



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 MultiCare Health System partnering with WW?

A: MultiCare Health System 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 benefits eligible employees in the Puget Sound region only are eligible to participate. WW for Diabetes offerings 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 MultiCare Health System 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 are the WW offerings and monthly cost through MultiCare Health System?

A: Benefits eligible Puget Sound region employees 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

Employees who live in a franchise impacted area will only have access to the digital plan. 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 maintain my discounted membership if I signed up through Healthy@Work last year?

A: If you are a current WW member and have already joined through MultiCare's Healthy@Work Program, your membership will automatically be carried over to the next calendar year.

Q: How do I receive Healthy@Work points for my participation?

A: To earn 100 Healthy@Work points, you must track your weight 12 times via the WW online app, or by attending workshops and complete the 2020 Healthy@Work Weight Watchers Form. This form can be found at mchlhealthyatwork.org under the 'Quick Links' – 'Weight Watchers' section.

Completed forms must be faxed to the secure Healthy@Work fax number at 253.864.4095 or scanned and e-mailed to healthyatwork@multicare.org by the October 16, 2020 deadline.

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/MHS

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.)