

Frequently Asked Questions

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1. [What is Weight Watchers and what offerings do they have available?](#)

<p>What is Weight Watchers and why is my company partnering with them?</p>	<p>Weight Watchers offers weight-loss services and products founded on a scientifically based approach to weight management. The Weight Watchers® Beyond the Scale program helps you eat better with the SmartPoints™ food plan, move more and at your own pace, and positively shift your mindset. This Program offers our most personalized approach ever and focuses on you, not just a number on the scale.</p> <p>Cleveland Clinic has teamed up with Weight Watchers to bring its associates effective weight management offerings at a special price.</p>
<p>What are the available Weight Watchers program offerings?</p>	<p>Three Weight Watchers offerings are available; you can choose to follow the program completely online or in-person:</p> <ul style="list-style-type: none"> Offering 1: Meetings (Includes OnlinePlus) Offering 2: OnlinePlus Offering 3: Weight Watchers for Diabetes (Includes Meetings, OnlinePlus, and one-on-one support from a CDE)

[Offering 1: Meetings \(Includes OnlinePlus\)](#)

<p>What will I receive with my Meetings membership?</p>	<p>Once enrolled in Meetings you will receive a Monthly Pass to gain access to weekly meetings at your workplace (where applicable) or the local community. Additionally, you will have access to OnlinePlus, Weight Watchers' suite of digital and mobile tools. You will often see the reference to Meetings as Weight Watchers Meetings with Monthly Pass, because once enrolled you will receive a Monthly Pass to gain access to meetings.</p>
<p>How much time should I plan on spending at a meeting?</p>	<p>Your group meeting, led by a trained Weight Watchers Leader, will last approximately 30-45 minutes.</p>

<p>What can I expect at a Weight Watchers meeting?</p>	<p>At Weight Watchers meetings you'll learn to follow the <i>SmartPoints</i>® food plan. You'll get tips and strategies, plus:</p> <ul style="list-style-type: none"> • Guidance from a Leader who has lost weight with Weight Watchers • A supportive and caring environment • Helpful tools, guides, books, and recipes <p>At your first meeting, Weight Watchers staff will give you a private, confidential weigh-in and provide you with the information and materials you need to get started right away.</p>
<p>What are the requirements for becoming a Weight Watchers Meetings member?</p>	<p>To become a Weight Watchers meetings member, you must:</p> <ol style="list-style-type: none"> 1. Weigh at least 5 pounds more than the minimum healthy weight for your height, according to the Weight Watchers healthy weight ranges. 2. Be at least 13 years old. 3. Not be pregnant. 4. Not have an active medical diagnosis of bulimia nervosa or anorexia nervosa. 5. Sign the Health Release on the Registration Card. <p>Click here to calculate your healthy weight range for your height. Click here to view the Weight Watchers Healthy Weight Range Chart.</p>
<p>Why do I have to complete my sign up for Meetings on a website to complete my registration?</p>	<p>Your Meetings Monthly Pass only becomes active after you complete the sign-up on our website. This is to ensure that you have fully read our terms and conditions and understand the pricing plan you are participating in. Even if our call center assists you with your registration, you will need to complete your sign-up for Meetings with Monthly Pass by visiting our website within 7 days of purchase to accept these terms and conditions. This will also enable you to print out your Monthly Pass Temporary Card, which you will need to show at any participating meeting until your first Monthly Pass card arrives in the mail.</p>
<p>How is Monthly Pass used?</p>	<p>Immediately following completion of your purchase, you will have the ability to print a temporary Monthly Pass card and select the meeting location of your choice. At the Registration desk, you should show the staff person your Monthly Pass card and hand in your completed Registration Card. No payment is required.</p> <p>Please note that by selecting a meeting location throughout the enrollment process you are not committed to that specific meeting. Your Monthly Pass will be valid in any community meeting or At Work meeting at your workplace if one exists or begins.</p>
<p>Why was I billed twice in the same month for Meetings?</p>	<p>This will only happen during your first month of WW Meetings membership. When you purchase Meetings you pay for your first subscription month immediately. This charge is for the first 30 days following your purchase date. In order to make sure you receive your monthly pass on time in the mail, we bill you 15 days prior to your renewal date. This payment will release the following month's monthly pass, and you will receive your card in the mail. While it may appear that you have been double billed, the additional charge covers your second subscription month. Moving forward, your credit card will be billed monthly, but always 15 days prior to the start of your next subscription month.</p>
<p>What if I don't receive my Monthly Pass card in the mail or I lose my card?</p>	<p>If you have a problem with mail delivery, or if you ever lose a card, you can print out a Monthly Pass Temporary Card from the WeightWatchers.com website after you log in with your user name and password. Once you are logged in, click the "My Profile" link also located at the upper right corner. You can also access your Monthly Pass on Weight Watchers mobile application by clicking on the menu button on the top right hand side of your screen, and selecting "My Monthly Card" under the "Planning Tools" section.</p>

Please contact Customer Service at monthlypass@weightwatchers.com if you do not receive your card within two weeks.

