

Frequently asked questions



Q: What is WW?

A: WW is Weight Watchers reimagined. Our purpose is to inspire healthy habits for real life. For people, families, communities, the world, for everyone. No matter what your goal is—to lose weight, eat healthier, move more, develop a more positive mindset, or all of the above—we will bring you science-based solutions that fit into your life. WW welcomes everyone who seeks to be healthier, not just manage their weight.

Q: Why is Reta Trust partnering with WW?

A: Reta Trust has teamed up with WW to bring you a program that gives you real-life solutions to get healthier, all at a special price.

Q: Who can take advantage of the WW offerings?

A: All employees and spouses enrolled in a Reta medical plan are eligible to participate.

Q: What are the WW offerings and monthly cost through Reta Trust?

A: Members and spouses enrolled in a Reta medical plan are eligible to join WW at **no cost to you**. Please find your Trustor group listed below, in order to take advantage of the WW offerings available in your area.

Workshop Voucher Groups: Diocese of El Paso, Catholic Charities of Maine, and Roman Catholic Bishop of Portland, Maine. These groups are eligible for a Digital + Workshop membership plans, however, you will need to reach to the main contact listed in the blue box below.

Franchise Groups: Diocese of Tucson, Diocese of Boise, and Diocese of Las Cruces. These groups are eligible for a Digital only membership plan. Sign up for Digital memberships using the link and employer ID listed in the blue box below.

All other Groups (not listed above) are eligible for both Digital Only and Digital + Workshop membership plans. Sign up using the link and employer ID listed in the blue box below.

Q: If I register for WW, will my membership and weight information be kept confidential?

A: Yes, it will. Although Reta Trust will receive information about the total membership's weight loss, Reta Trust will not receive any individual or personally identifiable information.

Q: If I'm a current WW member can I receive the special pricing?

A: Of course! There's an option to link your current account through Reta Trust's registration process. If you have any issues, call WW at 1-866-237-6032 for assistance with getting your membership switched.

Q: How can I earn WebMD incentive dollars?

A: By participating in the following WW activities you can earn WebMD incentive dollars; the maximum amount of reward dollars that can be earned in a calendar year is \$75. It can take up to 7 business days for you to see your WebMD Reward Dollars.

WW Activity	When can you earn?	WebMD Reward Dollars
Sign-Up	Anytime	\$25
Attend a WW Workshop 3	Once a month	\$25
times a month*		
Track food for at least 14	Once a month	\$25
days in a month*		

^{*}These actions can be completed up to 3 times.

Q: How do I cancel my WW membership?

A: Our cancellation process is hassle-free. You can easily cancel your membership on our website. Simply log in to your account, go to "Settings," > "Account" to view your cancellation options. If you would like assistance, you can call 866-204-2885.

If you have already been billed for your next month, call 866-204-2885 to receive a full refund for the upcoming month. Please note that you will not receive a refund for the month in which you cancel, except as provided in the Cancellation Policy.

Join WW today!

Visit www.com/us/wwhs and enter Employer ID: 14573524.

Employees: Use Employee ID (last six digits of SSN + birthdate in MMDDYYYY format + first initial of first name). **Spouses:** Use the last six digits of the Employee's SSN followed by the spouse's birthdate and first initial of first name.

For the following groups, to sign up for a Digital + Workshop membership plan, please contact:

Diocese of El Paso: vsalas@elpasodiocese.org

Catholic Charities of Maine: hrdepartment@ccmaine.org

Roman Catholic Bishop of Portland, Maine: Nancy.Lombardi@portlanddiocese.org

Questions? Call 866-204-2885 (Monday-Saturday 8:00 a.m.-2:00 a.m. ET; Sunday 8:00 a.m.-5:00 p.m. ET.)