



We are writing concerning your Health Flexible Spending Account (FSA). According to IRS regulations, all expenses reimbursed through your FSA must be "substantiated," meaning the expenses are documented as being eligible for reimbursement using pre-tax funds. **Your action is required now to avoid an adverse financial impact.**

According to our most recent report, you have overdue unsubstantiated claim(s) from a prior plan year.

IMPORTANT: If you take no action by June 30, 2025, please be aware that you will not benefit from pretax savings, the transaction amount will be reflected as taxable income on your pay statement, and you will be assessed income taxes on the unsubstantiated amounts. We encourage you to take action to resolve your unsubstantiated debit card purchases now to avoid these consequences.

To view the unsubstantiated claims, please log in to your WEX account, go to the Task section of the Home tab, and click "Receipt(s) needed."

To resolve the unsubstantiated claim(s), submit an itemized receipt, bill, statement, or Explanation of Benefits for each medical service or product in the claim(s) listed on your online account that includes the following information:

- Date service was received or purchase made
- Description of service received or item purchased
- Dollar amount paid (after insurance, if applicable)
- Provider/Merchant Name

To watch a video tutorial on how to submit documentation, click [here](#).

If you are unable to provide the necessary documentation, you must repay the plan for the amount of any unsubstantiated claim. To learn more about repaying via your online account, please click [here](#) for a video tutorial.

You may upload supporting documentation or repay claims through your online account or using the WEX mobile application. Alternatively, you may submit documentation or payment by mail, fax or email as follows:

- Mail: WEX, PO Box 2926, Fargo, ND 58108-2926
- Fax: (866) 451-3245
- Email: forms@wexhealth.com (include the claim number to which the documentation applies)

If you have questions, please contact WEX at: 844-561-1338.

Sincerely,

WEX Health

WEX
700 26th Ave E
West Fargo, ND, 58078

Follow us:

