



Frequently asked questions



COMMUNITY CARE
HEALTH

Q: What is WW?

A: WW is **Weight Watchers® Reimagined**. Our purpose is to inspire healthy habits for real life. For people, families, communities, the world, for everyone. No matter what your goal is—to lose weight, eat healthier, move more, develop a more positive mindset, or all the above—we will bring you science-based solutions that fit into your life. WW welcomes everyone who seeks to be healthier, not just manage their weight.

Q: Why is Community Care Health partnering with WW?

A: Community Care Health has teamed up with WW to bring you a program that gives you real-life solutions to get healthier, all at a special price.

Q: Who can take advantage of the WW Offerings?

A: All Community Care Health members ages 18 or older are eligible to participate in WW offerings. Dependents ages 17 or under are eligible to participate in Kurbo by WW. Workshops are not available in some areas in the U.S. To find out if the county you reside in is a non-participating area, please visit: <http://wwfranchisecountylist.com>.

To become a WW member, you must:

- Be at least 18 years old.
- Not be pregnant.
- Not have an active medical diagnosis of bulimia nervosa or anorexia nervosa

Q: If I register for WW, will my membership and weight information be kept confidential?

A: Yes, it will. Although CCH will receive information about the total membership's weight loss, it will not receive any individual or personally identifiable information.

Q: If I register for WW, will my membership and weight information be kept confidential?

A: Yes, it will. Although CCH will receive information about the total membership's weight loss, it will not receive any individual or personally identifiable information.

Q: If I'm a current WW member can I receive the special pricing?

A: Of course! If you meet the eligibility requirements for CCH's offering, you can link your current account as part of the CCH registration process. If you have any issues, call WW at 1-866-237-6032 for assistance with linking your accounts.

Q: What are the WW offerings and cost through CCH?

A: You can choose the plan that fits your lifestyle.

Offering 1: Digital

\$8.05 per month

Offering 2: Digital + Workshops

\$18.25 per month

Offering 3: WW for Diabetes

\$19.11 per month

You will be charged each month until you cancel your membership or if you are no longer eligible for the CCH's subsidy. State taxes will be added where applicable.

Q: How do I cancel my WW offering?

A: Our cancellation process is hassle-free. You can easily cancel your membership on our website. Simply log in to your account, go to "Settings," > "Account" to view your cancellation options. If you would like assistance with cancelling your account, you can call 1-866-237-6032.

If you have already been billed for your next month, call 1-866-531-8170 to receive a full refund for the upcoming month. Please note that you will not receive a refund for the month in which you cancel, except as provided in the [Cancellation Policy](#).

Join WW today!

To sign-up for either of these WW offerings or for more information, visit CommunityCareHealth.WW.com and enter the **CCH Employer ID: 15336140**.

You will need your **Member ID** from your **CCH member portal (which differs from the Member ID on your ID card)** when signing up. CCH members can access this number by registering and logging into the member portal at communitycarehealth.org (Member Login appears at the top of the landing page).

Questions? Call 1-866-204-2885 (Monday-Friday 5:00 a.m.-7:00 p.m. PST; Saturday 8:00 a.m.-2:00 p.m. PST.)