Getting started with the WEX COBRA + direct bill mobile app

This article provides instructions for different tasks in the WEX COBRA + direct bill mobile app. From the COBRA + direct bill mobile app, you can elect coverage, make one-time payments, set up recurring payments and view copies of mailed communications.

Download the mobile app

You can download the mobile app for free on both Android and Apple devices. Search "WEX COBRA" or "COBRA by WEX" to locate the app in your phone's online store.

Register a new account

You can register your new account through the mobile app by completing the following steps:

1. Download the app and tap "Register Here" on the app's landing screen.
2. Provide the following information:
    a. Registration code
    b. Social security number
    c. Email address
    d. Username
    e. Password
3. Tap "Submit & Continue" to agree to the COBRA administration platform user agreement.

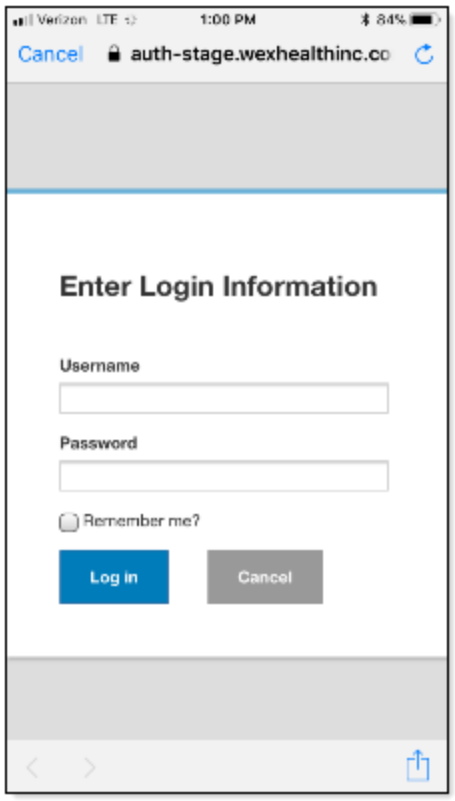
    Note: You must scroll through the entire agreement before you can accept it.
4. View the verification message and tap "OK."

Log in as an existing user

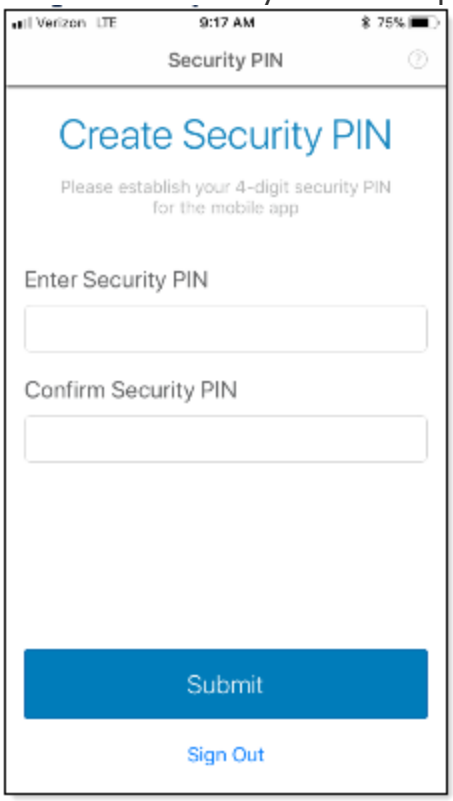
Once you have registered your new account, you can access it through the mobile app by completing the following steps:

1. Tap "Start Log In" on the app's landing screen.
2. Agree to allow the mobile app to share information with your online account.

3. Provide your username and password and tap "Log in."

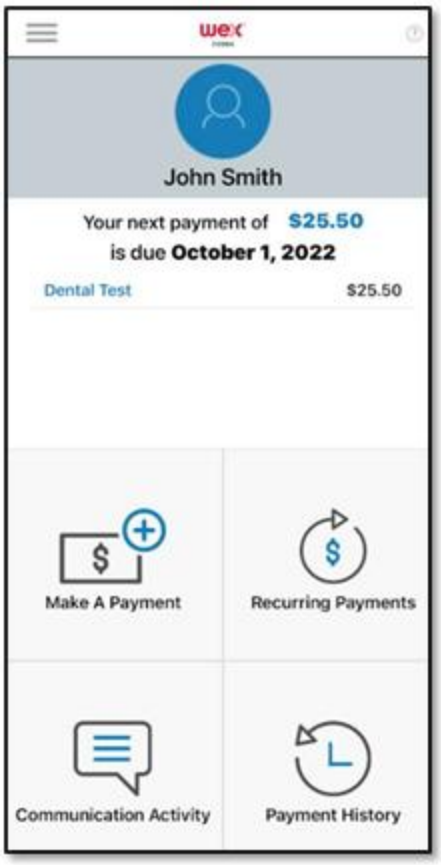


4. Create a security PIN and tap "Submit."



Navigate the mobile app

Home



Make A Payment

You can make a one-time payment. For more information, see How to make a one-time payment in the COBRA Mobile App.

Recurring Payments

You can set up recurring payments. For more information, see How to set up recurring payments in the COBRA Mobile App.

Communication Activity

You can view copies of mailed notifications.

Payment History

You can view a history of your payments.

Menu

You can reset your PIN via the Menu icon in the upper left-hand corner of the screen.



Help

You can access our contact information for additional assistance.

