

## Frequently Asked Questions

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### 1. [What is Weight Watchers and what offerings do they have available?](#)

<b>What is Weight Watchers and what are their services and products?</b>	<p>The City of New York and its unions have teamed up with Weight Watchers to bring employees effective weight management offerings at a special price.</p> <p>Weight Watchers offers weight-loss services and products founded on a scientifically based approach to weight management. <b>The Weight Watchers® Freestyle</b> program helps you eat better with the SmartPoints™ food plan, move more and at your own pace, and positively shift your mindset. This Program offers more freedom and flexibility with 200+ zero SmartPoints foods and rollovers that give you more flexibility as you live your life and enjoy your favorite foods.</p>
<b>What are the available Weight Watchers program offerings?</b>	<p>Two Weight Watchers offerings are available; you can choose to follow the program completely online or in-person:</p> <p><b>Offering 1:</b> Meetings (Includes OnlinePlus) <b>Offering 2:</b> OnlinePlus</p>

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

<b>What will I receive with my Meetings membership?</b>	<p>Once enrolled in Meetings you will receive a Monthly Pass to gain access to weekly meetings at your workplace (where applicable) or the local community. Additionally, you will have access to OnlinePlus, Weight Watchers' suite of digital and mobile tools. You will often see the reference to Meetings as <b>Weight Watchers Meetings with Monthly Pass</b>, because once enrolled you will receive a Monthly Pass to gain access to meetings.</p>
<b>How much time should I plan on spending at a meeting?</b>	<p>Your group meeting, led by a trained Weight Watchers Leader, will last approximately 30-45 minutes.</p>
<b>What can I expect at a Weight Watchers meeting?</b>	<p>At Weight Watchers meetings you'll learn to follow the <i>SmartPoints</i>® food plan. You'll get tips and strategies, plus:</p> <ul style="list-style-type: none"> <li>• Guidance from a Leader who has lost weight with Weight Watchers</li> <li>• A supportive and caring environment</li> <li>• Helpful tools, guides, books, and recipes</li> </ul>

	<p>At your first meeting, Weight Watchers staff will give you a private, confidential weigh-in and provide you with the information and materials you need to get started right away.</p>
<p><b>What are the requirements for becoming a Weight Watchers Meetings member?</b></p>	<p><b>To become a Weight Watchers meetings member, you must:</b></p> <ol style="list-style-type: none"> <li>1. Weigh at least 5 pounds more than the minimum healthy weight for your height, according to the Weight Watchers healthy weight ranges.</li> <li>2. Be at least 18 years old.</li> <li>3. Not be pregnant.</li> <li>4. Not have an active medical diagnosis of bulimia nervosa or anorexia nervosa.</li> <li>5. Sign the Health Release on the Registration Card.</li> </ol>
<p><b>Why do I have to complete my sign up for Meetings on a website to complete my registration?</b></p>	<p>The Monthly Pass you receive once you have enrolled in Meetings only becomes active after you complete the sign-up on Weight Watchers website. This is to ensure that you have fully read the terms and conditions and understand the pricing plan you are participating in. Even if the Weight Watchers call center assists you with your registration, you will need to complete your sign-up for Meetings with Monthly Pass by visiting the Weight Watchers website within 7 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>
<p><b>How is Monthly Pass used?</b></p>	<p>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.</p> <p>Please note that by selecting a meeting location throughout the enrollment process you are not committed to that specific meeting. Your Monthly Pass will be valid in any community meeting or At Work meeting at your workplace if one exists or begins.</p>
<p><b>Why was I billed twice in the same month for Meetings?</b></p>	<p>This will only happen during your first month of WW Meetings membership. When you purchase Meetings you pay for your first subscription month immediately. This charge is for the first 30 days following your purchase date. In order to make sure you receive your monthly pass on time in the mail, we bill you 15 days prior to your renewal date. This payment will release the following month's monthly pass, and you will receive your card in the mail. While it may appear that you have been double billed, the additional charge covers your second subscription month. Moving forward, your credit card will be billed monthly, but always 15 days prior to the start of your next subscription month.</p>
<p><b>What if I don't receive my Monthly Pass card in the mail or I lose my card?</b></p>	<p>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. Once you are logged in, click the "My Profile" link also 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 <a href="mailto:monthlypass@weightwatchers.com">monthlypass@weightwatchers.com</a> if you do not receive your card within two weeks.</p>
<p><b>How do I find out if an At Work meeting is available at my workplace?</b></p>	<p>Please visit <a href="http://nyc.join.weightwatchers.com/">http://nyc.join.weightwatchers.com/</a> and click 'Sign Up Now.' Enter the City's Employer ID: 11612222 and Employer Passcode: WW11612222. 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</p>

	<p>you will see active Monthly Pass At Work meetings available in your office zip code.</p> <p>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 <b>BUY MONTHLY PASS</b> 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 866-797-2836.</p>
<b>How do I sign up for an At Work meeting?</b>	Contact your agency HR department to determine if your agency has an on-site coordinator. He or she will be able to provide you with enrollment information.
<b>If I miss my At Work meeting, can I weigh in and attend a community meeting?</b>	Yes. Don’t forget to bring your Monthly Pass card and membership book.

