



# 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 Indiana University Health partnering with WW?

**A:** IU Health 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 IU Health team members 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 IU Health will receive information about the total membership weight loss, IU 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 IU Health's registration process. Call WW at 866-204-2885 for assistance with getting your membership switched.

## Q: Can I earn Healthy Results Incentive Points?

**A:** Yes. Team members can earn points for up to three quarters per year for a possibility of 600 total points. IU Health team members receive 200 Healthy Results incentive points for the following:

- **WW Digital:** Use the digital tools three days per week for nine out of 12 weeks in a quarter.
- **WW Digital + Workshops:** Attend nine out of 12 workshops in a quarter OR use the digital tool three days per week for nine out of 12 weeks in a quarter.

## Q: What are the WW offerings and monthly cost through IU Health?

**A:** Choose the plan that fits your lifestyle.

### Offering 1: Digital

\$8.48 per month

### Offering 2: Digital + Workshops

\$19.11 per month

You will be charged each month until you cancel your membership or if you are no longer eligible for IU Health's WW Program. State taxes will be added where applicable.

Team members earning an hourly rate of \$20.99 or less are eligible to receive a 100% subsidy. When enrolling, select "member".

Team members with a WW Digital + Workshops membership have the potential to earn reimbursement of fees from IU Health for one quarter per calendar year. To be reimbursed, these members must attend at least 9 out of 12 workshops in a quarter OR use the digital tool 3 days per week for 9 out of 12 weeks in a quarter.

## 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.

## Questions?

Call 866-204-2885 or email

[wellnesshelp@weightwatchers.com](mailto:wellnesshelp@weightwatchers.com)

(Monday-Friday 8:00 a.m.-10:00 p.m. ET; Saturday 11:00 a.m.-5:00 p.m. ET.)

Sign up at [WW.com/us/IUHealth](https://www.weightwatchers.com/us/IUHealth) with your Oracle Person Number.

Team members making more than \$20.99 per hour are eligible for a 50% subsidy. When enrolling, select "employee."

Team members making \$20.99 or less are eligible to receive a 100% subsidy. When enrolling, select "member."