

How to Get Support

We offer multiple ways to help- each designed for a different kind of need. Use this guide to find the fastest path to resolution.

Path 1

LEAP + Knowledgebase

Self-service, anytime

Available 24/7 • No wait time

Start here for routine questions and everyday tasks. Get instant answers via our Knowledgebase and take action directly in LEAP. No need to call or submit a case.

For example:

- Look up COBRA premiums or enrollment rules
- Upload contribution or enrollment files
- Order a replacement benefits card
- Reset a participant password
- View invoices
- Generate reports
- Update participant demographics or enrollment
- Review participant communication

Getting started with LEAP

Urgent assistance needed?

Contact your Account Executive or call us directly at 877-765-8810. An issue is urgent when there is a financial, compliance, or member-access impact within 24 hours.

Path 2

Toll Free Service Line

Quick answers by phone, available 7am-7pm CST, Monday-Friday.

Single-call resolution

Call us when you need a quick answer from a live representative. Ideal for simple questions that don't require extensive research or documentation.

For example:

- Unlock a LEAP account or reset MFA
- Confirm a carrier notice was sent
- Get plan parameters, maximums, or grace periods.
- Resolve a benefits card issue on the spot.

Complex inquiries? We'll open a case for you and include the details of what we've already collected.

(877) 765-8810

Path 3

Submit a Case

Complex inquiries, expert care

Dedicated follow-through

For inquiries that need research, documentation, or coordination across teams. A case ensures that the right expert is actively working on your specific issue until it is resolved.

For example:

- Plan configuration changes or renewals
- HSA contribution corrections or file errors
- Invoice corrections or funding questions
- Non-discrimination testing or plan closings
- Merger & acquisition help

Speed tip: Submit your case via LEAP. Include your account ID, a clear description, and any relevant dates or reference numbers upfront.

How to submit a case in LEAP

Get Started with LEAP

Log in at leap.wexinc.com to access self-service tools, submit and track cases, view invoices, and more — all in one place.

[Article on how to get started](#)