# **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
I-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 not
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 I 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.