



# 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 Legacy Health partnering with WW?

**A:** Legacy 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 Legacy Health employees, their spouse/domestic partner, and adult dependents are eligible to participate. Workshops are not available in some areas in the U.S. and only the Digital program is available. Areas include Eugene, Springfield, Junction City, Cottage Grove, Chesire, Creswell, Drain, Noti, Roseburg, Veneta, and Jacksonville. 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.
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## Q: If I register for WW, will my membership and weight information be kept confidential?

**A:** Yes, it will. Although Legacy Health will receive information about the total membership weight loss, Legacy Health 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 Legacy 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 Legacy Health?

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

### Offering 1: Digital

Employee Cost: \$16.96 per month + 100% reimbursement, if you meet the criteria\*

### Offering 2: Digital + Workshops

Employee: \$38.22 per month + 100% reimbursement, if you meet the criteria\*

### \*Reimbursement Criteria:

**Digital:** Track weight 11 times during a period of three consecutive months. After three months, submit a copy of your Weight Tracker Monthly Summary Progress Report as proof of participation. Log into your account at [www.weightwatchers.com](http://www.weightwatchers.com) and click on "Weight" to access your Weight Tracker monthly journey. Please note: you can cross out your weight if you prefer not to include the measurement on the form.

**Digital + Workshops:** Attend a minimum of 11 workshops (maximum of 1 workshop attended per week) during a period of three consecutive months.

You will be charged each month until you cancel your membership or if you are no longer eligible for Legacy 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/LegacyHealth](http://ww.com/us/LegacyHealth).

**Questions?** Call 866-204-2885 or email [wellnesshelp@weightwatchers.com](mailto:wellnesshelp@weightwatchers.com)  
(Monday-Friday 6:00 am-6:00 pm P.T.; Saturday 6:00 am-2:00 pm P.T.; Sunday Closed)