



# Frequently asked questions



**Seattle**

For health and living - take charge!

## 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 the City of Seattle partnering with WW?

**A:** The City of Seattle continues to team up with WW to bring you a program that gives you solutions that can easily be implemented into your busy daily routine, all at a great discounted price.

## Q: Who can take advantage of the WW offerings?

**A:** All regular City of Seattle employees on City-sponsored medical plans, covered spouses/domestic partners and adult dependents are eligible to participate.

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 the City of Seattle 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! There's an option to link your current account through the City'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 the City of Seattle?

**A:** Regular employees, covered spouses/domestic partners, and adult dependents can select from the following options:

**Offering 1: Digital**

\$8.48 per month

**Offering 2: Digital + Workshops**

\$19.11 per month

**Offering 3: WW for Diabetes (includes Digital + Workshops and one-on-one support from a Certified Diabetes Instructor [CDE])**

\$19.11 per month

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

## Q: How do I take advantage of the wellness incentive and additional reimbursement offered by the City of Seattle?

**A:** In addition to subsidized pricing, WW members can receive reimbursement for attending workshops. Members can receive a \$30 reimbursement by attending at least 10 WW workshops in 90 days. (This includes virtual workshops). The reimbursement form can be downloaded on the Benefits website.

## 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.

## **Q: Are WW program fees eligible for reimbursement under a Health Care Flexible Spending Account (FSA)?**

**A:** WW program fees may be eligible for reimbursement under a Health Care Flexible Spending Account if you have been diagnosed with a specific medical condition for which your physician is recommending treatment through a weight loss program. Only program fees are eligible for consideration; the cost of food is not. Your FSA reimbursement request must include both a receipt and a statement of medical necessity from a licensed health care professional describing the medical condition, the program prescribed and the length of treatment. FSA claims must be submitted after the program end date noted on your receipt. Expenses for weight loss programs for general health purposes are not eligible. Note that weight loss program fees are not eligible for reimbursement from a limited use FSA.

## **Q: Are WW program fees considered an eligible expense for my Health Savings Account (HSA)?**

**A:** WW program fees may be considered an eligible expense for your Health Savings Account (HSA) if you have been diagnosed with a specific medical condition for which your physician is recommending treatment through a weight loss program. Only program fees are eligible for consideration; the cost of food is not. In addition to a receipt, a statement of medical necessity from a licensed health care professional describing the medical condition, the program prescribed, and the length of treatment should be kept in your records in the event you are asked to provide supporting documentation for your qualified medical expenses to the IRS.

**Join WW today by visiting [ww.com/us/cityofseattle](http://ww.com/us/cityofseattle)**

**Questions?** Call 866-204-2885 or email [wellnesshelp@weightwatchers.com](mailto:wellnesshelp@weightwatchers.com)  
(Monday-Friday 5:00 am – 7:00 pm PST; Saturday 7:00 am – 2:00 pm PST)

