



Central Illinois Carpenters Health & Welfare Trust Fund

200 S. Madigan Drive • Lincoln, IL 62656 • (866) 732-1919 • www.cichealth.org
Office Hours: 8:00 a.m. to 4:30 p.m., Monday-Friday

To be compliant with IRS guidelines of a Health Reimbursement Account, WEX often requires substantiation documentation to verify the expense qualifies.

If you receive an email requiring a receipt, the best document is to upload an Explanation of Benefits (EOB). Most hospitals and physician office receipts do not include the information needed to substantiate the claim.

If the document is not uploaded to the WEX site within 200 days of the submission of claim, the debit card will be suspended.

To reactivate a suspended card, follow the steps below:

1. Call WEX 866-451-3399
2. Enter last four of SSN
3. Enter date of birth MMDDYYYY
4. Account balance is provided
5. Press 1 to activate suspended card
6. Allow 1 hour for card to be reactivated

The card will be reactivated for 7 days, giving you additional time to upload the required document.