

Frequently Asked Questions

What is Benefits Access?

The new Benefits Access website features easy-to-access links to our benefit partner websites such as Virgin Pulse, BlueCross BlueShield and other medical providers. Benefits Access provides important coverage details, such as health account contributions, deductibles and co-pays. You also can submit claims for your FSA, HSA or HRA accounts through HealthEquity. In addition, there is information about your well-being programs.

Will Benefits Access replace HealthFlex/WebMD?

Eventually, yes. You will be able to log in to Benefits Access to access all of the health and well-being information and resources that you currently get through HealthFlex/WebMD. HealthFlex/WebMD will still be available until early May 2021.

Will Benefits Access automatically sign me into the other provider websites or will I have to sign in again?

You will not be required to log in separately when accessing the following provider websites: BlueCross BlueShield, HealthEquity, Quest and OptumRX—as long as you have already established a login account for these sites. When accessing a benefit provider website not listed above you may still be required to log in using your existing credentials for that site.

Will my spouse have access to the health and well-being information in Benefits Access?

Only the primary participant will have access to the health and well-being information in the new Benefits Access. Spouses will access wellness programs via Virgin Pulse. If your spouse is not yet a member, visit join.virginpulse.com/wespath. If your spouse already has an account, log in at virginpulse.com/login or via the Virgin Pulse app. In the meantime, spouses can still access HealthFlex/WebMD until early May 2021.

How does a participant sign up for the Quest Blueprint for Wellness® on Benefits Access?

Select the “Health” tab across the top. Then, underneath the Biometric Screening section, click the “Go to Quest Diagnostics” button.

Will Benefits Access work on a mobile device or tablet?

Yes. Benefits Access has been designed to be used on any size screen, such as a mobile phone or tablet. No matter the screen size, you will have access to the same features, such as benefit summaries, detailed benefit information and direct access to benefit partner websites.

How do I log in to Benefits Access?

Just visit benefitsaccess.org and select “New User Registration.”

What if I forgot my Benefits Access username or password?

You can reset your password by going to benefitsaccess.org and clicking on “Trouble Logging In?”

Where can I go for additional information?

The [Benefits Access webpage](https://benefitsaccess.org) on wespath.org.