[Offering 2: OnlinePlus](#)

<p>What is the OnlinePlus offering?</p>	<p>OnlinePlus allows you to follow Weight Watchers entirely online. It is a self-directed plan with interactive tools and resources like food and activity trackers, restaurant guides, and thousands of recipes and meal ideas to help you stay on track. You also have access to our trained Weight Watchers Leaders via the 24/7 Expert Chat feature. The Weight Watchers mobile app gives you access to Connect, our exclusive, members-only social media space where thousands of members share tips while supporting and motivating each other.</p> <p>Meetings are not available for individuals who enroll in this option.</p>
<p>How do I access OnlinePlus once I have registered?</p>	<p>Once you have purchased an OnlinePlus subscription, you may access it via www.weightwatchers.com and logging in with your username and password created during the registration process. You will be recognized as a returning registered online subscriber.</p>
<p>How do I get help for an OnlinePlus subscription?</p>	<p>Help is available in the upper right-hand corner of every page on WeightWatchers.com. Using this “help” button, you can e-mail your specific question to one of seven areas of inquiry: subscription process, tools and features, technical support, login help, start weight changes, cancellations, and Weight Watchers On-the-Go™. The typical response time is within 24 hours.</p>

[Offering 3: Weight Watchers for Diabetes \(Includes Meetings and OnlinePlus\)](#)

<p>Who can enroll in Weight Watchers for Diabetes?</p>	<p>Weight Watchers for Diabetes is designed to help members with a medical diagnosis of Type 2 Diabetes who wishes to lose weight and improve management of their disease.</p>
<p>What will I receive as a Weight Watchers for Diabetes members?</p>	<p>Weight Watchers for Diabetes builds on the strength of Weight Watchers scientifically proven program by adding unlimited one-on-one expert guidance from a dedicated Certified Diabetes Educator (CDE) who is also a registered dietitian. Our CDEs are specially trained in both the Weight Watchers program and diabetes medical nutrition therapy (the recommended standard treatment for people with type 2 diabetes).</p> <p>Once enrolled in Weight Watchers for Diabetes you will receive:</p> <ul style="list-style-type: none"> • Two scheduled phone consultations with your dedicated CDE: First, to develop a personalized food plan for you, and a second check in two weeks later to make sure the designed food plan is working well for you. • Ongoing, unlimited one-on-one coaching from your CDE via phone or e-mail. • A personalized food plan that is tailored to their individual needs by your CDE. Guidance on important healthy lifestyle topics that are tailored for your individual needs, including advice on activity and exercise, blood sugar level goals, and the impact of carbohydrates on blood sugar. <p>Weight Watchers for Diabetes is a Meetings offering and is NOT offered for OnlinePlus only memberships.</p>
<p>What is a Certified Diabetes Educator (CDE)?</p>	<p>A CDE is a healthcare professional who is certified in diabetes education and management. CDEs that support the Weight Watchers for Diabetes offering are registered dietitians and are trained specifically on the Weight Watchers proven approach to weight loss and weight management.</p>

Will I have a dedicated CDE for counseling?	Yes, you will. Since every person with diabetes has unique needs, each member will have a dedicated CDE who will understand that individual member's needs. Typically, a CDE remains with you the entire tenure in the diabetes program.
How is my privacy protected? Will Cleveland Clinic know I am participating in Weight Watchers for Diabetes?	The conversations that you have with your personal CDE are confidential and are not shared with your employer. Aggregate data about participation and weight loss is shared. Weight Watchers does not share data on individual members.
How does the SmartPoints® program work with the Weight Watchers for Diabetes program?	The CDE applies the basic components of Medical Nutrition Therapy for type 2 diabetes and the basic principles of diabetes education to the SmartPoints® program.
As a Weight Watchers for Diabetes member will I have to attend special Weight Watchers meetings?	No. As a Weight Watchers for Diabetes member you will attend the same Weight Watchers meetings that members enrolled in the Meetings offering attend. Additionally, you will not be required to share your participation in the Weight Watchers for Diabetes program with your meeting leader or receptionist.

2. Who is eligible?

Who is eligible to participate in these offerings?	All employees, spouses and dependents enrolled in the Employee Health Plan are eligible to participate.
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3. What is the pricing for the Weight Watchers offerings?

What is the cost of these offerings?	<p>Offering 1: Meetings - \$3.82 per month Offering 2: OnlinePlus - \$1.70 per month Offering 3: Weight Watchers for Diabetes - \$3.82 per month <i>State taxes may be applicable</i></p> <p>You will be charged the listed prices each month until you cancel your membership or if you are no longer eligible for the company subsidy. For your Meetings membership, you may be charged up to 15 days prior to the end date printed on your Monthly Pass card to ensure that your next month's card arrives in time.</p>
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4. How do I enroll?

