



## Weight Watchers Frequently Asked Questions



**As part of our commitment to improving our members' health, we partner with Weight Watchers to help you reach your weight management goals.**

### Program Description

#### What is the Weight Watchers Reimbursement Program?

As an incentive to join and complete a Weight Watchers series, we will reimburse part of your Weight Watchers enrollment fee.

#### What can I expect from a Weight Watchers meeting?

- Meetings occur once a week for less than an hour.
- Weigh in confidentially each week to help track your progress.
- Learn how to make healthy choices and enjoy food and exercise.
- Receive support from your meeting Leader, who is trained to respond to your needs and is committed to your success.
- Exchange tips, recipes and personal experiences with your fellow attendees.

You can access Weight Watchers eTools in between meetings to help track your progress and get additional support.

### Eligibility

#### Who is eligible to participate in the Weight Watchers Reimbursement Program?

The reimbursement program is available for members who:

- Are covered dependents, age 10 and older at the beginning of the program through the time we receive the reimbursement form. Dependents ages 10 to 16 must meet Weight Watchers' specific program requirements to participate:
  - A healthcare provider's note giving permission to follow the plan. The note must include a weight goal or range.
  - A parent/guardian signed Health Release.
  - Call Weight Watchers at (866) 204-2878 for additional information on youth membership.
- Have group or individual medical coverage (fully insured or self-funded plans).
- Have Medical Mutual as secondary coverage.

Members having only dental, vision or drug coverage, or network access<sup>1</sup> do not have access to the Weight Watchers reimbursement program.

## Enrollment

### How do I enroll in a Weight Watchers meeting series?

To enroll in a Community Meeting series:

- Call (866) 204-2878 before the first meeting.
- Purchase vouchers for 13- or 18-week series or enroll in Monthly Pass.
- Activate and print your temporary Monthly Pass (if applicable) online. You will receive your Monthly Pass every month via mail until you cancel your membership by calling (866) 204-2878.

To enroll in At Work Meetings:

- Contact Human Resources or your workplace coordinator to see if Weight Watchers meetings are offered at your workplace. At Work leaders are available in participating areas in the U.S.
- If your company doesn't offer At Work Meetings and has at least 15 participants, call (800) 828-9675 for more information.

To enroll in Monthly Pass At Work:

- If your organization participates in Monthly Pass and you have questions about the Weight Watchers employer portal, please call (866) 204-2885 or email your question to [WellnessHelp@WeightWatchers.com](mailto:WellnessHelp@WeightWatchers.com).
- You will receive an At Work Monthly Pass every month via email until you cancel your membership by calling (866) 204-2878.

Please note: Monthly payment is required in advance. You will automatically be charged each month in accordance with your company's pricing until you cancel. Monthly Pass is sold in participating areas only; may not be accepted for Community Meetings and/or At Work Meetings in all areas.

## Attendance

### How many meetings do I have to attend to be reimbursed?

Community Vouchers: Attend at least 11 meetings in a 13-week series or at least 15 meetings in an 18-week series.

At Work Meetings: Attend at least 11 meetings in a 13-week series or at least 15 meetings in a 17-week series.

Monthly Pass: Only miss one meeting of a three-month series or two meetings of a four-month series.





## Reimbursement

How much will I be reimbursed for participating in a Weight Watchers series?

Community Meetings<sup>2</sup>:

- \$50 after attending at least 11 meetings in a 13-week series
- \$75 after attending at least 15 meetings in an 18-week series

At Work Meetings<sup>2</sup>:

- \$50 after attending at least 11 meetings in a 12-week series
- \$75 after attending at least 15 meetings in a 17-week series

Monthly Pass:

- \$50 after completing a three-month series (missing one meeting or less)
- \$75 after completing a four-month series (missing two meetings or less)

Please note: Weight Watchers online subscriptions are not eligible for reimbursement.

