

# Case Management Tool Assisted Support FAQ



## FAST ANSWERS TO QUESTIONS

### **What is Assisted Support?**

Case Management Tool Assisted Support is a tool that lets you send us questions related to your plan administration directly through LEAP by WEX for faster resolution. You can view the real-time status of cases and responses and provide feedback through case response surveys.

### **Why should I create a case instead of sending an email?**

Creating a case will speed up the process and allow for visibility to open and closed cases. You'll be provided a case number and will be able to review the case status in LEAP.

### **How do I create a new case?**

On your LEAP homepage, click on the down arrow next to the Knowledgebase button in the upper-right corner. Then, click "Create a New Case" on the right side.

### **What do the different severity levels mean?**

The severity levels of low, medium and high let you communicate the importance of the case to us. It gives us visibility into which of your items are most important and should be worked on first.

### **What is a category?**

Categories are the overarching topic for your question. Choosing a category helps your case reach the right expert. The categories are: Current or Former Employees, Technical Support, Plans, Finances, Reports, Company Profile and Compliance.

### **What is a sub-category?**

Sub-categories help narrow the scope of your question so we can best assist you. Choose a sub-category immediately after you've clicked on your category.

### **How can I make sure my case was submitted?**

After clicking "Submit Support Case," your screen will show a message indicating your case was submitted successfully.

### **How do I check on the status of my case?**

Click the down arrow next to the Knowledgebase button, then click "View Cases" on the right side. You can select from Active Cases or Resolved Cases.

### **How can I enable someone else to receive updates on my case (i.e. another human resources member or consultant)?**

Only the person submitting the case will receive notifications. However, anyone listed as a primary or consultant contact can review open and closed cases. If you'd like someone to have this access, you can update contact information by clicking the App Navigator in LEAP and selecting "Update Contacts."

### **How long will it take for my case to be resolved?**

We make resolving your cases a priority. The time to resolve your case varies depending on the complexity of the question and the updates required.

### **How frequently will I be sent updates if my case isn't resolved right away?**

You'll receive system notifications when your case is open and closed. For additional information relating to your case, you can view its status anytime in LEAP.

### **If WEX has questions on my case, how will I know?**

We'll email or call you to follow up.

### **Will I be notified when my case is resolved?**

Yes, via email.

### **Can I still call or email?**

Yes, you can.