How do I enroll in Weight Watchers to receive the Cleveland Clinic special pricing?	Purchase any of these offerings through https://wellness.weightwatchers.com with Employer ID: 62487 and Employer Passcode: WW62487 to receive a special price and subsidy. For assistance, call 866-204-2885 (Monday – Friday 8:00 a.m. – 10:00 p.m. EST; Saturday 11:00 a.m. – 5:00 p.m. EST). You may also email wellnesshelp@weightwatchers.com with questions.
How can I take advantage of the Cleveland Clinic special pricing if I am a current Weight Watchers member?	<p>If you are a current Weight Watchers member, you will still need to register under Cleveland Clinic Weight Watchers portal to take advantage of the discounted pricing and subsidy. Please follow the instructions below. You can also call Weight Watchers at 866-204-2885 (Monday – Friday 8:00 a.m.–10:00 p.m. EST; Saturday 11:00 a.m.–5:00 p.m. EST) for assistance getting your membership switched to your company's special pricing.</p> <p>Please visit: https://wellness.weightwatchers.com Employer ID: 62487 Employer Passcode: WW62487 Click "Do you already have a weightwatchers.com account?" and enter your current username and password into these fields to maintain your previous account history and favorites.</p>

I tried to sign up for Meetings or Weight Watchers for Diabetes through <https://wellness.weightwatchers.com> and I got a message stating that Monthly Pass is not available in my area. Why?

Weight Watchers International covers about 86% of the US. The remaining areas are covered by various Weight Watchers franchises. The address you used to register in the portal has been recognized as a Weight Watchers franchise area. However, you are eligible to enroll in the Online*Plus* program through Cleveland Clinic partnership with Weight Watchers to gain access to Weight Watchers full suite of digital tools. To see if Meetings options are available in your area, please visit <http://wwfranchisecountylist.com>.

5. [How do I cancel my membership?](#)

How do I cancel my membership?

We are committed to a hassle-free cancellation process. You can easily cancel your Meetings Membership on our website. Simply login to your eTools account, go to “Settings” and then “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 Weight Watchers Wellness Hotline at 866-204-2885 to receive a full refund for that month. Please note that you will not receive a refund for the month in which you cancel, except as provided in the [Cancellation Policy](#).

6. [Is my information confidential?](#)

Is my member information kept confidential?

Yes. Cleveland Clinic does receive information about weight loss in aggregate numbers only and will not receive any individual level or personally identifiable information.

7. [What is a Weight Watchers Lifetime Membership?](#)

What is Lifetime Membership?

Lifetime Membership is a valuable benefit that you, as a meetings member, can receive when you reach and maintain your goal weight.

You're awarded Lifetime Membership once you reach the following criteria:

- You select and achieve a weight goal that is within the Weight Watchers Healthy Weight Ranges (or above Weight Watchers weight ranges if a note from a physician has been provided) and at least 5 lbs less than your initial start weight.

After you reach your goal weight, you must complete the maintenance phase of the program — remain an active, paid member throughout the next 6 weeks, weigh-in at least twice and be within 2 lbs (+/-) of your goal weight at the final maintenance weigh-in.

Once you achieve the status as one of Weight Watchers Lifetime Members, you are considered a permanent part of the Weight Watchers family! You'll receive a Lifetime Membership Recognition Award, along with the additional benefits of a complimentary eTools subscription and unlimited meetings (subject to certain regulations. For details, please speak with your Leader).

I am a Lifetime Member who has gained weight back. Can I return to Weight Watchers as a Lifetime Member?

Yes. If you want to return to meetings as a Lifetime Member, simply show proof of Lifetime Membership by bringing your Lifetime Membership book or Lifetime Member number. To join the meetings again you will need to register under

	your company's program and pay the monthly subscription fee, but once you hit your Lifetime Member goal you can begin receiving the benefit again.
What if I have lost my Lifetime Member number?	If you have misplaced your Lifetime Member number and became a Lifetime Member in the area in which you still reside, you can call 866-933-9027. If you have moved out of the area in which you became a Lifetime Member, fill out our Lifetime Membership Information Request Form. You should receive a response within 14 days.
What fees apply to Lifetime Members?	Once you become a Weight Watchers Lifetime Member, you never have to pay a Registration fee at Weight Watchers again. And as a Lifetime Member, you are charged a meeting fee only if you are 2 pounds over your weight goal. In addition, you are not expected to pay a missed meeting fee unless you have not weighed in within a 1-month period.

8. Can I use my Flexible Spending Account or Health Savings Account towards Weight Watchers?

Is Weight Watchers an allowable expense to be paid from a Flexible Spending Account (FSA) or Health Savings Account (HSA)?	Pursuant to Cleveland Clinic policies and IRS regulations, Weight Watchers may be a reimbursable expense for people who have been advised by their doctor that they are obese and need to lose weight provided certain conditions are met. You need a doctor's letter that 1) states your diagnosis of obesity and an obesity-related disease such as high blood pressure, that would be improved with weight loss and 2) states the doctor's recommendation that you lose weight. You also need a record of your expenses, such as paid invoices, receipts, or your Membership Book that is stamped with your attendance and payments. For reimbursement through an FSA, you must submit a doctor's letter or medical necessity form provided by the claims payer and proof of payments for treatment with your claim. For HSA, you do not need to submit any documentation; however, you should save these documents with your tax records in case you are audited by the IRS. You may claim reimbursement for the purchase price MINUS any subsidy you receive from Cleveland Clinic. Go to www.irs.gov to learn more, or ask your tax advisor for guidance. You can also find helpful information at www.obesity.org .
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