Frequently Asked Questions

What is Weight Watchers and why are we offering their services and products?

Weight Watchers offers weight-loss services and products founded on a scientifically based approach to weight management. Based on the philosophy that successful weight loss is achieved through the attainment of a series of realistic goals, Weight Watchers offers multi-dimensional ways to learn how to achieve and then maintain a healthy body weight for the long term. Weight Watchers incorporates healthful eating, physical activity, behavior modification, and for those who attend our meetings, a supportive atmosphere. Weight Watchers affirms that to lose weight safely and sensibly, a person must learn to eat more healthfully, increase physical activity, and handle the challenges encountered in the process of changing behavior. THE OHIO STATE UNIVERSITY has teamed up with Weight Watchers to bring faculty, staff and dependents enrolled in an OHIO STATE medical plan effective weight management offerings at a special price.

How do I contact Weight Watchers?

Weight Watchers Web site address is www.weightwatchers.com and the toll-free phone number is 866-204-2885.

For more general FAQs about the Weight Watchers program, see pages 6-8.

What are the Weight Watchers offerings available to THE OHIO STATE UNIVERSITY faculty, staff and dependents?

Option 1: Meetings (Weight Watchers Meetings with Monthly Pass)

Access to Weight Watchers at Work or the local community including OnlinePlus, our suite of digital tools and 24/7 Chat

Benefits

- Convenience and Flexibility
- Guidance and motivation from a Leader who has been in your shoes and has lost weight on our program.
- Power of Shared Learning
  - Tools and strategies from people facing the same challenges and encouragement to keep going.
- Confidential Weigh-In
  - A weekly weigh-in to help you stay accountable and assess your progress.

To see if meetings options are available in your area, please visit http://www.mypowwr.com/MPlocations.aspx

Weight Watchers now offers one-on-one coaching. Is this option available as part of the Weight Watchers partnership?

At this time, Weight Watchers one-on-one coaching is not available in the workplace. However, as an eligible member of the Ohio State benefits plan, you do have access to coaches of various types. Visit http://yp4h.osu.edu/continuing-your-journey#health-coaching.
Option 2: OnlinePlus (Weight Watchers Online)

Ability to follow our proven program entirely online with digital and mobile tools, and 24/7 Chat. No meetings.

Benefits

- Convenience to follow the plan entirely online, anytime, anywhere — all at your own pace
- Tailored sites built to work for men and women
- Amazing digital tools and a complete suite of mobile tools

*Available only in participating areas in the U.S. 'Minimum enrollment required.

Weight Watchers now offers one-on-one coaching. Is this option available as part of the Weight Watchers partnership?

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Who is eligible to participate in these offers?

Faculty, staff and dependents (spouses, same-sex domestic partners, and dependents 18 years of age and older [dependents under 18 must have a prescription from their primary care provider]) enrolled in an Ohio State medical plan.

Is my weight kept confidential?

Yes. Only Weight Watchers will see a copy of your weight tracker. THE OHIO STATE UNIVERSITY does receive information about weight loss in aggregate numbers (groups, not individual names).

If I am currently a Weight Watchers member and want to take advantage of THE OHIO STATE UNIVERSITY special pricing, how can I do this?

As an enrolled member of an Ohio State medical plan and you registered for Meetings or OnlinePlus, you will still need to register under THE OHIO STATE UNIVERSITY Weight Watchers portal to take advantage of the discounted pricing and 50% Weight Watchers benefit. 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 over.

Please visit https://wellness.weightwatchers.com
Employer ID: 10645268
Employer Passcode: ww10645268

Note: Click “Do you already have a weightwatchers.com account?” and enter your current user name and password into these fields to maintain your previous account history and favorites.
Option 1: Meetings

How much time should I plan on spending at a Weight Watchers meeting?
Your group meeting, led by a trained Weight Watchers Leader, will last approximately 30-45 minutes.

What can I expect at a Weight Watchers meeting?
At Weight Watchers meetings you’ll learn to follow the PointsPlus® plan. You’ll get guidance, strategies and tips, plus:

- A Leader who has lost weight with Weight Watchers
- A supportive and caring environment
- Helpful tools, guides, books, and recipes
- Getting Started session for new members

At your first meeting, the staff will give you a private and confidential weigh-in. Your Leader will help you set your first weight-loss goal. Starting with 5% of your weight can be an attainable first step.

What are the requirements for becoming a Weight Watchers meetings member?
To become a Weight Watchers meetings member, you must:

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 18 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.

How Can I find a meeting in my local area?
To find the meeting location convenient for you, visit www.WeightWatchers.com/findmeeting or call the Weight Watchers Wellness hotline at 800-767-7415. Meetings are available for use in participating
areas only. To see if Meetings or other local options are available in your area, please visit http://www.mypowwr.com/MPlocations.aspx

**What are Meetings?**

With Meetings you can get the convenience of Weight Watchers meetings in your workplace and unlimited meetings in your local community. Get FREE eTools, our internet weight-loss companion that helps you stay on track between meetings as well as FREE Weight Watchers smart device applications.

