LEAP FAQ

Your one-stop shop for managing your plans

What is LEAP?

LEAP is WEX's secure online platform where employers and consultants/brokers can manage their benefits and COBRA plans.

Who needs to register for LEAP?

Typically both consultants/brokers and employers create an account for LEAP. Consultants can use LEAP to access a running list of all groups they have with WEX and assist them with their plans. Employers can use LEAP to add, remove or edit company contacts. They can also implement and renew WEX plans, access reporting and more. Anyone who needs access to plan information should create a LEAP account.

How do I register?

You'll receive an email with registration instructions from noreply@wexhealth.com. If you haven't received this email, check your spam folder or contact our implementation team. Note: You won't receive this email if you've already created an account for LEAP.

How do I access LEAP?

Go to employerbenefits.wexhealth.com/login.

Is my information secure on LEAP?

Completely secure. LEAP is secured with two-factor authentication, which requires a unique code in addition to your password.

What information do I need to log in?

You'll need your username, password and a unique code that is sent to either your email or mobile phone.

What if I forgot my login information?

If you forgot your password, you can click the "Forgot password?" link on the login page for reset instructions.

What do I do after I create an account?

Once in LEAP, you can perform popular tasks, such as:

- Begin populating the online design guide or renewal guide by going to the Implementation or Renewal tab.
- Add, edit and review company contact roles.
- Access plan information and participant accounts.
- Review admin fee invoices with appropriate contact roles.
- Search the Knowledgebase and case management tool for help articles.
- Review plan trends and statistics.

When and how do I add a contact to LEAP?

You can add contacts at any time. Simply click "Contacts" once you've logged in to LEAP. From there, you'll be able to add the contact's information, indicate what the contact needs access to and select their role. Contacts won't receive registration instructions or be granted LEAP access until they've been added by the consultant, broker or employer. Note: When adding contacts to LEAP, you should always indicate a billing, primary and renewal contact.

What do I do if I have questions when using LEAP?

You can contact our implementation team for assistance. You can also easily submit questions to our specialized experts through LEAP. Log in to LEAP and access the knowledgebase. Then, below Assisted Support, click on "Create a New Case." You'll have transparency into the status of your case and get fast responses without having to call in.