



LiveLifeWell
Employee Wellness: Caring for ourselves.

Frequently Asked Questions

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 of 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 Cone Health partnering with WW?

A: Cone 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 Cone Health employees and their spouses and dependents (age 18 or older) enrolled in a Cone Health Medical Plan are eligible to participate. 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 Cone Health will receive information about the total membership weight loss, Cone Health will not receive any individual or personally identifiable information.

Q: Do I need my Employee ID to sign up for WW?

A: Yes, you will need your Cone Health Employee ID to sign up for WW. Employee's spouses and dependents registering will use your Cone Health Employee ID +S added to the end.

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

A: Of course! There's an option to link your current account through Cone Health's registration process. If you have any issues, call WW at 1-866-237-6032 for assistance with getting your membership switched.

Q: What are the WW offerings and monthly cost through Cone Health?

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

Offering 1: Digital

Employee Cost: \$8.48 per month

Offering 2: Digital + Workshops

Employee: \$19.11 per month

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

Q: How do I cancel my WW membership?

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, you can call 866-204-2885.

If you have already been billed for your next month, call 866-204-2885 to receive a full refund for the upcoming month. Please note 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 or for more information, visit ww.com/us/ConeHealth and enter Employer ID: 20077.

Questions? Call 866-204-2885 or email wellnesshelp@weightwatchers.com
(Monday-Friday 8:00 a.m.-10:00 p.m. ET; Saturday 11:00 a.m.-5:00 p.m. ET.)