



# Frequently asked questions



## Q: What is WW?

**A:** WW is **Weight Waters® 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 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 PEBB partnering with WW?

**A:** PEBB has teamed up with WW to bring you a program that gives you real-life solutions to get healthier at no cost to you! PEBB medical plans cover 100% of the program cost.

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

**A:** All employees, spouses/domestic partners, and dependents ages 18 or older who are enrolled in a PEBB medical plan are eligible to participate in WW offerings. Dependents ages 10-17 who are enrolled in a PEBB medical plan are eligible to participate in Kurbo by WW.

If you are a current WW member and switch to PEBB medical carriers (from Kaiser Permanente, Providence Health or Moda Health to the other), you will need to re-enroll in WW under your new carrier to continue to receive PEBB's WW offering.

## Q: If I'm a current WW member am I eligible for PEBB's WW program?

**A:** Of course! As long as you meet the eligibility requirements for PEBB's offering, you can link your current account as part of the PEBB registration process. If you have any issues, call WW at 1-866-454-2144 for assistance with linking your accounts.

## Q: If I register for WW, will my membership and weight information be kept confidential?

**A:** Yes, they will. Although PEBB will receive information about the total membership's weight loss, it will not receive any individual or personally identifiable information.

## Q: How do I find out if a WW Workshop in the workplace is offered at my worksite?

**A:** To find out if a WW Workshop in the workplace exists at your worksite, go to [PEBB.WW.com](https://pebb.ww.com) and click on the 'Find a Workshop' tab.

You can also attend a Workshop at a WW Studio near you. To search locations and Workshop schedules visit [WW website](https://ww.com).

## Q: What are the available WW offerings through PEBB?

**A:** Eligible participants enrolled in a PEBB medical plan can choose one of the offerings below at **no cost**. The full cost of each option is covered by your PEBB medical plan.

**Offering 1:** Digital

**Offering 2:** Digital + Workshops

**Offering 3:** Kurbo by WW (ages 10-17)

## Q: How do I cancel my WW offering?

**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 canceling your account, you can call 1-866-454-2144.

If you have already been billed for your next month, call 1-866-454-2144 to receive a full refund for the upcoming month. Please note that you will not receive a full refund for the month in which you cancel, except as provided in the [Cancellation Policy](#).

## Join WW Today!

To sign-up for a WW or Kurbo by WW offering or for more information, visit [PEBB.WW.com](https://pebb.ww.com) and enter **Employer ID: 15066304**.

**Once prompted for your Health Plan ID, follow the instructions depending on your health plan:**

**Kaiser Permanente Members:** Kaiser Permanente Member Record Number (found on ID card)

**Moda Health Members:** 9 character ID Number + the 2 digit suffix by your name (found on ID card)

**Providence Health Members:** Providence Health Plan 11 Digit ID Number (found on ID card)

**Questions?** Call 1-866-454-2144 (Monday-Saturday 5 am – 11 pm PT. Sunday 5 am – 2 pm PT.)

# Kurbo FAQs

## **Q: What is Kurbo?**

**A:** Kurbo is a mobile health and weight management program specifically for kids and teens that combines the use of a mobile app with expert health coaching to help members build healthy habits, for life. Our program is based on 30 years of research supporting kids and teens in achieving their health and weight management goals.

## **Q: How do members take advantage of the Kurbo program?**

**A:** The two main components of Kurbo are a mobile app, which includes a food and activity tracker, educational videos and fun games, and a Kurbo health coach, who provides personalized tips and encouragement. Participants meet with their coach via FaceTime or Skype weekly and can also contact their coach anytime via in-app messaging. Progress is monitored through an online dashboard.

## **Q: How do you ensure privacy and security?**

**A:** Any information collected about Kurbo participants is used for Kurbo program purposes only. We conduct background checks on all health coaches.

## **Q: How do I talk to my child about trying Kurbo?**

**A:** We suggest presenting Kurbo to your child as a fun, interactive tool that will help your whole family get healthier. You can suggest it in a way that doesn't single out any one child. We often find that if a child is willing to try one coaching call, they are more willing to participate. We know that every family's situation is unique. Please contact Kurbo at 1-866-454-2144 to talk to one of their expert coaches if you have additional questions.