Purchase Meetings through https://wellness.weightwatchers.com with Employer ID: 10645268 and Employer Passcode: ww10645268 to receive a special price and subsidy on this offering. 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).

Cost: $18.25 plus tax in CT, per month gets you unlimited meetings each week, Free Registration, Free eTools and Weight Watchers smart device applications. A valid payment method is needed to complete your sign-up. You will be charged each month $18.25 until you cancel, so there’s no need to make a payment when you attend a meeting. You may be charged up to 15 days prior to the end date printed on your Meetings card to ensure that your next month’s card arrives in time.

Please note that if you are terminated from an Ohio State medical plan, you will be charged for the full cost of the program.

Weight Watchers Phone: Call 866-204-2885 (toll-free).

Hours: Monday through Friday from 8:00 a.m. to 10:00 p.m. EST and Saturday from 11:00 a.m. to 5:00 p.m. EST. You may also email wellnesshelp@weightwatchers.com with questions.

Available only in participating areas in the U.S.

**Why do I have to complete my sign up for Meetings (Monthly Pass) on a website to complete my registration?**

Your Meetings only become 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 by visiting our website within 7 days of purchase to accept these terms and conditions. This will also enable you to print out your Meetings Temporary Card, which you will need to show at any participating meeting until your first Meetings card arrives in the mail.

**How is the Monthly Pass used?**

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.

**Why was I billed twice in the same month for Meetings (Monthly Pass)?**

When you purchase Meetings you pay for your first subscription month immediately. After your first month, we want to make sure you receive your Meetings cards on time, so we bill you 15 days prior to your renewal date and mail you the next month’s card. While it may appear that you have been double billed, the additional charge covers your next subscription month. So, you’re only charged once for each month. Moving forward your credit card will be billed monthly, but always 15 days prior to the start of
your next subscription month. Please note that if you purchased Meetings in your meeting room with a credit card your initial payment can appear as late as your second month due to processing delays.

**What can I do if Meetings is not available in my local area?**
Although Weight Watchers has approximately 4,800 meeting locations, there are some areas that do not participate in the Weight Watchers International Meetings offering. However, our Customer Service representative will direct you on how to find a meeting closest to your area. Please call 866-204-2885 for more information.

**What if I don't receive my Monthly Pass card in the mail or I lose my card?**
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. You can log in by clicking the "Log In" link located at the upper right corner of the homepage. Once you are logged in, click the "My Profile" link also located at the upper right corner of the page you are on.

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

**How do I cancel Meetings if I no longer need it?**
We are committed to a hassle-free cancellation process. You can easily cancel your Meetings on our website. Simply visit www.weightwatchers.com/monthlypasscancellation or ask the Receptionist at your meeting for a copy of the Meetings Cancellation Policy.

If you have already been billed for your next month, follow the instructions 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.

**What is the minimum number of employees required to start an At Work meeting?**
You may see when registering that a minimum of 20 people are needed to start an At Work meeting, however the minimum for the Ohio State Weight Watchers at Work is 15 members per meeting.

**How long is the typical At Work meeting?**
At Work meetings are typically less than an hour.

**What is the role of my company’s on-site coordinator?**
The role of the on-site coordinator is to:
1. Insure that the minimum number of participants is signed up in order to schedule a meeting
2. Reserve the room for the meetings
3. Make sure the room is set up appropriately
4. Work with the Weight Watchers Leader to organize the group
5. Direct employees to the meeting location, answer questions about meeting times, and refer employees to the toll-free number if necessary.
6. Provide regular updates to the Weight Watchers Leader about meeting location changes
7. Help locate storage areas when requested for the Weight Watchers Leader to store meeting supplies in a secure area
How do I find out if an At Work meeting is available at my workplace?

Please visit [https://wellness.weightwatchers.com](https://wellness.weightwatchers.com) with Employer ID: **10645268** and Employer Passcode: **ww10645268**. Submit your personal and workplace information, including the zip code of the office in which you work. Select the “Attend Meetings” option on the next page. On the following page you will see active Meetings At Work meetings available in your office zip code.

You may see a statement that says, “There are no At Work meetings at this site.” This is because Weight Watchers cannot open a new At Work Program at your site until 15 people have purchased Monthly Pass. To make a purchase, scroll down the page and click **BUY MEETINGS** near a local meeting. **THIS DOES NOT MEAN YOU ARE TIED TO THAT MEETING.** Your purchase will count toward the 15 people needed to open a meeting in your workplace. Until that meeting begins, you may attend meetings in your local community. For questions, please call 866-204-2885.

