



# Healthy Movement At Home Frequently Asked Questions

- 1. Could a member apply for the wheelchair option if they do not use a wheelchair, have mobility issues, and can benefit most from the Keiser M7i?**

*The member should request the accessible trainer if that is the best fit for them and offer an explanation in the narrative statement.*

- 2. Can a member request a piece of equipment that is not offered?**

*We are only offering equipment from the vendors indicated in the equipment flyer.*

- 3. Can a member identify a second piece of exercise equipment in case their first choice is not available?**

*Yes. The member may identify a second choice in the narrative statement. If their first equipment choice is no longer available the second option listed will be taken into consideration.*

- 4. Do members apply separately if there are multiple members in the household?**

*If there are multiple members in the household and they have different equipment needs, then separate applications should be submitted for each member. If there are multiple members in a household, but all members can use one piece of equipment, then only one application is needed.*

- 5. I received an error message when attempting to apply, how do I address this problem?**

*The form does not work well in Internet Explorer and it is best to use Google Chrome or Mozilla Firefox browsers to complete the form.*