

# Weight Watchers®

## Program Questions and Answers



**Here's another reason to work toward better health. Medical Mutual teamed up with Weight Watchers to help you reach your health goals.**

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

If you want to get to or maintain a healthy weight, we want to help you. When you join and complete a Weight Watchers series, we will reimburse you for part of your enrollment fee when you follow the program guidelines.

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

- Meetings are once a week. They last less than an hour.
- You will measure your weight at each meeting to help track your progress. Your weight is private—it won't be shared with others.
- You will learn to make healthy choices and enjoy food and exercise.
- You will get support from your meeting leader. Leaders are trained to help you and want you to succeed.
- You can trade tips, recipes and stories with others.
- To track your progress and for extra support, you can access Weight Watchers eTools between meetings.

### **What can I expect from Weight Watchers Online?**

You will get all the tools you need to follow the program online. You can access them from your home computer or mobile device. The program includes:

- Support 24 hours a day from the coaching team
- Tools to track your food, activity, weight and more
- Recipes and tips to make healthy meals
- Videos to help you get started and reach success
- Options for blogging and using social networks
- Access to mobile apps for Weight Watchers on the go
- Websites made specifically for men and women

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## Can I take part in Weight Watchers Reimbursement Program?

Our reimbursement program is for members who:

- Have group or individual medical coverage (fully insured or self-funded plans) from Medical Mutual, or have Medical Mutual as secondary coverage
- Are covered by one of our plans from the start of the program until we receive the reimbursement form
- Are age 10 or older. Dependents ages 10 to 16 must also provide these to join:
  - A note from a doctor or health provider that gives consent to join the program and includes a weight goal or range
  - A health release signed by the dependent's parent or guardian
  - Call Weight Watchers at (866) 204-2878 to learn more about youth membership.

Members who have only dental, vision or drug coverage with Medical Mutual cannot use this program. Members with network access only cannot use this program.

## How do I enroll in Weight Watchers?

**To enroll in Community Meetings (Monthly Pass) or the Online program:**

- Call (866) 204-2878 before the first meeting.
- Monthly payment must be made in advance. You will be charged each month until you call (866) 204-2878 to cancel.

**To enroll in At Work Meetings:**

- Find out if your workplace has Weight Watchers meetings.
- If it does not offer At Work Meetings, call (800) 828-9675 to learn more. You must have at least 15 participants.

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

**Community Meetings (Monthly Pass) or Online program:**

- Complete all but two meetings or weight logs of a three-month series.
- Complete all but three meetings or weight logs of a four-month series.

**At Work Meetings:**

- Attend at least 10 meetings in a 12-week series.
- Attend at least 14 meetings in a 17-week series.

## How much will I be reimbursed for doing Weight Watchers?

It depends on the type of program you purchase. You can be reimbursed up to \$150 each calendar year.

**Community Meetings (Monthly Pass)**

- \$50 - complete a three-month series and miss two meetings or fewer
- \$75 - complete a four-month series and miss three meetings or fewer

**Online**

- \$17 - complete a three-month series and miss two weight logs or fewer
- \$25 - complete a four-month series and miss three weight logs or fewer

**At Work Meetings**

- \$50 - attend at least 10 meetings in a 12-week series
- \$75 - attend at least 14 meetings in a 17-week series

## How can I get a reimbursement form?

Log in to My Health Plan at [MedMutual.com/member](http://MedMutual.com/member). Click Healthy Living, then Weight Watchers. Download and print the form. You must complete and submit the form to be reimbursed.

## What do I need to do to be reimbursed?

Submit your completed reimbursement form within 90 days of your series end date. If you attend At Work or Community Meetings, the leader must sign and date the form after you complete the series. If you complete the Online program, you must print your weight logs from your account.

Send proof of payment. Attach one of the following:

### For Community Meetings and Online:

- Copies of three or four back-to-back credit or debit card statements
- Copies of three or four back-to-back Monthly Passes
- Printouts of three or four back-to-back months of your billing history. You can find these by logging in to your Weight Watchers account. Be sure to print your payment history each month.

### For At Work Meetings:

- A receipt from your Weight Watchers leader
- Canceled checks from your bank or financial institution
- Include any payment made for you by your workplace

You cannot be reimbursed for:

- Meetings you went to before you were a Medical Mutual member
- Weight Watchers products other than the enrollment fee (e.g., food, books, wearable trackers)

## How long will it take to process my reimbursement request?

About 60 days.

## Why does Medical Mutual need my proof of payment?

Because you make a payment right to Weight Watchers, we cannot see what you paid them.

## My friend and I went to the same Weight Watchers series. He/She got his/her reimbursement check. I did not get mine. Why not?

We process reimbursement forms and send checks each week. Your form might have missed the weekly cutoff. We will send your check the next week. You will receive your reimbursement within 60 days.

## I could not complete my Weight Watchers series. Will you still reimburse me?

No. You cannot get reimbursed if you do not complete the series. It does not matter what the reason is.

## I started my series at the end of this year and it will not finish until next year. On which year will my reimbursement be based?

Reimbursement counts toward the year the series ended.

## I bought an At Work Monthly Pass. I cannot attend all of the meetings at my workplace. Can I attend Community Meetings instead?

Yes. You can use the At Work Monthly Pass for both Community and At Work Meetings. But you cannot use a Community Meetings Monthly Pass for At Work meetings.

## How do I cancel my Weight Watchers membership?

Call Weight Watchers at (866) 204-2878.