

# **MOVE! Frequently Asked Questions**

**Q. I received my "welcome folder", now what?**

**A. You are expected to connect with your coach at least 1x a month.**

**Q. Who is my Coach?**

**A. Your coach's name is written in BOLD on your "welcome folder". Your coach's contact info is also highlighted on the MOVE business card included in your "welcome folder".**

**Q. How can I connect with my coach?**

**A. You can connect in three ways:**

- 1.) Call your coach
- 2.) Send them an email through MyHealthE-Vet.
- 3.) Attend any of the *Group Classes (see attached calendar)*

**Q. How often should I connect with my coach?**

**A. You must connect with your coach at least 1x a month!**

**Q. Can I connect more than 1x a month?**

**A. Yes! And we hope you do! You will be **more successful** if you connect with your coach **as much as possible!** So, go ahead and do all three: Call, Email, & Come to Group in your area!**

**Q. Can my spouse or significant other participate in MOVE with me?**

**A. Yes! We encourage you to bring family members, significant others or spouses to your Move groups or have them join in on your follow-up phone calls. It will help you get healthier if the people around you are getting healthy with you!**

**Q. What information will my Coach need when I connect with them?**

**A. You will need to provide:**

- ✓ Name
- ✓ Last 4 of SS
- ✓ Current Weight
- ✓ Successes and/or Struggles

**For more information:  
650-493-5000 X66777**

**[www.paloalto.va.gov/moveprogram.asp](http://www.paloalto.va.gov/moveprogram.asp)**

