



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 Lehigh Valley Health Network partnering with WW?

A: LVHN 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 LVHN employees 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 LVHN 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 your company's registration process. If you have any issues, call WW at 1-866-237-6032 for assistance with getting your membership switched.

Q: What is the WW offering and monthly cost through LVHN?

A: Digital: \$8.48 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.

Please note that this subscription is not eligible for reimbursement with My Total Health Wellness Dollars.

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! Visit <https://wellness.weightwatchers.com>. Click "**See Discounted Rates**" button, enter Employer ID: **14858746** and your membership type, and then click "**Next Step**" to select your offering.

Questions about registering for WW?

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.)

Questions about My Total Health Program Offerings? Contact mytotalhealth@lvhn.org.