### How can I get a reimbursement form?

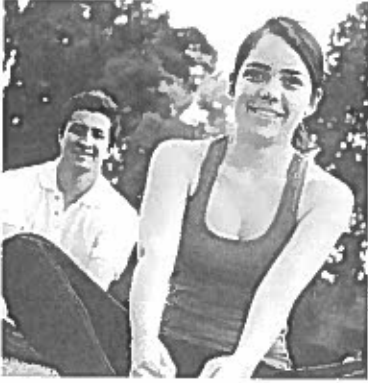
You can download and print the reimbursement form from our member website, [Member.MedMutual.com](http://Member.MedMutual.com). Log into the site and click Healthy Living then Weight Watchers.

If you are a Community Meeting participant, please call (866) 204-2878 to request the form be mailed to you.

### What are the reimbursement requirements?

To qualify for reimbursement, you must:

- Be age 10 or older and an active member of our health plan at the start of the program through the time we receive the reimbursement form.
- Enroll in a Community Meeting by calling (866) 204-2878, or through an At Work Meeting, if available.
- Attend at least the minimum number of consecutive weekly meetings:
  - Community: 11 meetings in a 13-week series or 15 meetings in an 18-week series.
  - At Work: 11 meetings in a 12-week series or 15 meetings in a 17-week series.
- Fill out the reimbursement form; if incomplete or late, it will not be processed.
- Have your Weight Watchers Leader sign and date the reimbursement form after you complete the series.
- Attach one of the following as proof of payment:
  - Community: The portion of the vouchers titled *Weight Watchers Staff Only*, copies of three or four consecutive credit/debit card statements, copies of three or four consecutive Monthly Passes or three or four consecutive months of your billing history<sup>3</sup> in your eTools account settings.



- Attach one of the following as proof of payment (continued):
  - At Work: You can submit a receipt from your Weight Watchers Leader or canceled checks from your bank or financial institution. If you purchased a Monthly Pass, you must submit copies of three or four consecutive credit/debit card statements, copies of three or four consecutive Monthly Passes, or copies of three or four consecutive months of your billing history<sup>3</sup> in your eTools account settings. Depending on series length, include proof of payment made on your behalf by your employer, if applicable.
- Submit your reimbursement request within 90 days of your series end date.

The following are **not** eligible for reimbursement:

- Meetings attended before enrolling in a program
- Weight Watchers online program
- Weight Watchers products other than the membership fee

#### **Why must I submit proof of payment to Medical Mutual?**

We do not have access to members' payment information. Weight Watchers operates the enrollment phone number, and payment for the program is made directly to Weight Watchers.

#### **What is the turn-around time for processing a reimbursement request?**

Please allow 60 days to process your reimbursement.

#### **My friend and I attended the same Weight Watchers session. She received her reimbursement check, but I haven't received mine. Why not?**

Reimbursement forms are continuously being processed, but checks are issued weekly. If your reimbursement request form missed the weekly cutoff, your check will be issued in the following weekly batch. Be assured you will receive your reimbursement within 60 days.

#### **Am I eligible to receive reimbursement if I was not a Medical Mutual member throughout the entire Weight Watchers Meeting series?**

No. To receive reimbursement, you must be a covered member at the start of your meeting series through the time we receive the reimbursement form.

#### **I was unable to complete my Weight Watchers Meeting series due to a personal situation. Am I still eligible for reimbursement?**

No. If for any reason you cannot complete your Weight Watchers Meeting series, you are ineligible to receive the reimbursement.

#### **I started my series this year, but it will not end until next year. On which year will my reimbursement be based?**

Reimbursement is based on the calendar year, January 1 through December 31. Reimbursements count toward the year your series is completed.

## Monthly Pass

**I purchased the At Work Monthly Pass. Can I attend Community Meetings if I am unable to attend all of the meetings at my workplace?**

Yes, the At Work Monthly Pass is accepted for both Community and At Work Meetings. However, if you purchase Monthly Pass for Community Meetings, it will not be accepted for At Work meetings.

## Membership Cancellation

**How do I cancel the Monthly Pass?**

Call Weight Watchers at (866) 204-2878 to cancel your Monthly Pass.



---

### Footnotes:

1. Network access members use our contracted physicians and facilities participating in our product, but do not have our health coverage.
2. The maximum reimbursement per calendar year is up to \$150 and depends on the series purchased. Partial reimbursement cannot be given.
3. You must log into your Weight Watchers account and print your payment history each month.

