How to file a claim in your online account

Important: This article contains steps that require you to log in to your account.
See How to log in to your Benefits online account for instructions.
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.

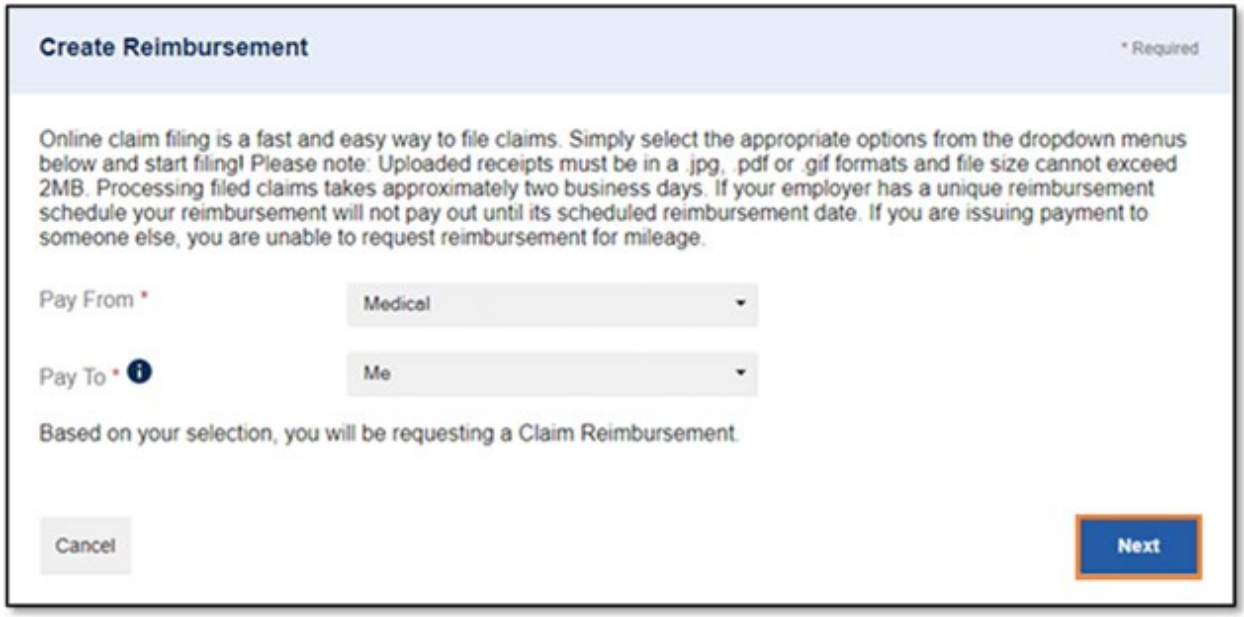
Additional resources

- 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 Benefits Mobile App for instructions.

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

1. Log in to your online account.
2. Click "File A Claim" in the I Want To section of the Home tab.

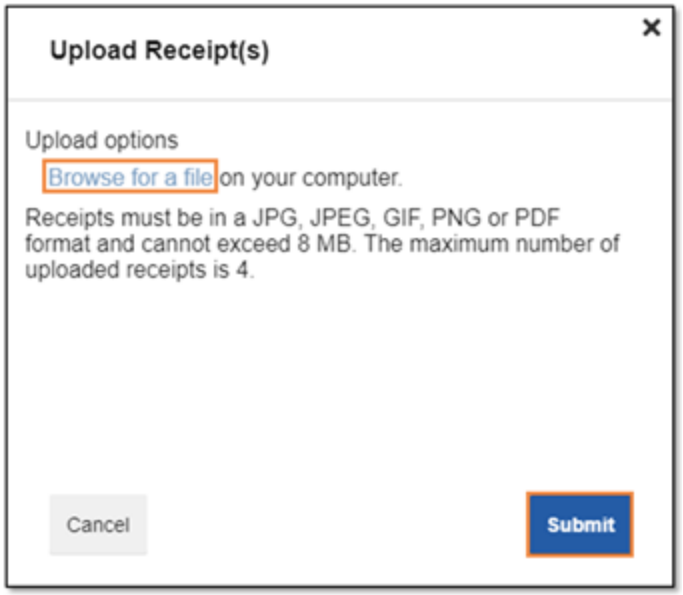
3. Select which account you'd like to be reimbursed from in the Pay From drop-down list. Select "Me" from the Pay To drop-down list and then click "Next."



