

How to upload documentation to an existing claim in your online account

Participant content

This article outlines how to upload documentation to an existing claim in your online account for reimbursement of medical expenses.

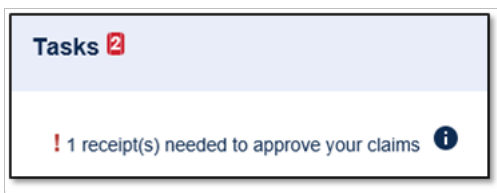
Note: To watch a video tutorial, [click here](#).

You can log in to your online account to upload documentation to an existing claim. You can also use the WEX benefits mobile app to upload a picture of your documentation to an existing claim.

See [How to upload documentation to an existing claim in the WEX benefits mobile app](#) for more information.

To upload documentation to an existing claim in your online account, complete the following steps:

1. Log in to your online account.
2. In the Tasks section of the Home tab, click "receipt(s) needed."



3. Click "Upload."

DENIAL DATE	DATE OF SERVICE	ACCOUNT	MERCHANT / PROVIDER	RECIPIENT	CLAIM AMOUNT	RECEIPT STATUS	ACTIONS
7/13/2020	7/12/2020	Medical FSA 01...	Dr. Chiro	Pat Anderson	\$10.00	New Needed	Details Upload

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

Note: If you have receipts saved in your receipt organizer in the Benefits Mobile App, you can access them by clicking "Browse for a file." Receipts must be in a JPG, JPEG, GIF, PNG or PDF format and can't exceed 8 MB in the mobile app or 20 MB online.

Upload Receipt(s) ✕

Upload options

- [Browse for a file on your computer.](#)
- [Select an image from your receipt organizer.](#)

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

Notes

- You'll receive a confirmation message that verifies the receipt was successfully submitted, and you'll see an Uploaded receipt status for that claim. Your documentation will be processed within two business days.
- The maximum number of uploaded receipts is 10. It's suggested that you combine documents together, if possible, without exceeding the 20 MB limit. If you are unable to upload all necessary documents through your online account, please [Contact us](#).
- If further documentation is needed, you'll be notified via email. If you don't have an email address on file, you'll be notified via mail.