## [Offering 2: OnlinePlus](#)

<b>What is the OnlinePlus offering?</b>	<p>OnlinePlus allows you to follow Weight Watchers entirely online. It is a self-directed plan with interactive tools and resources like food and activity trackers, restaurant guides, and thousands of recipes and meal ideas to help you stay on track. You also have access to our trained Weight Watchers Leaders via the 24/7 Expert Chat feature. The Weight Watchers mobile app gives you access to Connect, our exclusive, members-only social media space where thousands of members share tips while supporting and motivating each other.</p> <p>Meetings are not available for individuals who enroll in this option.</p>
<b>How do I access OnlinePlus once I have registered?</b>	<p>Once you have purchased an OnlinePlus subscription, you may access it via the mobile app or at <a href="http://www.weightwatchers.com">www.weightwatchers.com</a> and logging in with your username and password created during the registration process. You will be recognized as a returning registered online subscriber.</p> <p>The mobile app is available in the App Store or on Google Play.</p>
<b>How do I get help for an OnlinePlus subscription?</b>	<p>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.</p>

## [2. Who is eligible?](#)

<b>Who is eligible to participate in these offerings?</b>	<p>All City of New York employees who are eligible for health benefits have access to a subsidy reducing the cost of membership by more than 50% off the regular price. Benefit-eligible dependents (spouses, children 18-26) and retirees can enjoy discounted pricing. Spouses and dependents of retirees are not eligible for the discount.</p>
<b>How can I get my family involved?</b>	<p>Only New York City employees are eligible for NYC/Union contribution. The City of New York/Unions have negotiated a reduced Weight Watchers Membership rate for your spouses, domestic partners, dependents (over the age of 18) and retirees of the City. Please see Question 3 for pricing information.</p> <p>Providing or sharing your eligibility information or the Employer ID/Employer Passcode with non-City of New York employees (including spouses, relatives,</p>

friends) is strictly prohibited and may result in the termination of your membership.

### 3. What is the pricing for the Weight Watchers offerings?

What is the cost of these offerings?

Meetings (includes OnlinePlus)	
Employees	\$15/Month* <sup>§</sup>
Spouses, Domestic Partners, Dependents (over 18), Retirees	\$30/Month*

OnlinePlus	
Employees	\$7/Month* <sup>§</sup>
Spouses, Domestic Partners, Dependents (over 18), Retirees	\$14/Month*

\*State taxes may be applicable

<sup>§</sup>The dollar value of this contribution/benefit will be included as taxable income to the employee.

You will be charged the listed prices each month until you cancel your membership or if you are no longer eligible for the company subsidy. For your Meetings membership, you may be charged up to 15 days prior to the end date printed on your Monthly Pass card to ensure that your next month's card arrives in time.

Is Weight Watchers a taxable benefit?

Yes. The dollar value of this contribution/benefit will be included as taxable income to the employee.

### 4. How do I enroll?

How do I enroll in Weight Watchers to receive the City of New York special pricing?

Purchase any of these offerings by visiting <http://nyc.join.weightwatchers.com/> and clicking 'Sign Up Now.' Enter the City's Employer ID: 11612222 and Employer Passcode: WW11612222 to receive a special price and subsidy. For assistance, call 866-797-2836 (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](mailto:wellnesshelp@weightwatchers.com) with questions.

How can I take advantage of the City of New York special pricing if I am a current Weight Watchers member?

If you are a current Weight Watchers member, you will still need to register under the City of New York Weight Watchers portal to take advantage of the discounted pricing and subsidy. Please follow the instructions below. You can also call Weight Watchers at 866-797-2836 (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.

Please visit: <http://nyc.join.weightwatchers.com/>, Click 'Sign Up Now' Employer ID: 11612222 Employer Passcode: WW11612222

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.

Why I am getting the message "Not found in the System" when I try to register?

