



FAQs



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 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 OEBB partnering with WW?

A: OEBB has teamed up with WW to bring you a program that gives you real-life solutions to get healthier at no cost to you! OEBB medical plans cover 100% of the program cost.

Q: Who can take advantage of the WW Offerings?

A: All employees, spouses/domestic partners, and dependents ages 18 or older who are enrolled in a OEBB medical plan are eligible to participate in WW offerings. Dependents ages 10-17 who are enrolled in a OEBB medical plan are eligible to participate in Kurbo by WW.

If you are a current WW member and switch to OEBB medical carriers (from Kaiser Permanente to Moda Health or vice versa), you will need to re-enroll in WW under your new carrier to continue to receive OEBB's WW offering.

Q: If I'm a current WW member am I eligible for OEBB's WW program?

A: Of course! As long as you meet the eligibility requirements for OEBB's offering, you can link your current account as part of the OEBB registration process. If you have any issues, call WW at 1-866-531-8170 for assistance with linking your accounts.

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

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

Q: How do I find out if a WW Workshop in the workplace is offered at my worksite?

A: To find out if a WW Workshop in the workplace exists at your worksite, go to OEBB.WW.com and click on the 'Find a Workshop' tab.

You can also attend a Workshop at a WW Studio near you. To search locations and Workshop schedules visit WW website.

Q: What are the available WW offerings through OEBB?

A: Eligible participants enrolled in a OEBB medical plan can choose one of the offerings below at **no cost**. The full cost of each option is covered by your OEBB medical plan.

Offering 1: Digital

Offering 2: Digital + Workshops

Offering 3: Kurbo by WW (ages 10-17)

Q: How do I cancel my WW offering?

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 with canceling your account, you can call 866-531-8170.

If you have already been billed for your next month, call 1-866-531-8170 to receive a full refund for the upcoming month. Please note that you will not receive a full refund for the month in which you cancel, except as provided in the [Cancellation Policy](#).

Join WW Today!

To sign-up for a WW or Kurbo by WW offering or for more information, visit OEBB.WW.com and enter **Employer ID: 15066302**.

Once prompted for your Health Plan ID, follow the instructions depending on your health plan:

Kaiser Permanente Members: Kaiser Permanente Member Record Number (found on ID card)

Moda Health Members: 9 character ID Number and the 2 digit suffix by your name (found on ID card)

Questions? Call 1-866-531-8170 (Monday-Saturday 5 am – 11 pm PT.; Sunday 5 am – 2 pm PT.)

Q: What is Kurbo?

A: Kurbo is a mobile health and weight management program specifically for kids and teens that combines the use of a mobile app with expert health coaching to help members build healthy habits, for life. Our program is based on 30 years of research supporting kids and teens in achieving their health and weight management goals.

Q: How do members take advantage of the Kurbo program?

A: The two main components of Kurbo are a mobile app, which includes a food and activity tracker, educational videos and fun games, and a Kurbo health coach, who provides personalized tips and encouragement. Participants meet with their coach via FaceTime or Skype weekly and can also contact their coach anytime via in-app messaging. Progress is monitored through an online dashboard.

Q: How do you ensure privacy and security?

A: Any information collected about Kurbo participants is used for Kurbo program purposes only. We conduct background checks on all health coaches.

Q: How do I talk to my child about trying Kurbo?

A: We suggest presenting Kurbo to your child as a fun, interactive tool that will help your whole family get healthier. You can suggest it in a way that doesn't single out any one child. We often find that if a child is willing to try one coaching call, they are more willing to participate. We know that every family's situation is unique. Please contact Kurbo at 1-866-531-8170 to talk to one of their expert coaches if you have additional questions.