WW®–Wellness that Works®

Program Questions and Answers

Medical Mutual teamed up with WW (formerly Weight Watchers) to offer our members a reduced rate on monthly memberships in this effective weight management program. If you want to improve wellness or maintain a healthy weight, we want to help.

What is the WW program?

WW is well known for offering a scientifically based program that helps people lose and maintain a healthy weight and live healthier lives. With a personalized approach and a points-based nutrition plan, the program encourages participants to eat better, exercise more and positively change their lifestyles.

What WW programs are available and what are the costs?

There are three programs available to meet your unique needs. You will be charged the prices listed below each month until you cancel your membership or you are no longer a Medical Mutual member.

- Digital — less than $12 per month
- Digital + Studio — less than $27 per month
- WW for Diabetes (includes Digital, Studio and one-on-one support) — less than $27 per month

State taxes may be applicable.

Note: The WW program is separate from the At Work Meetings Reimbursement Program. The WW Logo and Wellness that Works are trademarks of WW International, Inc.

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What can I expect from a WW Digital membership?

You will get all the tools you need to follow the program online, which can be accessed 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 media
- Access to mobile apps for WW on the go
- Websites made specifically for men and women

What can I expect from a WW Digital + Studio membership?

- Wellness Workshops once a week, lasting less than an hour
- How to make healthy choices while enjoying food and exercise
- Support from your trained workshop leader
- Tips, recipes and stories from other WW participants
- Access to WW eTools between meetings to track your progress and get extra support

What can I expect from the WW for Diabetes membership?

This program is available to members diagnosed with Type 2 diabetes and includes:

- Digital + Studio membership
- Full support of a certified diabetes educator who is also a registered dietitian

What is a certified diabetes educator?

A certified diabetes educator (CDE) is a healthcare professional certified in diabetes education and management. CDEs that work with the WW for Diabetes program are also registered dietitians trained specifically on the WW proven approach to weight loss and weight management.

Can I take part in the Medical Mutual WW program?

Our 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 age 18 or older

How do I enroll in the Medical Mutual WW program?

Contact Medical Mutual by email at WeightWatchers@MedMutual.com or by phone at 1-800-251-2583, any time, seven days a week, and leave a detailed message, including:

- Your first and last name
- Date of birth
- Medical Mutual ID number (found on your ID card)
- Street address, city, state and ZIP code
- Email address
- Phone number

Once your eligibility is confirmed, Medical Mutual will enter your information into the WW portal and contact you with instructions for beginning your membership. This could take up to three business days.

Do I have to attend a certain number of Wellness Workshops to receive the discount?

No. There is no minimum attendance requirement to be eligible for the discount.

How do I find out if a studio is available in my area?

WW has thousands of studio locations throughout the United States. Visit WW.com to find meetings near you.

How do I cancel my WW membership?

Call WW at 1-866-204-2878. You can also visit WW.com and log in to your eTools account. Go to "Settings" and then "Account" to view your cancellation options.