Short Term Leave Direct Bill Timeline

The direct bill line of business works best for leaves that are at least 90 days. WEX can support shorter term leaves but the participant experience is not ideal. The visual below outlines a typical timeline for a short term leave of absence.





















PARTICIPANT

Participant goes on leave.

CLIENT

The client notifies
Aptia of leave of
absence (LOA)
retroactively
(typically within
1-2 weeks of
event).

APTIA

Aptia sends original notification of leave of absence to WEX via weekly file.

PARTICIPANT

Participant returns to work.

WEX

WEX processes original file and mails paperwork (within 3 business days).

CLIENT

The client notifies
Aptia of return
to work.

APTIA

Aptia sends notification of return to work to WEX via weekly file (within 1 week).

WEX

WEX processes notification of return to work and mails paperwork (within 3 business days).

PARTICIPANT

Participant receives
Welcome Notice containing
12 payment coupons from original leave of absence.

PARTICIPANT

Participant receives Plan Change notices containing one billing coupon with prorated January premium coupon.

