



# WW4D Frequently asked questions

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## What is Weight Watchers for Diabetes/ WW4D?

WW4D is a program for people with type 2 diabetes. WW4D is designed to help members achieve their wellness goals, lose weight, and improve management of their disease. WW4D builds on the strength of our scientifically proven program by adding unlimited one-on-one individualized coaching and expert guidance from a dedicated Certified Diabetes Educator (who is also a registered dietician). Our CDEs are specially trained in both WW program and diabetes medical nutritional therapy (the recommended standard treatment for people with type 2 diabetes).

Once enrolled in WW4D, members receive:

- *two scheduled phone consultations with their dedicated CDE*
- *unlimited one-on-one coaching from their CDE through ongoing support via phone or e-mail*
- *a personalized food plan that is tailored to their individual needs by their CDE*
- *guidance on important healthy lifestyle topics that are tailored for them, including advice on activity and exercise, blood sugar level goals, and the impact of carbohydrates on blood sugar.*

WW4D is a Digital + Workshops offering and is NOT offered for WW Digital subscribers or in franchise areas at this time.

## What is a Certified Diabetes Educator (CDE)?

A CDE is a healthcare professional who is certified in diabetes education and management. CDEs that support the WW4D program are registered dietitians and are trained specifically on the WW proven approach to weight loss and weight management. They are WW employees.

## Once enrolled, will a WW4D member work with any available CDE for counselling?

No. Since every person with diabetes has unique needs, each member will have a dedicated CDE who will understand that individual member's needs. Typically, a CDE remains with the member for the member's entire tenure in the diabetes program.

## How does the SmartPoints® program work with the WW4D program?

The CDE applies the basic components of Medical Nutrition Therapy for type 2 diabetes and the basic principles of diabetes education to the SmartPoints® program

## **Do WW4D members attend special WW workshops?**

No. A WW4D member attends traditional WW workshops in the community and/or the workplace meetings if employer has contracted to provide them. The member also receives unlimited, tailored telephone and email support from a WW trained CDE.

## **Once an employee enrolls in the Weight Watchers for Diabetes program, how long does he or she have to remain enrolled? What if he or she wants to drop out of the program?**

Members do not have to remain enrolled in the program, although members are encouraged to do so in order to see the added benefits and results from their sessions with their CDE. Members can switch to a regular Digital + Workshops membership at any time by choosing to do so in their employer log-in portal or by calling the WW Customer Care Center. Members are encouraged to call the Customer Care Center if they are dissatisfied or feel that the program isn't a good fit for them prior to canceling their WW Membership in its entirety.