

Weight Watchers Frequently Asked Questions

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1. [What is Weight Watchers® and what offerings are available?](#)

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| What is Weight Watchers and the Baystate Health benefit? | <p>Weight Watchers is a company that offers weight-loss services and products founded on a scientifically based approach to weight management. The Weight Watchers Freestyle™ program helps you eat better by following the SmartPoints® system, move more 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>Baystate Health has teamed up with Weight Watchers to provide the program as a fully paid (100% subsidy) Baystate benefit for all benefits-eligible team members.</p> |
| What are the available Weight Watchers plan offerings? | <p>Three Weight Watchers offerings are available. You can choose to follow the plan either completely online or in person:</p> <p>Offering 1: Meetings (Includes OnlinePlus)</p> <p>Offering 2: OnlinePlus</p> <p>Offering 3: Weight Watchers for Diabetes (Includes Meetings, OnlinePlus, and one-on-one support from a Certified Diabetes Educator (CDE))</p> |

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

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| What will I receive with my Meetings membership? | <p>Once you enroll you will receive a Monthly Pass giving you access to weekly Meetings at your workplace (where applicable) or in the local community. You'll also 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 you're enrolled you will receive a Monthly Pass to gain access to Meetings.</p> |
| How much time should I plan on spending at a meeting? | <p>Your group meeting, led by a trained Weight Watchers leader, will last approximately 30-45 minutes.</p> |

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| What can I expect at a Weight Watchers meeting? | <p>At Weight Watchers meetings you'll learn how to follow the SmartPoints® system, which includes 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 weigh-in and give you the information and materials you need to get started right away.</p> |
| What are the requirements for becoming a Weight Watchers Meetings member? | <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 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. <p>Click here to view the Weight Watchers Healthy Weight Range Chart.</p> |
| I enrolled through Weight Watchers Customer Service. Why do I have to complete my sign up for Meetings on a website? | <p>Enrollment in Weight Watchers through the Baystate Health benefits requires enrollment through the Baystate-Weight Watchers portal.</p> <p>If the Weight Watchers customer service team assists you with your registration, you will need to complete your sign-up for Meetings with Monthly Pass by visiting https://wellness.weightwatchers.com with Employer ID: 65888 and Employer Passcode: WW65888 within seven 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> |
| How is Monthly Pass used? | <p>As soon as you complete your registration, you will have the ability to print a Monthly Pass Temporary 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 through the enrollment process you are not committing to always attend meetings at that specific location. Your Monthly Pass will be valid in any community meeting or At Work meeting at your workplace if one already exists or begins.</p> |
| What if I lose my Monthly Pass card? | <p>If you ever lose your Monthly Pass Card, you can print out a Monthly Pass Temporary Card from the WeightWatchers.com website after you log in with your username and password. Once you are logged in, click the "My Profile" link 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> <p>Please contact Customer Service at monthypass@weightwatchers.com if you need additional assistance. .</p> |

Offering 2: OnlinePlus

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| What is the OnlinePlus offering? | OnlinePlus allows you to follow Weight Watchers entirely online. It is a self-directed plan with interactive tools and resources such as food and activity trackers, restaurant guides, and thousands of recipes and meal ideas to help you stay on track. You also can reach trained Weight Watchers leaders via the 24/7 Expert Chat feature. The Weight Watchers mobile app also gives you access to Connect, our exclusive, members-only social media space where thousands of members share tips while supporting and motivating each other. Meetings are not available for individuals who enroll in this option. |
| How do I access OnlinePlus once I've registered? | Once you have purchased an OnlinePlus subscription, you'll access it at www.weightwatchers.com and log in with your username and password created during the registration process. You will be recognized as a returning registered online subscriber. |
| How do I get help with an OnlinePlus subscription? | Help is available in the upper right-hand corner of every page on weightwatchers.com. Use the "help" button to email specific questions in these areas: 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. |

Offering 3: Weight Watchers for Diabetes (Includes Meetings and OnlinePlus)

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| Who can enroll in Weight Watchers for Diabetes? | Weight Watchers for Diabetes is designed to help members with a medical diagnosis of type 2 diabetes who wish to lose weight and improve management of their disease. |
| What will I receive as a Weight Watchers for Diabetes member? | <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 plan and diabetes medical nutrition therapy - the recommended standard treatment for people with type 2 diabetes.</p> <p>Once you're enrolled in Weight Watchers for Diabetes you will receive:</p> <ul style="list-style-type: none"> • Two scheduled phone consultations with your dedicated CDE: The first is to develop a personalized food plan for you, and the second is 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 email. • A personalized food plan tailored to your individual needs by your CDE. Guidance on important healthy lifestyle topics 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> |
| What is a Certified Diabetes Educator (CDE)? | A CDE is a healthcare professional who is certified in diabetes education and management. CDEs who 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. |
| 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 understands that individual member's needs. Typically, a |

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| | CDE remains with you the whole time you're in the diabetes program. |
| How is my privacy protected? Will Baystate Health know I am participating in Weight Watchers for Diabetes? | The conversations that you have with your personal CDE are confidential and are not disclosed to your employer. Combined member data about participation and weight loss is shared, but be assured Weight Watchers does not reveal data on individual members. |
| How does the SmartPoints® system 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® system. |
| 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 attended by members enrolled in the Meetings offering. 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?](#)

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| Who is eligible to participate in these offerings? | All benefits-eligible team members are eligible to participate at the 100% Baystate –paid subsidy. |
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3. [What is the pricing for the Weight Watchers offering?](#)

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| What is the cost of these offerings? | <p>The current benefit provides all benefits-eligible team members a 100% subsidy for a Weight Watchers membership. Baystate Health pays Weight Watchers directly. There is no out of pocket expense and no reimbursement is involved.</p> <p>To participate in this free Weight Watchers offer, you must enroll through the BH-Weight Watchers online portal, using the provided access code.</p> |
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4. [How do I enroll?](#)

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| How do I enroll in Weight Watchers to receive the Baystate Health special pricing? | Purchase any of these offerings through https://wellness.weightwatchers.com with Employer ID: 65888 and Employer Passcode: WW65888 to receive the special Baystate Health 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 Baystate Health 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 Baystate Health Weight Watchers portal to take advantage of the 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>Visit: https://wellness.weightwatchers.com Error! Hyperlink reference not valid.</p> <p>Employer ID: 65888 Employer Passcode: WW65888</p> <p>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> |

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 log in to your 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.

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

Is my member information kept confidential?

Yes. Baystate Health does receive any individual level or personally identifiable information. However, information about weight loss in aggregate (the total loss of all enrolled) numbers only, is provided to Baystate Health

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 weight goal.

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 five pounds less than your initial start weight.

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

Once you become a Weight Watchers Lifetime Member, 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 digital subscription and unlimited Meetings (subject to certain regulations. For details, please speak with your Leader).

How does Lifetime Membership work?

Once you become a Weight Watchers Lifetime Member, you never have to pay a Registration fee at Weight Watchers again. What's more, as a Lifetime Member, you are charged a meeting fee only if you are two 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 one-month period.

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. Once you hit your Lifetime Member goal you can begin receiving the Weight Watchers Lifetime benefit again.

However, because Baystate Health provides the 100% subsidy, financially, the best option is to simply register through the Baystate Weight Watchers portal

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| | and receive your membership at no-cost. |
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