If I miss my At Work meeting, can I weigh in and attend a traditional meeting?

Yes. Don’t forget to bring your Meetings card and membership book.

FRANCHISE LOCATIONS

I tried to sign up for a Meeting through [https://wellness.weightwatchers.com](https://wellness.weightwatchers.com) and I got a message stating that Meetings is not available in my area. Why?

Weight Watchers International covers about 88% of the United States. 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. The discount offered for THE OHIO STATE UNIVERSITY employees, spouses and domestic partners enrolled in an Ohio State medical plan is **not** available in Weight Watchers franchise areas for Monthly Pass.

Option 2: **(OnlinePlus)** Weight Watchers Online

You can follow Weight Watchers, step by step online, with interactive tools and resources like a weight tracker, progress charts, restaurant guides, and thousands of recipes and meal ideas to help you stay on track. Plus, connect with our **FREE** online community, day or night, for inspiration and motivation and download Weight Watchers smart device applications.

Purchase Weight Watchers through [https://wellness.weightwatchers.com](https://wellness.weightwatchers.com) with Employer ID: **10645268** and Employer Passcode: **ww10645268** to receive special corporate pricing. For assistance, call 866-204-2885.

Cost: $8.05 plus tax in NY per month.

**How do I access OnlinePlus (Weight Watchers Online?)**

Once you have registered for and purchased Weight Watchers Online subscription, you may access it via [www.weightwatchers.com](http://www.weightwatchers.com) and logging in. You will be recognized as a returning registered online subscriber. The easiest way to continue to access [www.weightwatchers.com](http://www.weightwatchers.com) is to save it as a “favorite” within your browser.

**How do I get help for an OnlinePlus subscription?**
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.

**How do I cancel my online subscription?**
We are committed to a hassle-free cancellation process. You can easily cancel your Weight Watchers Online account by visiting [www.weightwatchers.com/cancel](http://www.weightwatchers.com/cancel) or call 866-204-2885.

**GENERAL WEIGHT WATCHERS FAQs**

**What is Lifetime Membership?**
Lifetime Membership is a privilege you receive after completing your weight-loss journey as a Weight Watchers meetings member. You receive a Lifetime Membership recognition award when you:

1. Achieve a weight goal that is within the Weight Watchers healthy weight ranges (or a healthy weight determined by your physician) and are at least 5 pounds less than your initial weight, and
2. Have been on the Weight Watchers maintenance phase for 6 consecutive weeks as a current, paid meetings member* and are no more than 2 pounds above your weight goal at the end of that period.

*Please note that you may only become a Lifetime Member by getting to your healthy weight goal as a meetings member. Lifetime Membership is not available to online subscribers.

As a Lifetime Member, we encourage you to attend Weight Watchers meetings in your local area and anywhere in the world. There is no charge as long as you weigh in once a month at the first meeting you attend and you’re no more than 2 pounds above your weight goal. Don’t forget to show your Lifetime Membership book.

**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.

**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.

**How do activity PointsPlus® values work?**
When you log enough physical activity in the Activity Tracker in the Plan Manager, you’ll automatically be credited with activity PointsPlus® values you’ve earned. Your earned activity PointsPlus® values can be swapped for food PointsPlus® values – and that’s a big perk of being physically active: you can eat more food and still lose weight!

You can swap activity PointsPlus® values on the day you earned them, or on another day during your weight-tracking week. See your Plan Manager Settings for these options.

If you select the weekly swapping option, you can also choose whether any extra PointsPlus® values you use in excess of your Target on any given day will come from your activity PointsPlus® values first, or your weekly PointsPlus® Allowance. The PointsPlus® Tracker will automatically swap PointsPlus® for you, however you decide to use them.

**What are Filling Foods?**

Filling Foods are satisfying choices you can rely on to help you stay fuller longer. Focusing on these foods can make a dramatic difference in your feelings of satisfaction and your ability to resist temptation when it strikes so that you can lose weight and keep it off.

**Are member materials available in any language other than English in Weight Watchers meetings?**

Yes. Member materials are available in the meeting room in Spanish, upon request.

**What happens if a Spanish-speaking associate calls Weight Watchers? How are they able to help the caller?**

Weight Watchers toll-free number does have Spanish-speaking representatives. If one is not available at the time of the call, the call will be transferred to voicemail where a message is taken. A Spanish-speaking representative will return the call as soon as possible during business hours.

**Is Weight Watchers an allowable expense to be paid from a Flexible Spending Account (FSA) or Health Savings Account (HSA)?**

Pursuant to 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 and proof of payments for treatment with your claim. You may claim reimbursement for the amount you pay. Go to [www.irs.gov](http://www.irs.gov) to learn more, or ask your tax advisor for guidance. You can also find helpful information at [www.obesity.org](http://www.obesity.org).