

HRA Questions?

We've got answers!



Make the most of your health reimbursement account (HRA) benefits—without having to call or click! Use this easy FAQ to find answers to common questions and helpful tips for using your HRA. Whether you're new to the program or need a quick refresh, you'll find the information you need to get started and stay informed.

How do I log in to my HRA?

Download the mobile app, and use your provided credentials to log in. If you're a first-time user, follow the instructions to create your profile. You may also visit your online account, and use the same provided credentials to log in.

How can I view my HRA balance and track my spending?

To track your spending and view your HRA balance, log in to the mobile app. Your current balance will be displayed and you can review all transactions and claims. You can also set up alerts to notify you of your balance and activity. You may also view all of this information on the online portal.

What expenses can I use my HRA for?

You can use your HRA for a wide variety of eligible healthcare expenses, including doctor visits, prescription medications, dental care, and more. Check the full list of eligible expenses on the mobile app or online portal.

How do I submit a claim for reimbursement?

Log in to your mobile app and choose Reimburse Myself, and follow the prompts to upload your receipts or itemized statements. Your claim will be reviewed, and you'll be notified once it's processed. You may also submit claims on the online portal.

How long does it take to receive reimbursement?

Reimbursements are typically processed within two to eight business days. Check your claims status anytime on the mobile app or portal.

How do I set up my debit card in my mobile wallet?

Setting up your debit card in your mobile wallet is easy!

Follow these steps:



Open your mobile wallet on your Apple or Android device (Apple Pay, Google Wallet, etc.).



Add your debit card by entering the card details provided in the portal.



Use your digital debit card! Once added to your mobile wallet, you can make HRA-eligible purchases directly from your mobile device.

What happens if I lose my debit card?

If your card is lost or stolen, please report it immediately through the mobile app or online portal, and we'll send you a replacement card.

Need more assistance? **Ask the experts!**

Our Participant Services team is available Monday through Friday, from 6am to 9pm CST. If you have additional questions or need support, contact our Participant Services team by:



Call **1- 866-451-3399**



For non-urgent inquiries, visit **customer.wexinc.com/contact/benefits/**



For instant online support, go to **www.wexinc.com**, select Login, then Benefits Account, and then select a Participant Accounts option