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How to upload documentation to an existing claim in the WEX benefits mobile app

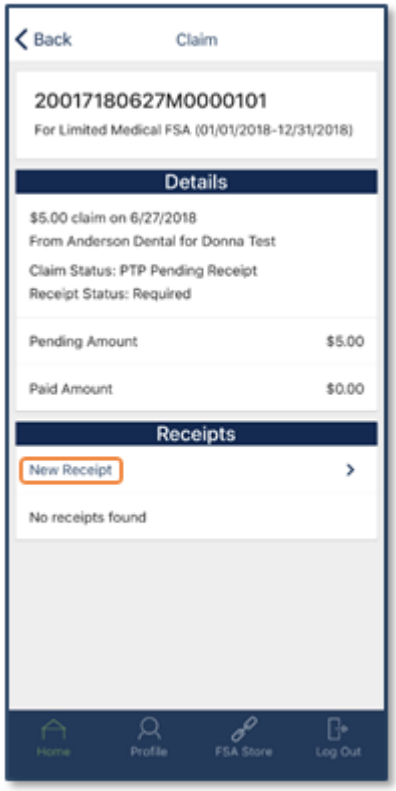
This article outlines how to upload documentation to an existing claim via the WEX benefits mobile app for reimbursement of medical expenses.

Note: To watch a video tutorial, click here.

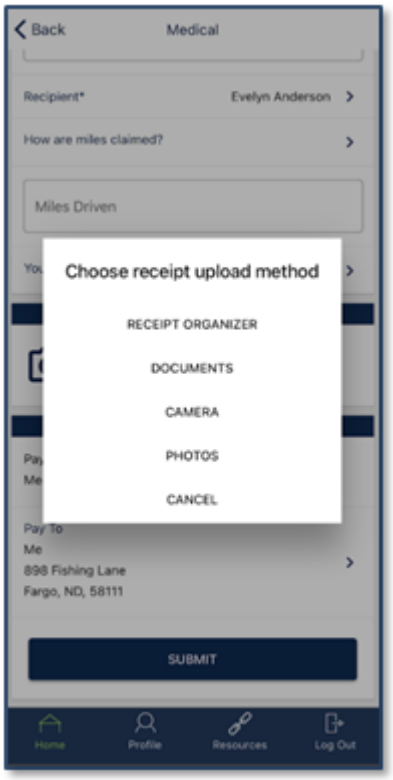
You can use the benefits mobile app to upload a picture of your documentation to an existing claim. You can also log in to your online account to upload documentation to an existing claim. For more information, see How to upload documentation to an existing claim in your online account.

To upload documentation in the mobile app, follow these steps:

1. Navigate to the Tasks section on the home screen.
2. Tap the claim you want to upload a receipt to, and then tap "New Receipt."



3. Select an existing document or picture from your phone's library or use your camera to take a new picture.



Note: Receipts can't exceed 8 MB.

4. Tap "Use Photo" to submit the receipt image for processing, or "Retake" to take a new picture.

Note: Your documentation will process within two business days. 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 via mail.

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