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 Case Western Reserve University partnering with WW?

A: Case Western Reserve University 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 benefits eligible Case Western Reserve University employees are eligible to participate. Workshops (which used to be called meetings) 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 Case Western Reserve University will receive information about the total membership's weight loss, it will not receive any individual or personally identifiable information.

Q: Do I need an Employer ID to sign up for WW?

A: Yes, you will need your Employee ID to receive the special pricing. This is not your Network ID, but the seven digit employee ID you can find on your pay stub.

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 Case Western Reserve University'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 Case Western Reserve University?

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

Offering 1: Digital
$8.48 per month

Offering 1: Digital + Workshops
$19.11 per month

You will be charged each month until you cancel your membership or if you are no longer eligible for the company subsidy. 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 with cancelling your account, 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 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 or for more information, visit ww.com/us/CWRU and enter Employer ID: 21123.

Questions? Call 866-204-2885 or email wellnesshelp@weightwatchers.com.

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