



Frequently asked questions

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What is WeightWatchers®/WW?

Our purpose is to inspire healthy habits for real life. For people, families, communities, the world, for everyone. We will always have the best weight-loss program on the planet, and now we're putting our decades of experience in behavior change to work for an even greater mission. We are becoming the world's partner in wellness. 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.

As a reflection of our new mission, we are moving from Weight Watchers to WW—a mark that's rooted in the familiar but reimagined to welcome everyone who seeks to be healthier, not just manage their weight.

Why is GatorCare partnering with WW?

GatorCare has teamed up with WW to bring GatorCare Medical Plan Members a program that gives you real-life solutions to get healthier, all at a special price.

What are the WW offerings through GatorCare?

Two WW offerings are available to GatorCare Medical Plan Members. Members can choose the plan that fits your lifestyle.

- Offering 1: Digital
- Offering 2: Unlimited Workshops + Digital

Who can take advantage of the WW offerings through GatorCare?

All GatorCare Medical Plan Members are eligible to participate. Workshops are not available in some areas in the U.S. To find out if the county you reside in is a non-participating area, please visit: <http://wwfranchisecountylist.com>.

To become a WW member, you must:

- Be at least 18 years old.
- Not be pregnant.
- Not have an active medical diagnosis of bulimia nervosa or anorexia nervosa.

What is the cost of the WW offerings through GatorCare?

Offering 1: Digital: \$10.00 per month

Offering 2: Unlimited Workshops + Digital: \$20.00 per month

(State taxes will be added where applicable)

Members will be charged the listed prices each month until they cancel their membership or if they are no longer an active GatorCare member.

How do I register for the WW offerings through GatorCare?

You can purchase either of these offerings at WW.com/GatorCare to receive a special price and subsidy. For assistance, call 866-204-2885 (Monday-Friday 8:00 a.m.-10:00 p.m. ET; Saturday 11:00 a.m.-5:00 p.m. ET). If you have any questions, you may also email wellnesshelp@weightwatchers.com.

You will need to enter the following identifiable information to enroll:

- Viewing your Florida Blue ID locate the "Member Number". Omit the first three letters, "UFS". Start with "H", followed by the 8-digit number + E OR S OR D01, D02, etc. (See below).
 - Subscriber/Employee: Florida Blue Member ID ("H", followed by the 8-digit number) + E
 - Spouse/Domestic Partner: Florida Blue Member ID ("H", followed by the 8-digit number) + S
 - Dependent: Florida Blue Member ID ("H", followed by the 8-digit number) + D01 (multiple dependents = D01, D02, D03, etc.)



How do I cancel my WW membership?

Our cancellation process is hassle-free. You can easily cancel your WW membership on our website. Simply log in to your account, go to “Settings,” and then go to “Account” to view your cancellation options. If you would like assistance with cancelling your account, 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.

If I am an existing WW member, how can I receive the discounted pricing available through Gator Care?

If you are a current WW member, you can still take advantage of the discounted pricing and subsidy. Please call WW at 1-866-237-6032 (Monday-Friday 8:00 a.m.-10:00 p.m. ET; Saturday 11:00 a.m.-5:00 p.m. ET) for assistance with getting your membership switched to the GatorCare special pricing.

How do I switch to a different WW offering available through GatorCare?

If you are currently enrolled in a WW offering through GatorCare and want to switch to a different offering, call 866-204-2885.