



# 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 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 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, it 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](http://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 the [WW website](http://WW website).

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

**A:** Employees and spouses/domestic partners who are enrolled in a PEBB medical plan can choose either of these offerings at **no cost**. The full cost of either option is covered by your PEBB medical plan.

**Offering 1:** Digital

**Offering 2:** Digital + Workshops

## 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 cancelling your account, you can call 1-866-454-2144.

If you have already been billed for your next month, call 1-866-531-8170 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](#).

## Join WW today!

To sign-up for a WW or Kurbo by WW offering or for more information, visit [PEBB.WW.com](http://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:** "E" + Subscriber ID + Member Suffix (found on ID card)

**Providence Health Members:** Providence Health Plan 9 Digit ID Number + 2 Digit Suffix (found on ID card)

**Questions?** Call 1-866-454-2144 (Monday-Friday 8:00 a.m.-10:00 p.m. ET; Saturday 11:00 a.m.-5:00 p.m. ET.)