

New Weight Watchers Benefit Frequently Asked Questions

What is the 2015 Special Baystate Healthy- Weight Watchers offer?

If you are enrolled in the 2015 BH-HNE medical plan, the full cost of the program will be covered by Baystate from January-December 2015. *Baystate Health pays Weight Watchers directly. There is no out of pocket expense and no reimbursement involved.*

Weight Watchers is no longer part of the \$150 reimbursement from Health New England. To participate in this free Weight Watchers offer, you must enroll through the BH-Weight Watchers online portal, using the provided access code.

If you are eligible for benefits, but not enrolled in the BH-HNE medical plan your registration fee will be waived for you, but the cost of the Monthly Pass or Online subscription is your responsibility.

What is Weight Watchers?

Weight Watchers offers weight-loss services and products founded on a scientifically based approach to weight management. Weight Watchers incorporates healthful eating, physical activity, behavior modification, and for those who attend our meetings, a supportive atmosphere. Weight Watchers offers a couple of different programs:

Option 1: Weight Watchers Meetings (includes OnlinePlus)* - With Weight Watchers meetings you can get the convenience of Weight Watchers meetings in your workplace (minimum 15 people) and unlimited meetings in your local community and FREE eTools, our internet weight-loss companion that helps you stay on track between meetings.

Option 2: Weight Watchers OnlinePlus - With Weight Watchers OnlinePlus, you can follow the plan step-by-step entirely online with interactive tools and resources like a weight tracker, progress charts, restaurant guides and much more. It is available in two versions specifically designed for men and women with tailored content that speaks directly to each audience.

How do I enroll to receive this special offer?

If you are enrolled in a BH-HNE medical plan, the full cost of the program is covered by Baystate Health if you enroll through <https://wellness.weightwatchers.com> with:

Employer ID: 65888

Employer Passcode: ww65888

When prompted for 'Workplace Info', select "**member**" if you are enrolled in a BH-HNE medical plan and "**employee**", if you are **not** enrolled in a BH-HNE medical plan.

My spouse or dependent works at Baystate Health and we are enrolled on the same medical plan. Are we both eligible for the Weight Watchers offer?

Yes. You are both eligible to participate in the free Weight Watchers offer.

How is Monthly Pass used?

Immediately following completion of your sign-up on the portal, you will have the ability to print a temporary Monthly Pass card and select the meeting location of your choice. At the Registration desk, show the staff person your Monthly Pass card.

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 WeightWatchers.com 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 monthypass@weightwatchers.com if you do not receive your card within two weeks.

I am currently a Weight Watchers member, how can I take advantage of Baystate Health's special offer?

If you registered for **Meetings (includes OnlinePlus or Weight Watchers OnlinePlus)**, you will need to cancel your current monthly pass and re-register under the Baystate Health portal to take advantage of the offer. You can also call Weight Watchers at 866-204-2885 for assistance getting your membership switched over.

Please visit <https://wellness.weightwatchers.com>

Employer ID: 65888

Employer Passcode: ww65888

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.

Why do I have to sign-up for Monthly Pass on the Baystate Health Weight Watchers portal?

You must enroll through the BH-Weight Watchers online portal, using the provided access code to receive the offer. Your 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 Monthly Pass by visiting our website within 7 days of purchase to accept these terms and conditions. This also enables 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.

Do I need to cancel my membership if I'm not currently using my Monthly Pass or Online Subscription?

Yes. The cost is paid by Baystate Health on your behalf each month. We ask that you cancel if you are not using your membership. You can re-enroll at any time during 2015.

How do I cancel Monthly Pass if I no longer need it?

We are committed to a hassle-free cancellation process. You can easily cancel your Monthly Pass on our website. Simply visit www.weightwatchers.com/monthypasscancellation or ask the Receptionist at your meeting for a copy of the Monthly Pass Cancellation Policy.

Weight Watchers Meetings

What are the requirements for joining Weight Watchers?

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 17 years old.
3. Not be pregnant.
4. Not have an active medical diagnosis of bulimia nervosa or anorexia nervosa.
5. Provide Monthly Pass or pay a weekly meetings fee.
6. Sign a Health Release on the Registration Card.

Is my weight kept confidential?

Yes. Only Weight Watchers will see a copy of your weight tracker. Baystate only receives information about weight loss in aggregate numbers (groups, not individual names).

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.

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. However, at the end of your first three group meetings, there will be an orientation for new members called the "Power Start Session." This session will last an additional 30 minutes. Typically, At Work meetings are less than 1 hour.

What can I expect at a Weight Watchers meeting?

At Weight Watchers meetings you'll learn to follow the PointsPlus™ program. 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.

How can I find a Weight Watchers meeting location close to me?

To find the meeting location convenient for you, visit www.WeightWatchers.com/findmeeting or call 800-767-7415. Monthly Pass is available for use in participating areas only.

How do I find out if an At Work meeting is available at my workplace?

Please visit <https://wellness.weightwatchers.com> with **Employer ID: 65888** and Employer **Passcode: ww65888**. 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 Monthly Pass 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 MONTHLY PASS** 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.

Can I join an At Work meeting that has already started?

Yes.

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

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

Weight Watchers Online

What is Weight Watchers OnlinePlus?

Weight Watchers OnlinePlus is a 100% internet-based approach to weight loss. Online weight-loss resources can help you manage your food and exercise, make better, satisfying food choices and create a personalized powerful plan that fits you and your lifestyle. Online membership does not include the option to attend meetings.

How do I access Weight Watchers OnlinePlus?

Once you have registered for and purchased Weight Watchers OnlinePlus subscription, you may access it via 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 is to save it as a “favorite” within your browser.

How do I get help for a Weight Watchers 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 OnlinePlus Subscription?

We are committed to a hassle-free cancellation process. You can easily cancel your Weight Watchers OnlinePlus account by visiting www.weightwatchers.com/cancel or call 866-204-2885.

What is the difference between Weight Watchers eTools and Weight Watchers OnlinePlus?

Weight Watchers eTools subscriptions are available exclusively for Weight Watchers meetings members. eTools is the easiest way of managing your Plan in between meetings. With Weight Watchers OnlinePlus, you follow the plan step-by-step entirely online with interactive tools and resources like a weight tracker, progress charts, restaurant guides and much more. The primary difference is that eTools reinforces what is covered in the meeting room that week. OnlinePlus Subscribers have access to the information covered in the meeting room in a more instructive way. Additionally, online subscribers have access to an online shop that sells Weight Watchers products that are available in retail stores and meeting rooms.

Weight Watchers Lifetime Membership

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.

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.

How do I cancel my membership when if I reach lifetime membership?

We are committed to a hassle-free cancellation process. You can easily cancel your Monthly Pass on our website. Simply visit www.weightwatchers.com/monthlypasscancellation or ask the Receptionist at your meeting for a copy of the Monthly Pass Cancellation Policy.

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.

Customer Service

How do I contact Weight Watchers?

Call 866-204-2885 (toll-free), hours: Monday through Friday from 8 am to 10 pm EST and Saturday from 11 am to 5 pm EST. You may also email wellnesshelp@weightwatchers.com with questions. 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.