

Program Details

Q: How do I register?

A: You will log into your Blue Cross and Blue Shield member Web site, locate the **Discount Programs** section, then click on the Jenny Craig link. Next you will complete the short registration form, then print out the coupon. You will need to present your coupon and BCBS ID card at your free consultation. For more information about registering, you can call **(800) 597-JENNY**.

Q: If I already participate in Jenny Craig, can I get a refund for the joining fee paid above the BCBS joining fee?

A: No, but if you have a 6-month membership, you could enroll in another 6-month program or the 12-month program and receive the discount.

Q: How often can I use the discount?

A: Each member may receive a discount on the 30-day Trial Program **and**, a discount on the 6-month program **and** a discount on the 1-year program.

Q: What options do I have after concluding the 30-day Trial Program?

A: You can then upgrade to either the 6-month or 12-month programs using the discount.

Q: What options do I have after concluding the six-month program?

A: You can join the 12-month program using the discount.

Q: What options do I have after concluding the 12-month program?

A: Most 12-month members renew following the 12-month program and become lifetime members taking advantage of the \$39.00 annual renewal fee and maintenance support.

Q: What is the cost of food?

A: Food averages between \$12 and \$17 for three meals and one snack per day.

Q: Do I have to purchase food through Jenny Craig?

A: Yes, the Jenny Craig program is meal-based to teach portion control and proper food choices. When you're halfway to your desired weight loss goal you start preparing some of your own meals.

Q: Can I pay the joining fee monthly?

A: No.

Q: How does the Jenny Direct Program work?

A: Consultations take place via weekly telephone calls, instead of in a Centre. The food is shipped in dry ice to your home in two- or four-week increments.

Blue Cross and Blue Shield of Illinois, Blue Cross and Blue Shield of New Mexico, Blue Cross and Blue Shield of Oklahoma, and Blue Cross and Blue Shield of Texas are divisions of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association.

The relationship between Health Care Service Corporation and Jenny Craig is that of independent contractors.

This is a discount program available to Health Care Service Corporation members but is not a service covered by a benefit contract.

Q: How can I receive the BCBS discount using the Jenny Direct Program?

A. You will need to register online by logging into your BCBS member Web site. Then locate the **Discount Programs** section, click on the Jenny Craig link, complete the short registration form, print the coupon, then call **(800) 597-JENNY**. You will need to refer to the coupon and mention that you are a BCBS member and are eligible for a discount. The consultant can then verify your discount over the phone.

Q: Is a Jenny Direct Program membership transferable to a Jenny Craig Centre – and vice versa?

A: Yes

Q: Can I use the Jenny Craig Web site e-tools without participating in the program?

A: Yes. You can simply register online at **www.jennycraig.com** to take advantage of the e-tools.

Note: this registration process is different from the registration process required to get the discount.

Q: Will all Jenny Craig Centres acknowledge the BCBS discount?

A: Some franchisee participation and discounts may vary. Please verify before joining.

Customer Service

Q: How can I locate the nearest Jenny Craig Centre?

A: Log onto **www.jennycraig.com** and enter your ZIP Code where prompted. The five nearest Centres and their locations will be listed. Or you can call **(800) 597-JENNY**.