

Employers

Where do I log in to my account?

Continue to log into LEAP like you do today using your existing username, password and passcode to access either your benefits administration or COBRA administration. We will be updating the login page for LEAP and will share a link to the new URL once it is live.

Will employer services numbers stay the same?

You can continue to contact our Client Services team at 877-765-8810 Mondays through Fridays from 5 a.m. to 5 p.m. Pacific time, by emailing employerservices@discoverybenefits.com or by submitting a case anytime from your LEAP account. We will share a new email address in the coming months.

Will my service experience change?

Our commitment to providing excellent customer service to both you and your employees is unwavering. While our name and branding will change, your service experience will not be impacted by these changes.

Will you be communicating these changes to participants?

Starting in January, participants will receive a message after they log into their online account letting them know Discovery Benefits will be known as WEX. They also will see the WEX logo and reminders about the brand change on the online account banner image. We will also notify participants when their new login page is live and include any other relevant changes to contact information.

How do my employees reach you?

Participants can continue to contact our Participant Services team at 844-561-1338 Monday through Friday from 4 a.m. to 7 p.m. Pacific time, or by emailing customerservice@discoverybenefits.com. We will share the updated email address in the coming months.

Will you be providing new service contracts?

We have mailed a notice of assignment regarding our brand and legal entity name to the physical address we have on file for your company. No action is needed by you and you can keep the notice for your records.

Will the uc-fsa.com website change?

No, the uc-fsa.com website and URL will not be changed as it is already specific to the University of California.

Spending Accounts

Where do I log in to my online account?

Continue to log in to your online account like you do today with your existing username and password at uc-fsa.com. You will be directed to your FSA online account automatically.

You can also access your account from the WEX benefits mobile app. If you already use the app, just log in with your existing username and password.

Do I need to create a new account?

No. You'll continue to leverage the same online account, mobile app, and debit card you use today. You will notice some changes to your online account like our updated logo and colors, but the functionality and ease of use of your account that you've come to love today is here to stay.

Do I need a new debit card?

You can continue to use the debit card you have today. When your card expires, or you report your card lost or stolen, you will get a new debit card to utilize for your FSA plans.

How do I submit claims for reimbursement?

You can continue to log in to your online account or mobile app to file a claim. You can also mail or email a Discovery Benefits claim form to us for processing.

Will customer service numbers stay the same?

Yes, you can continue to contact our Participant Services team at 844-561-1338 Monday through Friday from 4 a.m. to 7 p.m. Pacific time or by emailing customerservice@discoverybenefits.com. If you have a spending or savings account, you can also initiate a chat session directly from your online account. We will share a new email address in the coming months.

COBRA & Retiree Accounts

Where do I log in to my online account?

Continue to log in to your online account like you do today with your existing username and password at <https://cobra.discoverybenefits.com>. We will be updating the login page and will share a link to the new URL once it is live.

You can also access your account from the COBRA mobile app. If you already use the app, just log in with your existing username and password.

Do I need to create a new account?

No. You'll continue to use the same online account and mobile app you use today. You will notice some changes to your online account like our updated logo and colors, but the functionality and ease of use of your account that you've come to love is here to stay.

Is there a change to where I mail my COBRA premiums and can I continue to use my current COBRA/retiree premium payment coupons?

Continue to use any premium payment coupons you already have and continue to mail them to the address located on the coupon. New coupons will be mailed to you as needed. You can also log in and pay your COBRA/Retiree premiums directly from your online account with a recurring ACH payment or from your COBRA mobile app.

Will my recurring payment for premiums continue?

Great job at ensuring payments are made in a timely fashion with recurring payments! You will not need to make any changes to your recurring ACH schedule.

Will customer service numbers stay the same?

Yes, you can continue to contact our Participant Services team at 844-561-1338 Monday through Friday from 4 a.m. to 7 p.m. Pacific time, or by emailing cobraadmin@discoverybenefits.com. We will share the updated service email address in the coming months.