



Frequently Asked Questions

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Parker Hannifin Discount and Reimbursement

1. Who is eligible for the Parker Weight Watchers benefit?

The Parker Hannifin Weight Watchers benefit consists of two components: access to special corporate pricing and an 80% reimbursement of purchase price.

- Parker employees and family members covered under the Wellness and Preventive Medicine Program through Parker's Group Health Plan "the Plan" are eligible for an 80% reimbursement when qualifications are met ([see question below](#)).
- All individuals must be 18 years of age or older to participate.

2. How do I qualify for the 80% Parker-paid reimbursement?

To qualify, you must be an active member covered under the Plan as described above at the time services are rendered. You must purchase/renew a Weight Watchers membership on or after May. 1, 2013, and either:

- attend 75% of meetings for the period of time purchased (for Monthly Pass) and have your local Weight Watchers representative approve and sign the reimbursement form ;
or
- submit your Weight Trackers and/or Progress Report showing full completion for the weeks of participation for the period of time purchased (for Online Subscription members)

3. How does the reimbursement process work?

Reimbursement Form can be found on the employee member portal for Parker's Wellness and Preventive Medicine Program Website at www.NGS.com/parker. Use your member ID found on your NGScoresource ID card to register for the member portal.

1. Member attends Weight Watchers sessions and must complete the required sessions to qualify for Reimbursement (as stated above).
2. If a Monthly Pass member, Weight Watchers Service Provider (Meeting Leader) must sign Reimbursement form and verify that sessions were completed.
 - Weight Watchers Service provider must sign form and include Meeting Location Number
 - If Online Subscription, subscriber can download self-reported weight loss (must show tracking for full completion of time purchased)

3. Member should complete remaining fields on reimbursement claim form, sign, date and mail to NGS CoreSource at P.O Box 2310, Mt. Clemens, MI 48046 or Fax to 800-647-1766.
 - Required items for submission:
 - a) Proof of payment
 - b) Reimbursement form must be completed entirely and signed by Weight Watchers Meeting Leader for meeting attendance. For Online – member is instructed to include the Account Status Page (to get to Account Status, visit My Profile).

4. My Weight Watchers Leader needs to sign my form indicating I attended a certain number of meetings. How will she/he know if I attended meetings in my community as well as At Work?

Your service provider will check your weight tracker booklet to verify your attendance at Weight Watchers meetings, so remember to bring your booklet with you to any meetings you attend, whether At Work or in your community.

5. Is there a deadline for requesting reimbursement?

Claims should be filed as soon as possible. Only claims submitted within 24 months following the date of service will be accepted by the Parker Plan for payment. Claims filing after the 24 month period deadline will not be denied for payment.

6. Is the reimbursement considered taxable income?

Benefits paid under the Plan are not taxable.

At Work or Community Meetings/Monthly Pass

7. How can I find Weight Watchers meeting locations and times?

Visit <https://wellness.weightwatchers.com> using Employer ID 64850 and Employer Passcode Parker for a list of community and At Work meetings near you. Just enter your work address and zip code on the first page. On the following page, click “Go” next to the meetings option. If there is currently an At Work meeting set up in your zip code, you will see the meeting listed. You can also call 866-204-2885 for more information. To learn if an at work meeting is being hosted at your Parker location, please speak to your local HR Representative.

8. What if I don't receive my Monthly Pass card in the mail or I lose my card?

Contact Customer Service at monthlypass@weightwatchers.com if you do not receive your card within two weeks of enrolling and follow these instructions to print a temporary card:

1. From your eTools account, click on Account Settings (it may require you to reenter your password).
2. Under Payment and Account Type, select Account Status
3. You will see a drop down box at the top of the screen. Click on it and select Monthly Pass Temporary Card.
4. Print your temporary Monthly Pass and bring to your meeting until your new pass arrives in the mail.

9. What if an At Work meeting is not available at my workplace?

You may purchase a Monthly Pass and attend community meetings.

10. What do I need to bring to a meeting?

Please bring your Monthly Pass and weigh-in book.

11. How much time should I plan on spending at a Weight Watchers meeting?

Weight Watchers meetings last approximately 30-45 minutes, including the weigh-in. At Work

meetings will begin with a 15 minute weigh in period followed by a 30 minute meeting. There may also be an orientation for new members which can last an additional 30 minutes.

