You want to pay a service provider directly.	Click "Send Payment." 

3. Click "Upload Valid Documentation."



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 \*

mm/dd/yyyy

End Date of Service

mm/dd/yyyy

Amount \*

\$

Provider \*

Category \* i

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? \* i

☐ 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 <span>i</span>	
+ 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	

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) <a href="#">Upload another Receipt</a>
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.