4. Click "Upload Valid Documentation."

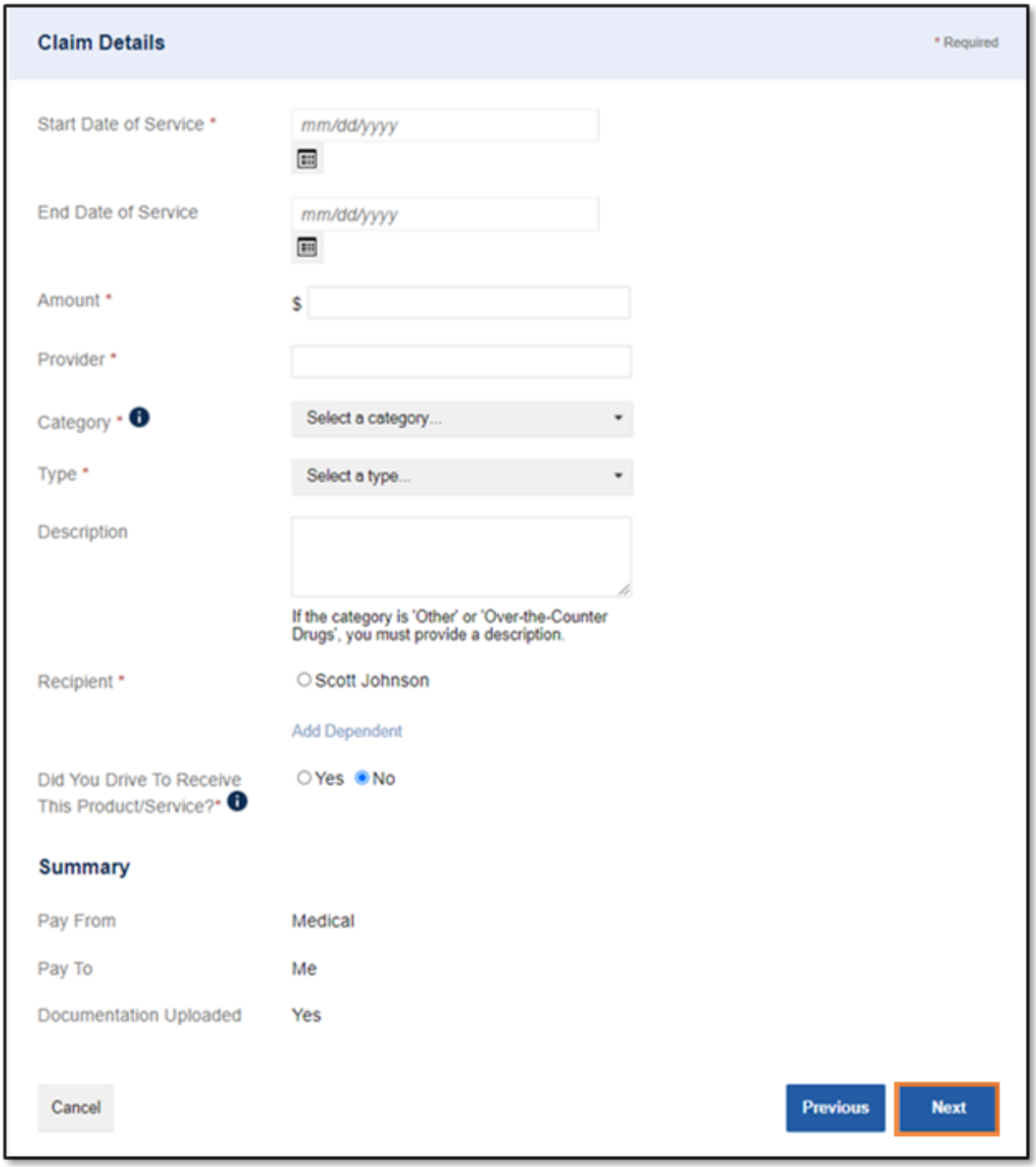
5. Click "Browse for a file," select the file containing your receipt, and click "Open" and then "Submit."

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

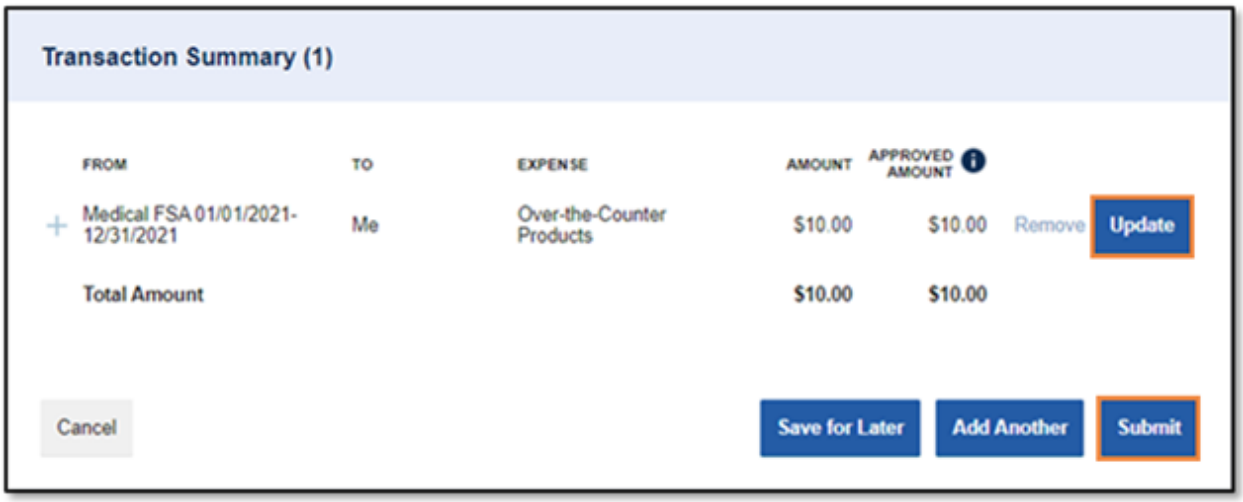


6. Click "Next."

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



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



9. You'll receive a confirmation message that verifies the claim was successfully submitted. Your documentation will process within two business days. Reimbursement will issue as a direct deposit or mail as a check, depending on your plan setup.

Note: 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.