There are a number of reasons you may be receiving this message. If you have carefully followed the registration instructions found [here](#), please send the following information to [WorkWell@olr.nyc.gov](mailto:WorkWell@olr.nyc.gov) for assistance:

	<ul style="list-style-type: none"> <li>• First Name</li> <li>• Last Name</li> <li>• Unique ID: Last 4 Digits of Social Security Number + Date of Birth mmddyyyy + first 8 characters of the first name (Example: 943009221987NAME) The ID is not case sensitive.</li> <li>• Name of Agency</li> </ul>
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## 5. [How do I cancel my membership?](#)

<b>How do I cancel my membership?</b>	<p>We are committed to a hassle-free cancellation process. You can easily cancel your Meetings Membership on our website. Simply login to your eTools account, go to “Settings” and then “Account” to view your cancellation options. If you would like assistance with cancelling your account you can call 866-797-2836.</p> <p>If you have already been billed for your next month, call Weight Watchers Wellness Hotline at 866-797-2836 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 <a href="#">Cancellation Policy</a>.</p>
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## 6. [Is my information confidential?](#)

<b>Is my member information kept confidential?</b>	Yes. Only Weight Watchers will see a copy of your weight tracker. The City of New York does not receive any information about individual employee weight loss.
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## 7. [What is a Weight Watchers Lifetime Membership?](#)

<b>What is Lifetime Membership?</b>	<p>Lifetime Membership is a valuable benefit that you, as a meetings member, can receive when you reach and maintain your goal weight.</p> <p><b>You're awarded Lifetime Membership once you reach the following criteria:</b>          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 5 lbs less than your initial start weight.</p> <p>After you reach your goal weight, you must complete the maintenance phase of the program — remain an active, paid member throughout the next 6 weeks, weigh-in at least twice and be within 2 lbs (+/-) of your goal weight at the final maintenance weigh-in.</p> <p>Once you achieve the status as one of Weight Watchers Lifetime Members, 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 eTools subscription and unlimited meetings (subject to certain regulations. For details, please speak with your Leader).</p>
<b>I am a Lifetime Member who has gained weight back. Can I return to Weight Watchers as a Lifetime Member?</b>	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. To join the meetings again you will need to register under your company's program and pay the monthly subscription fee, but once you hit your Lifetime Member goal you can begin receiving the benefit again.
<b>What if I have lost my Lifetime Member</b>	If you have misplaced your Lifetime Member number and became a Lifetime

<b>number?</b>	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.
<b>What fees apply to Lifetime Members?</b>	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.

## 8. Can I use my Flexible Spending Account towards Weight Watchers?

<b>Is Weight Watchers an allowable expense to be paid from a Flexible Spending Account (FSA)?</b>	Pursuant to City of New York policies and 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 a specific disease such as obesity, hypertension, or heart disease, 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 covered expenses, such as paid invoices, receipts, or your Membership Book that is stamped with your attendance and payments. IRS Publication 502 states that you cannot include the cost of diet food or beverages in the medical expenses because the diet food and beverages substitute for what is normally consumed to satisfy nutritional needs. For reimbursement through an FSA, you must submit a doctor's letter or medical necessity form provided by the claims payer and proof of payments for treatment with your claim. Visit <a href="http://nyc.gov/fsa">nyc.gov/fsa</a> for a Claims Form.
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## 9. Can I accept or participate in promotional giveaways from Weight Watchers?

<b>Can I accept or participate in promotional giveaways from Weight Watchers?</b>	Please be advised that Weight Watchers North America, Inc (WWNA) is engaged in business dealings with the City of New York and therefore, in accordance with Chapter 68 of the City Charter, New York City public servants may not accept anything from WWNA valued at \$50 or more. Your agency may have stricter rules regarding gifts. Check with your agency's code of conduct or agency counsel. For further information or questions contact the New York City Conflicts of Interest Board at 212-442-1400.
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## 10. I am retiring. How can I continue my Weight Watchers membership when I'm no longer an active City employee?

<b>I am retiring. How can I continue my Weight Watchers membership when I'm no longer an active employee?</b>	<p>Please be advised that the 50% discount is only available for active City employees at this time. Once you have retired, you will no longer be eligible for the discounted rate. However, you are eligible for a reduced program pricing.</p> <table border="1" data-bbox="586 1812 1263 1896"> <tr> <th colspan="2" data-bbox="586 1812 1263 1850"><b>Meetings (includes OnlinePlus)</b></th> </tr> <tr> <td data-bbox="586 1850 1081 1896">Retirees</td> <td data-bbox="1081 1850 1263 1896">\$30/Month*</td> </tr> </table> <table border="1" data-bbox="586 1927 1263 1955"> <tr> <th colspan="2" data-bbox="586 1927 1263 1955"><b>OnlinePlus</b></th> </tr> </table>	<b>Meetings (includes OnlinePlus)</b>		Retirees	\$30/Month*	<b>OnlinePlus</b>	
<b>Meetings (includes OnlinePlus)</b>							
Retirees	\$30/Month*						
<b>OnlinePlus</b>							

Retirees	\$14/Month*
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*\*State taxes may be applicable*

You will be notified via email when your discounted membership ends. Please call 866-797-2836 and the WW Wellness Hotline will be able to help you re-enroll. Please have your Weight Watchers Username and Password available.