12. I know the At Work meetings at my worksite have already started. Is it too late for me to sign up?

No - you can join At Work meetings at any time. You should speak to your local HR Representative for more details.

13. What is the minimum number of participants required to start an At Work meeting?

A group must have 15 Monthly Pass members to start and maintain an average of 12 or more members ongoing to keep meeting going. (Note: Lifetime Members do not count toward the minimums.) For additional details, call 866-204-2885.

14. What is the role of the At Work on-site coordinator?

The role of the on-site coordinator is to:

- Help recruit the 15 or more participants to start an At Work meeting.
- Reserve the room and storage for the meetings.
- Make sure the room is set up appropriately.
- Work with the Weight Watchers leader to organize the group.
- Direct participants to the meeting location, answer questions about meeting times, and refer the associates to the online registration portal or the toll-free number if necessary.
- Provide any updates to the Weight Watchers leader about meeting location changes.
- Help recruit members ongoing in order to maintain an average of 12 or more members.

15. If I miss my At Work meeting, can I weigh in and attend a community meeting?

Yes. Your Monthly Pass will be accepted at any participating Weight Watchers location. Bring your current Membership Book so the Leader can mark your attendance.

Purchases and Cancellations

16. Is a credit or debit card required to purchase Monthly Pass or Online?

Purchase options include credit or debit cards as well as PayPal. Please note: Flexible Spending Account Debit Cards cannot be processed for a Monthly Pass purchase. However, you may request a receipt for your weekly fees and you may submit the receipt to your insurance company if they authorize weight-loss services reimbursement.

17. Is Weight Watchers an allowable expense to be paid from a Flexible Spending Account (FSA) or Health Savings Account (HSA)?

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 obesity, or an obesity-related disease such as high blood pressure, 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 expenses, such as paid invoices, receipts, or your Membership Book that is stamped with your attendance and payments. For reimbursement through an FSA, you must submit a doctor's letter or medical necessity form provided by the claims payor and proof of payments for treatment with your claim. For HSA, you do not need to submit any documentation; however, you should save these documents with your tax records in case you are audited by the IRS. You may claim reimbursement for the purchase price MINUS any reimbursement you receive from Parker Hannifin. Go to www.irs.gov to learn more, or ask your tax advisor for guidance. You can also find helpful information at www.obesity.org.

18. How and when will I be charged for my Monthly Pass?

You will be charged after completing your first purchase of Monthly Pass. You will then be charged each month at the applicable monthly rate until you cancel. 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 on time. This means that you may be charged twice in your first month, once for your initial month and once for the following month.

19. Will my monthly membership/subscription automatically renew at the new company rate?

Yes, you will see the updated pricing in the following billing cycle.

20. How do I cancel my Monthly Pass?

You can cancel your Monthly Pass at anytime. Simply visit www.weightwatchers.com/monthlypasscancellation for instructions. You may not cancel at meeting locations.

21. If I purchase Monthly Pass and later cancel during the course of the same month, will I receive a pro-rated refund on my credit card?

No, you will not receive a refund for the month in which you cancel, except as provided in the Cancellation Policy. If you have already been billed for your next month, follow the instructions at www.weightwatchers.com/monthlypasscancellation to receive a full refund for that month. See the full set of rules for Monthly Pass cancellations and refunds at: <http://www.weightwatchers.com/monthlypasscancellation>.

22. How do I cancel my Online Subscription?

Log on to your account, scroll to the bottom of the page, and click the "contact us" link. Choose "cancel my account" and follow the instructions.

Lifetime Membership

23. What is Lifetime Membership?

Lifetime Membership is a privilege you receive after completing your weight-loss journey as a Weight Watchers meetings member. You receive a Lifetime Membership recognition award when you:

1. Achieve a weight goal that is within the Weight Watchers healthy weight ranges (or a healthy weight determined by your physician) and are at least five pounds less than your initial weight, and
2. Have been on the Weight Watchers maintenance phase for six consecutive weeks as a current, paid meetings member and are no more than two pounds above your weight goal at the end of that period.

As a Lifetime Member, we encourage you to attend Weight Watchers meetings in your local area and anywhere in the world. There is no charge as long as you weigh in once a month at the first meeting you attend and you're no more than two pounds above your weight goal. Don't forget to show your Lifetime Membership book. As a free Lifetime Member, you will also receive a free eTools voucher to retain access to all the online tools.

24. I am a Lifetime Member who has gained weight back. Can I return to Weight Watchers as a Lifetime Member?

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. If you are two pounds or more over your goal weight, you will need to pay the weekly fee or purchase a monthly pass until you reach within two pounds of your Lifetime goal weight to become a free member again. **NOTE: Free** Lifetime Members may attend AT Work meetings, but will not be counted toward the minimum number of participants to start (15) or maintain (average of 12) At Work meetings.

25. What if I have lost my Lifetime Member number?

Please call 800-651-6000 for assistance.

26. What fees apply to Lifetime Members?

Once you become a Weight Watchers Lifetime Member, you may never have to pay a registration fee at Weight Watchers again. As a Lifetime Member, you are charged a meeting fee only if you are two 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 one month period.

27. What do I do with my current Monthly Pass after I become a free Lifetime Member?

You will need to call 866-204-2885 to cancel payment on your Monthly Pass. Ask your meeting leader for your free eTools voucher.

Franchise Locations

28. I tried to sign up for a Monthly Pass through <https://wellness.weightwatchers.com> and I got a message stating that Monthly Pass is not available in my area. Why?

The address you used to register in the portal has been recognized as a Weight Watchers franchise area. Weight Watchers International covers about 85% of the US. The remaining areas are covered by various Weight Watchers franchises. While franchise product offerings and prices may differ from the standard Weight Watchers pricing, you may still receive the 80% reimbursement if you otherwise meet the criteria by completing a reimbursement form. Proof of payment is required.

29. How do I join a meeting if I am in a franchise area?

You can call Weight Watchers at 866-204-2885 to get the contact information for your franchise or go to www.WeightWatchers.com/findmeeting and type in your zip code. Go to “prices and special offers” under any meeting option to review available options and franchise contact information/website.

30. If my franchise does not offer a monthly payment plan, how will this affect my reimbursement?

Some franchises do offer a monthly payment option (Monthly Pass or Fast Pass) but some locations only offer pre-paid meeting series. If you purchased one of these series, please check the box on the reimbursement form for “Pre-paid meeting series.” You must attend 80% of the meetings offered in your series to qualify for reimbursement.

Other

31. After registering for and purchasing a Monthly Pass or Online subscription, how can I access it online?

Go directly to WeightWatchers.com and log in. Once you log on to www.weightwatchers.com, you will be recognized as a returning registered online subscriber. The easiest way to continue to access www.weightwatchers.com is to save it as a “favorite” within your browser.

32. What is the Weight Watchers PointsPlus program?

The PointsPlus program takes into account how your body processes food. You'll be guided towards smarter – and delicious – choices, like Power Foods, that make your body work harder while providing better nutrition throughout the day. With Weight Watchers, every food has a PointsPlus value, which takes into account a food's protein, carbs, fat, and fiber. Using advancements in nutritional science, we've developed a formula that helps us wrap it all up into one easy-to-use number. You'll get a daily personalized PointsPlus Target, so you know how much to eat to lose weight safely – while feeling satisfied.

33. What is Weight Watchers360?

Weight Watchers 360° is a new holistic approach to surround members with tools, support, motivation, and guidance in an effort to maximize engagement in the weight-loss process. They've combined the proven PointsPlus® program with the latest advancements in behavioral science to teach members how to build healthy habits that can become second nature, and to set up their environments to help them lose weight successfully and learn to keep it off. Weight Watchers 360° builds on the Tracking behavior and adds more emphasis to managing Spaces (environments and situations) and developing specific Routines that can become new healthy habits that stick.

34. Are Weight Watchers resources available in any language other than English?

Yes. Member meeting materials are available in Spanish upon request and the Weight Watchers call center at 866-204-2885 has Spanish-speaking representatives. If one is not available at the time of the call, the call will be transferred to voicemail where a message is taken. A Spanish-speaking representative will return the call as soon as possible during business hours.

35. How do I contact Weight Watchers?

You may reach Weight Watchers at welnesshelp@weightwatchers.com or 866-204-2885.